

HRC NEWS & VIEWS

VOLUME 11, Issue 7

JULY 2015

EMPLOYEE OF THE QUARTER



awarded Employee of the Quarter for July, August and September!

Jeri is a Youth Security Specialist II who works the day shift. She is recognized by her co-workers as doing an all around good job. She is always helping youth in school and helping co-workers with difficult youth. She is positive to be around and work

with. Jeri is also willing to work wherever, is a good role model to the youth,

patient, always pleasant/respectful and is never heard complaining.

Jeri was pleasantly surprised when she was presented with this award. Her picture is displayed in the entrance area of Building 3 and 5. She has the parking spot of her choice during this quarter, in addition to receiving a certificate and Chamber Bucks.

Please join us in congratulating Jeri on this special recognition.

Great job, Jeri!

July is

Dog Days Month

Air Conditioning Appreciation Month

Anit-Boredom Month

Hot Dog Month

Grilling Month

Cell Phone Courtesy Month

20th: Ice Cream Day

21st: Junk Food Day

23rd: Gorgeous Grandma Day and Hot Enough For You

27th: Parents' Day

30th: Cheesecake Day

Congratulations to Jeri Campbell who was

LET IT GO ACTIVITY BY MARJ COLBURN

June 23rd is identified on the unusual holiday and observance calendar as Let It Go Day. Staff decided to hold a Disney themed carry-in lunch to celebrate the day (in deference to the movie Frozen). Along with the Disney theme, Values Coaching trainers Heather Sidlers and Marj Colburn

decided to use the event to talk about the "ugly rock" exercise used in the Values Coaching Training, and the need to let things go.

Staff were given information about the intent of the activity and encouraged to select a rock for themselves. Many staff participated in the

event. It's too soon to see an outcome, but the activity was well received.



IT'S SUMMER! BY MARJ COLBURN

It's officially hot enough and dry enough to say that summer is here!

The grounds are starting to perk up as the weeds are dying down, thanks to the new weed sprayer. We had some old tree limbs fall down due to winds that needed to be cleaned up, but so far it is business as usual with keeping the grounds looking nice. We did experience some flooding related to the rains recently, but most of the high water was down by the cemetery area because of the creek that runs by there.

DAS is still considering what to do with only one bid on our renovations. With multiple school projects and a Mary Lanning project going on in town, the local contractors are all busy. I am hearing that bids may go out again later on in the summer/early fall when contractors might be more available.

A meeting was held with State Patrol to work out some of the problems we have encountered when youth run from the program. It was a very helpful meeting with Lieutenant Dennis Leonard. The group decided we should meet at least once a year to discuss any changes in processes or how we do business. The outcome from this meeting will be a revision to the AWOA policy, specifying steps that we need to follow in order to get additional assistance when a youth runs. Be sure and check out the policy when you are asked to review changes.

In keeping with the Regional Centers being run as a system, we have also worked on a Kronos Policy similar to the one used at LRC. It's another one you will want to be sure to read when it's available.

We are grateful to have Pam and Ruth both back and working in

HIM. Kudos to them for managing the unexpected situation, and thanks to everyone else for their assistance and patience.

The youth were out of school for their two week break in June/July. I haven't heard of any problems with events or youth attendance. Josh and James came up with some new ideas for the youth, including their own cardboard boat race modeled after the Kool Aid Days boat race. It was a fun event for the youth. Josh is certified as a lifeguard, and he and James managed the event very well.

Josh is transitioning back into his role as a Youth Security Supervisor, and James has been hired as the Activity Supervisor. We will have a Rec Specialist position open to be filled. Once all of the shifting around takes place, we should be back to managing all of the youth activities seamlessly.

Speaking of water, we are proud of a now discharged youth who went to the Water Park as a reward for some of his work in the program. While at the park, he noticed a seven year old in distress in the wave pool and got the youth out of the water to safety before the lifeguard noticed there was a problem. He was given lots of Kudos by staff for his lifesaving efforts.

Ms. Leanne Wiemer started work as the new principal on June 15th. She will be working at Whitehall in Lincoln as well as HRC. She is already talking about ideas to bring the schools together and operating in a similar manner. I look forward to more of her input about improvements we can make not only in the system, but in our school to better meet the needs of the youth.

Retirement parties for Dave

Baisinger and Wanda Yoachim were held on June 30th. Both were excellent contributors to the program and the facility. They will be missed. Mr. B did leave with his own personal helmet as a gift to protect him from accidents/injuries to his head in his retirement!

We have been unsuccessful in recruiting any temporary nurses. Dr. Zoucha and the nurses are confident there is sufficient work to keep a full-time nurse busy, so we are going to try that route. Thanks to Carol and Pat for being flexible with their hours to meet the needs of the program.

We have decided to go with Hastings Physical Therapy for pre-employment and annual assessments of functional capacity for front-line staff. Originally we had thought we would only do this for new employees, but the more discussion that was held, the Leadership Team felt it would be better to have the annual assessment completed by a neutral party as well.

I have not heard anything about the filling of any Director positions. We are continuing to work as a team to keep moving all of the programs in Behavioral Health forward.

On June 30th HRC was notified that Dr. Zoucha has been selected as a DHHS Employee of the Year. It's great to see others recognize the efforts he puts into the program and making sure youth are being helped with substance abuse, whether it is here or at another facility. Dr. Zoucha was an unbelievable find for the program when he first wandered out here checking into employment. Not everything goes our way all of the time, but this was definitely a home run for all of us in keeping HJCDP alive and

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IT'S SUMMER CONTINUED BY MARJ COLBURN

(Continued from page 2)

moving forward. Thanks and Congratulations to him on all counts!

Even though not everyone is selected as a "person" of the year at the DHHS level, we have a lot of staff amongst us who have been nominated and selected in the past. It is rare that a year goes by without one of our own being selected. It's

an honor to work with a group of people who are so dedicated to the youth and manage the responsibilities of their position so well. It takes all of us to keep HRC viable and moving along, in spite of the changes that come our way. Everyone on this campus makes a contribution to keeping the youth safe, providing services for the youth, or managing the environment. Everyone provides something special to the

youth that we serve. We have to have the youth to remain employed - that's why we are here - but without every employee's contribution to that effort, we would not be the program of excellence that we are. Thank you each and every one.

Enjoy your summer!

HUMAN RESOURCE UPDATE BY RANDALL COIL

In the HR world, July 1st represents a couple of things for us and all employees. First, employees received a 2.25% increase to their salary. You will start seeing the increase on the July 22 paycheck and thereafter. Second, the changes you made during open enrollment will be reflected on the first paycheck in July

(July 8, 2015). We encourage you to take the time and check that pay stub over very carefully and make sure it is what you had planned on. Each employee is responsible for the cost of the proper employee share of your elected benefits. A payroll error does not absolve you of responsibility for payment of the

proper share of the cost.

Also, United Healthcare is sending to all members a new insurance card to start using on 7-1-15. Please check your mail for the new cards. If you have not received them please contact me at 402-462-1971 ext. 3247.

YOU'RE A WINNER

- Thanks, Jean, to you and your staff for the Kitchen Open House. That was fun and Shelly did a great job with the tour.
- Thanks to Sandra for taking care of business for the facility while Terry was off. We really appreciate it!
- Brenda graciously accepted the responsibility of Library duties on top of the long list of duties already assigned. Thanks!

CPR INSTRUCTORS BY GRANT JOHNSON

When people hear they are scheduled for First Aid and CPR they usually say one of two things. The first being "Oh great I get to sit through another 5 hour class with the same people" or they say "Yes! A break from the unit to learn something new or refresh up on my skills with some pretty great instructors!" As instructors we try to get people to say the 2nd response when they attend our classes! Being bound by the American Heart Association video, that we have to follow when teaching, we try to make the class exciting and engaging for all staff.

That being said, we as instructors also have to recertify every two years with an AHA certified instructor trainer. We did have a bit of a change in instructor roles as the new group includes James Schulte, Carol Vian and myself. This year we got to go to the Lincoln Regional Center to recertify with Beth Bartell and a couple of other LRC staff. After a late start to our day due to bad storms the night previous (Although it would have been a lot later if James hadn't have pulled off an amazing 29 point turn!), we got on our way and were only a few

minutes late. We completed the class and got a lot of good tips for teaching and how to engage staff more in the training. We also were notified that there will be new materials coming out in the spring of next year! This will be a nice change for staff who have been watching the same video since 2011. So if you are signed up for CPR in the near future be excited because our new instructors are ready to train you and excited to share our new knowledge with you!

ESCAPE FROM HOTEL CALI-JOB! BY JOE TYPE, VALUES COACH



Do you know anyone like this—checked out from the work, but unable to leave the job?

Suffering from Dilbert Disease, the neurotic condition of being afraid of losing the job you hate? Does that describe you, at least on occasion?

Disengagement—disconnection—is just going through the motions. It's running on autopilot. At work, disengaged people are just renting a spot on the organizational chart, they are not taking ownership for the work itself. Being disengaged from your work is like staying in the Hotel Cali-Job: you have long since checked out, but you cannot leave because you need the money.

Hotel Cali-Job is a miserable place to be. Unfortunately disengaged people eventually become so used to running on autopilot they don't even recognize how unhappy they are. And, of course, they almost never blame themselves for their unhappiness—it's always the fault of Hotel Cali-Job.

Disengagement is not just about productivity and innovation. Whether or not people are engaged in their work is the single most important determinant of whether you have a great place to work and provide a great customer (and in healthcare patient) experience. Unfortunately, in most organizations there is substantial room for improvement.

One of the questions in the Values Coach Culture Assessment Survey, with responses rated on a five-point scale from strongly disagree to strongly agree, says:

Our people bring positive attitudes to work, treat others with respect, and do not engage in chronic com-

plaining, gossiping, and other forms of toxic emotional negativity.

Virtually without exception, more people disagree than agree with that statement and in most cases only about 5% of respondents strongly agree. This condition obviously has a negative impact on both the workplace and the customer (patient) experience. But the real tragedy of an emotionally negative and disengaged workplace is the impact on the individual his or herself.

Dr. Edward Hallowell is one of the nation's most thoughtful psychiatrists (and is a profile author on mental health topics). In a 2010 Harvard Business Review article he wrote that being disengaged from one's work is a leading cause of emotional depression and failure to achieve one's own personal and professional goals.

As Hallowell says, there is a strong correlation between being disengaged from your work and suffering from depression and/or anxiety. And I believe I know the reason: disengagement is, almost by definition, being mentally and emotionally in another time zone and/or zip code than the one inhabited by your physical being. Disengaged, disconnected individuals are living in the past or projecting into the future, wishing they were somewhere else, with someone else, doing something else, than the work they are being (in their view inadequately) paid for doing right now.

Here are five practical things you can do—starting right now—to be more engaged in your work (and to finally leave Hotel Cali-Job):

Be more curious: Make fewer assumptions and ask more questions. Ask better questions. Dig deeper by asking follow-up questions. If you want to improve the quality of your work life, the first step is often to

improve the quality of the questions you ask at work.

Stop complaining and start suggesting: Disengaged people complain about problems—engaged people work on solutions to those problems.

Don't tolerate toxic emotional negativity: In today's world you would never tolerate someone poisoning your work area with toxic cigarette smoke, and you should be just as intolerant of the emotional poison created by chronic complaining, finger-pointing, and rumor-mongering. Declare your work space to be a PFZ—a Pickle-Free Zone—and you will be astonished at how quickly you become much more engaged and productive.

Have a physical reminder: Every morning I put on my wristband for that day's promise from The Self Empowerment Pledge, and throughout the day it reminds me to be, depending upon what day of the week it is, Responsible, Accountable, Determined, Contributing, Resilient, Positive, and Faithful. And these are the personal qualities that underpin being engaged in your work and in your life.

Be a Dionarap: Don't try to look that word up because I made it up. Dionarap is the word paranoid spelled backwards. Assuming that—unless and until definitively proved otherwise—everyone you work with is acting in good faith and truly wants you to succeed in your work will dramatically change your approach to building relationships.

Why don't you try it this week? Focus on one of these five ideas each day. Then on Saturday look back on your week and see if you weren't more engaged and more productive—and as a result happier and more fulfilled in your work. And finally free from the bars of Hotel Cali-Job.

NEWS FROM HOUSEKEEPING BY MARY ANN KOCH

Welcome summer. The weather threw some curves our way with the heavy rains the first part of June. We were not prepared for that much rain that fast. Thanks to everyone who helped with the flood clean up, it was very much

appreciated. We now have the sand bags in place and should be ready for the mighty thunderstorms that we know will come our way. Now we have to get our walk off mats shampooed and switched out. The Housekeepers had a Mandt

workshop with Heather and Grant and talked about our responsibilities during a crisis situation. We received good information, and now everyone is on the same page.

KLATTER FROM THE KITCHEN BY JEAN LUTHER

Friday June 26th, the kitchen staff held an open house as an activity for the youths' school break and for all staff. Staff gave a tour with some interesting stories and there were several varieties of cookies, tea and Kool-Aid at the end of the tour. Those who were able to attend

were very complimentary of the event. There were also pictures and documents displayed of events from almost 70 years ago.

If you were not able to attend and would like a tour or to see some of the history, please contact Jean Luther or Doug Bonham.

The staff decided that Fonzas (runzas) would be made and served for an evening meal also during the four week menu cycle. If you would like one and you work evenings please contact the kitchen staff to let them know you will be eating that night.

WE HAVE A WINNER!

The Word Search Puzzle in the June issue was a HOT item! We had 11 entries with each having found all the words correctly!

Carolyn's name was drawn to receive the Grand Prize presented by Marj. Thanks to everyone who participated!



WELCOME NEW EMPLOYEES

Newest members joining the staff at HRC in June were:



Leanne Wiemer, Principal



Brittany Horton, Teacher

MAINTENANCE NEWS BY GARY PEISIGER AND CHERI DELAY

Mowing never stops. With the lack of rain on a daily basis, the grass is starting to slow down a bit. Spraying has gone from weeds to bugs.

There are still many trees to be removed, but I am waiting for the mowing to slow down so there would be time to haul off the trees

once they're dropped. So far the A.C. units are running good, even the kitchen is hanging in there as best as it can.

THINGS AREN'T ALWAYS WHAT THEY SEEM TO BE

BY RON CULBERTSON, MSW, CSP, CPAE

Recently, my wife and I used the drive-thru window at our local bank. I love the drive-thru because sometimes, I'm just too lazy to go inside. With the drive-thru, I don't have to move from my seat and can do all of my banking transactions through that little drawer under the window.

Isn't it amazing how many lazy inventions we've developed over the years? We have moving sidewalks, remote controls, and even clap-off lights. The one that tickles me the most is the Lazy Susan turntable. It sits in the middle of the table and rotates so that we don't have to exert our arms an extra six inches to pick up the mashed potatoes.

But I digress.

As I rolled down my window to pass my deposit to the teller, I heard a harsh vibrating sound outside. If you're like me, you are accustomed to the normal sounds that your car makes. When you hear an odd or new sound, you know that it's not normal.

I put my car in neutral thinking that the vibration might be related to the car being in gear. This by the way, is the kind of mechanical knowledge one gets with an undergraduate degree in psychology. The vibrating sound immediately stopped. I then put the car back in gear and the vibrating sound returned. True to my training in Pavlovian responses, I repeated the sequence several times as I replicated these significant research results:

Car in gear = vibrating sound

Car in neutral=no vibrating sound

I began to salivate At the thought of buying a new car.

You see, my Honda Pilot is ten years old, but it looks great and runs

great. I have no reason to buy a new car except that my car is old and I know it won't last forever. But this new vibrating sound may be my car's version of the death rattles.

I began to wonder if my car would even make it back home that day. Would I need a tow? And how would I sell a car with a harsh vibrating sound like this one? I needed to be certain that my car was dying before I started looking at new cars online.

I repeated my diagnostic test once more, and then looked at my wife. She has an undergraduate engineering degree but it was in computer science, not mechanical engineering. So, I was not looking at her for a diagnosis, but for an affirmation of the obvious declining health of my car.

"Do you hear that?" I asked.

She nodded.

Then she casually said, "I wonder if what you're hearing is the man working on that metal sign over there?"

I stopped my diagnostic tests and simultaneously, stopped salivating.

The vibrating sound started again and then stopped. But my car was in neutral the whole time.

Oh.

Apparently, when someone uses a saw to cut metal, it sounds exactly like a ten-year-old car dying At least in my limited experience as a paramechanic.

Has this ever happened to you? Have you ever been absolutely certain of something only to find out that it was something else altogether? I suspect it happens more regularly than we'd like to admit. And the worst times to experience these

certain uncertainties are when they relate to the words and actions of others.

For instance . . .

- Out of simple curiosity, our spouse or partner asks us why we were late getting home, and we're sure that he or she doesn't trust us.
- The cashier at the grocery store says we owe more than we expect, and we're sure she is wrong even though we really just misread the label on the shelf.
- Our boss allows a coworker to take some additional time off due to a confidential family crisis, and we're sure the boss is just being preferential.

These are the "vibrating sounds" of life and we often misdiagnose them. Sometimes, our misdiagnosis is due to our own experiences or prejudices. Other times it's simply because we aren't skilled in analyzing the situation correctly. In other words, we never got adequate training in life mechanics.

The book *Crucial Conversations* by Kerry Patterson is a wonderful resource to help us realize that human interactions can be difficult, and that we can often misread the process unless we are willing to get our hands dirty and break down the communication machine.

The most critical step is listening—not just listening to the words, but to the story behind the words. The backstory is where we learn about other people so we truly understand where they are coming from.

When I heard a vibrating sound in my car that day, I only had one piece of the story—the sound. Once

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THINGS AREN'T ALWAYS WHAT THEY SEEM TO BE CONTINUED

(Continued from page 6)

I listened to my wife and paid closer attention to all the clues around me, I was able to understand the whole story.

Things in life are not always what they seem to be. People are not always *how* they seem to be. And it's usually a great relief to find out that our situation doesn't require a complete overhaul after all. Instead,

often, we just need to listen a bit more carefully.

EMPLOYEE IN THE SPOTLIGHT BY GRANT JOHNSON



We currently have a lot of changes going on at HRC, and one of those big changes is the promotion of James Schulte from Recreation Specialist to Activity Supervisor. I sat down with James to ask him a few questions about his current role as Recreation Specialist and how he is transitioning into the Activity Supervisor. I asked James the typical question about what he did before coming to HRC and he told me that he served in the United States Navy for six years and was stationed in Jacksonville,

Florida. He came to HRC in 2009 and started as an afternoon coach, moved to days the next year and became the Recreation Specialist in 2012. James was promoted to Activities Supervisor in June and still transitioning between that and the Recreation Specialist until the Recreation Specialist role is filled. James said a typical day for him involves going to PVC, planning rec activities, meetings, meeting with youth 1:1, and then a whole lot of recreation. James was asked to identify his most memorable moment at HRC, and he stated it was when two youth ran from the facility and James gave chase. He thought the youth had taken off into the cornfield, and could see them running away from him. He followed them

for a long time, and once he finally got close he noticed that he was following deer, not youth! James then went on to tell me that on his days off he enjoys spending time with his daughter, coaching soccer for her team, hanging out with friends, going on trips, and exploring new things. I wrapped up my interview with James by asking him what his plans are as he transitions into the Activity Supervisor position, and he said he plans to stay organized, on task, and ahead of his responsibilities. He also plans to do a lot of training with the new Recreation Specialist once they are on board! So, if you see James out and about, be sure to congratulate him on his new role!

CREATIVITY AT ITS FINEST BY CORINNE JENSEN

Hard work and creativity played a big role in the success of the 2015 Boat Races held during the Summer School Break. Under the direction of Activity Supervisor, Josh and Recreation Specialist, James, Coaches Cindy, Bryce, and Drew provided leadership to create these boats and did a great job directing the youth at the race! It was a great lesson in teamwork and sportsmanship for the youth.

Great job, everyone! We look forward to next year's boat race.



INSURANCE UPDATE BY RANDY COIL

Per HIPAA, group health plans are required to provide notice of new dependent/spouse enrollment eligibility. In accordance with the recent Supreme Court decision, the State sent the following information to Agency Human Resource partners:

In order to ensure compliance with HIPAA standards, the State is now disseminating the same information to all State employees. Please read the below information regarding dependent/spouse enrollment eligibility changes.

On June 26, 2015 the Supreme Court ruled that refusing to grant marriage licenses to same-sex couples or failing to recognize same-sex marriages lawfully performed in other states violates the United

States Constitution.

Accordingly, a same-sex spouse now meets the spouse eligibility requirements for employee health benefit plans. Enrollment for these spouses will be administered consistent with Section 125 status event rules.

The Court's ruling has effectively created a "life status change". In accordance with existing state health plan status event rules, plan participants, with a same-sex spouse, who were lawfully married out-of-state prior to this ruling, may add their spouse to the State's health insurance plan. Employees, with pre-existing same-sex marriage, have 30 days from June 26,

2015 to add their same-sex spouse. A copy of a valid marriage certificate is required for enrollment purposes. Coverage begins the first day of the month following the event date.

In addition, under the Court's ruling, same sex marriages performed in the State of Nebraska will be recognized for plan eligibility. Employees have 30 days from the date of their wedding to add a new spouse through the Employee Work Center. A copy of a valid marriage certificate is required for enrollment purposes.

Please feel free to contact me if you have any questions.

10,000 STEPS A DAY CLUB BY CHRIS MARTIN

On behalf of the 10,000 Steps a Day Club, I would like to thank all of those who participated and kept track of their steps. As a group, we walked 16,483,978 steps from January 12, 2015 to June 14, 2015. Way

to go walkers!

I hope that each and every one of you will continue with your walking daily, even if we aren't keeping tack on the poster anymore. The em-

ployee who had the most steps was Jane Wells with a total of 2,188,889 steps. Way to go, Jane!

Thank you again to all those who participated.

COMMUNICATING BY EMAIL FROM CHAMPIONS OF EXCELLENCE

Email has become such a communication staple in our personal lives that many people treat email very casually. Your credibility, professionalism and competence will be judged based on how you communicate online. Post these considerations within easy view and refer to them when sending email.

1. **Be concise.** Longer messages are difficult to read, and most people will not read them carefully...so be sure to **bold** or underline important action items.
2. **Avoid sarcasm.** It can come across as rude or abrupt because the recipient cannot gauge your body language.
3. **Don't send an email when**

emotional or angry. Sit on it for 24 hours.

4. **Remember, email is not private.** Don't write anything you wouldn't "want the whole world to know about."

5. **Use emoticons . . . sparingly.** Sometimes it helps communicate the tone of your message when you add an emoticon. However, only do so as necessary because it can end up being annoying to readers if you have too many.

6. **Think twice before hitting "reply all."** Ask yourself, "Do all these other people really need to hear my reply?" If not, reply only to the original writer.

7. **Respond within 24 hours.** If you require more time, let the sender

know you're reviewing the email and when you'll get back to that person.

8. **NEVER USE ALL CAPS** or all lowercase. Both are distracting and draw away from the content.

9. **Start with greeting** (hi, hello, good morning, etc.) and end with a closing (thanks; I appreciate your time; until then; best wishes, etc.).

10. **Never try to resolve a conflict via email.** Back and forth emailing is almost guaranteed to make the situation worse. Pick up the phone, walk down the hall, or set up a time to meet.

11. **Proofread your email.** Don't rely on spell-checkers. "Sea the weigh ewe can overlook miss takes in spellcheck".

HRC EDITORIAL BOARD

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It is the policy of the Editorial Board to attempt to print any article that does not attack another person. The Editorial Board reserves the right to edit articles for size & content.

AA/EOE/ADA

Potato Salad *from the Kitchen of Cheri Delay*

9 hard boiled eggs
5 lbs. potatoes
1 1/2 cups chopped dill pickle
1/2 red onion
1 1/2 cups mayo
14 oz. sweetened condensed milk
3 tsp. mustard
5 tsp. red wine vinegar
1/2 Tbsp. paprika

Cut up the potatoes, cook until done and drain. Add other ingredients and chill overnight.

THANK YOU

To everyone at HRC:

Thank you so much for the cards and money I received at my retirement get-together. Most of all though, thank you for the many kind words and the help and support I received over the nine years I worked there.

You do crucial work for those who need it most and do it exceptionally well. So, keep doing what you do so very well.

Dave Baisinger

WANTED

110 Window Air-Conditioner.
Contact Jonathan P., ext. 3258.

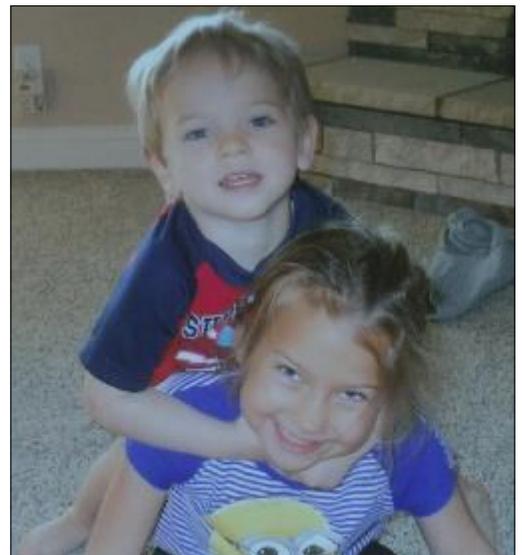
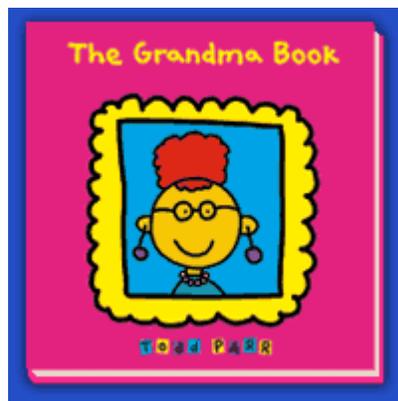


GRANDMA'S BRAGGING SECTION

July 23rd is Gorgeous Grandma Day, so employees were encouraged to brag and share photos of their grandchildren. Here are the results!



Corinne's grandson, Remington.



Tyson and McKenzie grandchildren of Marj.