

# BUSINESS CONNECTIONS

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## Expanding Horizons at Brown County Developmental Services

*Jean Zachrias (left), BCDS client, and Linda Lock, Director*

# BUSINESS CONNECTIONS

**We all need a helping hand at times.** No one person or business can possibly possess the knowledge, skills, and experience to handle every challenge. But working together, so much is possible.

In this issue of *Business Connections*, you'll find examples of different ways people receive a helping hand. The first is on page 3, where we share **6 Reasons to Have Us Manage Your Wi-Fi**. If you'd rather focus on your business instead of on Wi-Fi issues, let Rainbow Communications lend a helping hand with our managed Wi-Fi service, Smart Solutions.

**Brown County Developmental Services (BCDS)** is the subject of our Business Spotlight on pages 4 and 5. BCDS helps adults with intellectual and/or developmental disabilities by giving them a hand with vocational and residential services. Rainbow Communications, in turn, is helping BCDS with its phone, Internet, TV, and security needs. On page 6, learn more about this organization in **BCDS Celebrates 50 Years of Caring**.

There's something special about the helping hands we find in our hometown communities. In **Returning to Your Roots** on page 7, we feature Jessica Ezell, Library Director at Morrill Public Library. She returned to the Hiawatha area after many years away and appreciates the community's support of the library's fundraiser and programs.

Is there a communications issue that's a challenge for your business? Let us know about it, and we'll give you a helping hand.



**L to R:** Julie Bergman, Business Solution Specialist; Jerad Enneking, Business Solution Specialist; and Angie Kreider, Director of Business Development



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# 6 Reasons to Have Us Manage Your Wi-Fi



*With so many wireless devices used by employees and visitors, it's virtually a given that your business needs to have a Wi-Fi network. So the real question becomes this: Should you handle Wi-Fi as a do-it-yourself project or should you go with Smart Solutions, the managed Wi-Fi service from Rainbow Communications? We offer the following reasons to choose Smart Solutions:*

**1. Specifically designed for a business environment.**

Rainbow Communications uses commercial-grade access points, which provide stronger and more secure signals than the consumer-grade variety. In addition, the access points in a managed system are linked, ensuring that you always have the best possible connection.

**2. Offers low, predictable costs.** We maintain and enhance the Wi-Fi service for you so there are no surprise maintenance, upgrade, or replacement fees.

**3. Eliminates the hassles of trying to do your own installation, maintenance, and troubleshooting.** As a business owner or manager, you have enough on your plate. Your time is much better spent focusing on your core business activities rather than trying to be your own "tech support" whenever someone has a Wi-Fi issue. When you choose Smart Solutions from Rainbow Communications, you get 24x7 technical support from a local company you know and trust.

**4. Easily accommodates your growing needs.** The flexible infrastructure can grow as your business grows. Need additional

coverage? No problem! We can easily add additional access points for a low monthly fee. We can also add a guest network to keep your business and customer traffic separate and highly secure.

**5. Features cloud-based management.** We manage everything via our cloud-based solution, which provides simplified configuration, ongoing control, and automatic coordination of network equipment. The system marries the best of the centralized controller model with state-of-the-art advances in radio frequency (RF) engineering such as beam steering, RF management, and interference avoidance delivered via "Smart Wi-Fi" antenna technology.

**6. Gives you peace of mind.** You won't have to worry about security since you'll know your wireless connection is professionally installed with all appropriate security measures in place.

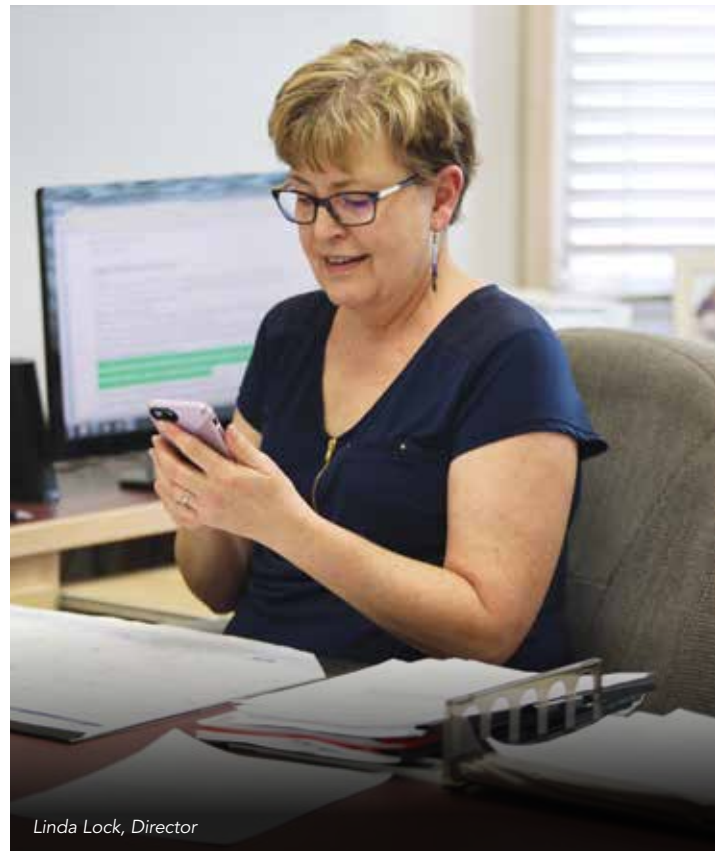
To set up a free on-site assessment for Smart Solutions, call 800-892-0163, option 2, to speak with the Rainbow Communications Business Solutions Department.



(Left to right) A BCDS customer is helped at the Thriftshop by Donna Ireland and David Beecham.

# BCDS

Improving lives through vocational, residential, and case management services



Linda Lock, Director

*The mission of Brown County Developmental Services (BCDS) is “Expanding Horizons for Adults with Intellectual and/or Developmental Disabilities” in order for them to live and function successfully in the community.*

BCDS is first and foremost a Community Service Provider, meaning it provides direct services to adults with intellectual and/or developmental disabilities in Brown County. BCDS is also a Community Developmental Disability Organization and is the point of entry into services for Brown and Doniphan counties.

### Variety of Services to Expand Horizons

Since its beginnings as Brown County Day Care Center in 1968, BCDS has provided much-needed assistance to individuals with these disabilities. (You can read about the 50th anniversary of BCDS on page 6.) BCDS currently provides some type of vocational service to 37 adults—22 work part-time in one of 15 businesses in Brown County and 15 work and meet the public at the BCDS Thriftshop. In addition, BCDS provides residential services to 30 people

living at the Delaware, Apache, Maple Winds, and Plaza apartments.

Director Linda Lock says, “I’m proud we have been able to accomplish the BCDS mission better and better through the years. Over half of the folks we serve have some type of community job. Those who don’t work out in the community work at our Thriftshop so all the customers and people who bring us donations know them by name. All of the folks in residential services have their own apartments; there are no BCDS group homes. We have truly expanded horizons!”

### Dedicated Staff and Supportive Community

The staff at BCDS includes 31 full-time and 16 part-time employees who work in the vocational, residential, and targeted case management areas. Most of the funding for BCDS

comes from Home and Community Based Services Medicaid Waiver, with the rest coming from a variety of sources including the BCDS Thriftshop. Says Lock, “The Thriftshop is our fundraiser. It’s a profitable venture and had \$180,000 in sales in 2017. Not only does the Thriftshop provide funds for BCDS, but it also provides a paycheck to clients who work there and gives the community a place to donate items they no longer need.”

Lock adds, “In addition to our dedicated staff, the Hiawatha community is also essential to the BCDS mission, as they are totally accepting of people with intellectual and/or developmental disabilities. Regardless of what our clients are doing in Hiawatha—shopping at stores, going to the bank, getting their hair cut, or seeing local doctors, dentists, or optometrists—they are accepted by the general public. I greatly appreciate the support of Hiawatha residents.”

### Connections from Rainbow Communications

To help BCDS stay connected, Rainbow Communications provides a phone system, cable service, fiber Internet, and advanced Wi-Fi in its work spaces and in all of its residential housing.

The strong signals and coverage of the Wi-Fi network from Rainbow Communications is particularly convenient for the staff and clients who use tablets. Lock explains, “Our vocational program employees each use an iPad to send daily notes and track work. In addition, some of our clients have an iPad, which may have been received as a gift from family or purchased using their monthly paycheck. Our clients have intellectual disabilities — with their mental ages ranging from a 3-year-old to a 13-year-old — so the ones who have an iPad mainly use it to play games or listen to music. The young man who gets the most benefit from his iPad has cerebral palsy; he can’t walk and has limited use of his hands. He uses voice controls to access Facebook on his iPad. This enables him to talk with his girlfriend, who lives in another town, and his many other friends.”

Lock greatly appreciates the customer service and support Rainbow Communications provides to BCDS. She notes, “They helped us use a group plan for cable TV at the Delaware complex. Since our clients have limited financial resources and have to pay their own cable bill, this helped 14 folks there. Rainbow Communications will come out to connect, reconnect, or fix cable boxes when some of our folks decide to try to change something and lose their signal. Their technicians are very patient with our folks and know how important cable TV service is to them. Rainbow Communications also donated outdoor surveillance cameras to BCDS to help us catch people stealing donations to the Thriftshop. They have been very supportive of us!”

***“Rainbow Communications will come out to connect, reconnect, or fix cable boxes when some of our folks decide to try to change something and lose their signal. Their technicians are very patient with our folks and know how important cable TV service is to them.”***

—LINDA LOCK, DIRECTOR, BCDS



## BUSINESS WI-FI NETWORKS NEED SMART SOLUTIONS

Today’s Wi-Fi networks need to cover more ground, due to a growing number of devices and users. Are you planning to implement smart technology at your business? Do you need to expand the range and strength of your Wi-Fi signals? Whatever your challenges, the answer is Smart Solutions.

Angie Kreider, Director of Business Development, says, “Smart Solutions from Rainbow Communications is our business Wi-Fi resource. As a business customer, you can lease Wi-Fi equipment—including a commercial router, access points, and end-user devices—to customize a Wi-Fi network to meet your specific needs. We also provide a maintenance plan that covers this equipment and any fees associated with its repair. In addition, our Network Operation Technicians can remotely access Smart Solutions equipment to monitor service and/or remotely repair or reset a device.”

Kreider adds, “Rainbow Communications understands how important a Wi-Fi network is to our business customers. That’s why we provide a four-hour response time to business calls about service trouble so the Internet connection is restored quickly.”

Call 800-892-0163, option 2, to speak with the Rainbow Communications Business Solutions Department to set up a free on-site assessment for Smart Solutions.

## DAVID BEECHAM HAS BEEN A BCDS CLIENT FOR 50 YEARS

David Beecham was one of the original participants in the BCDS Day Care Center program in 1968 and has been a client ever since.



Linda Lock, BCDS Director, says, "David was born with facial abnormalities and intellectual disabilities. After his mother died, he was given up at the age of 6 when his stepmother no longer wanted to take care of him, and he lived in state institutions and nursing homes including the Brown County Infirmary. When the Day Care Center opened, the Brown County Infirmary staff would bring David there since he was only 20 years old and didn't fit in with the elderly patients at the nursing home. In the early 1980s, a local couple, Carol and Deane Nigus, took David in to live with them. Years later after their deaths, he began receiving residential services from BCDS."

Although David's brain only has one lobe, he has miraculously adapted and is able to walk and talk (albeit a bit differently). David is now 70 and lives in his own apartment at BCDS's Apache Apartments. He continues to work, both shredding paper at his community job and processing donations in the Thriftshop.

"If we asked David about BCDS, he would say, 'I like it! My favorite thing is playing with cars and trucks.' David is a sweet, loving person," notes Lock.

She adds, "I want to thank the people of Hiawatha for being so supportive when we take David and our other clients out into the community."

# BCDS Celebrates 50 Years of Caring

On May 6, 2018, BCDS hosted an open house to celebrate its 50th anniversary. It was an opportunity for the public to join BCDS clients and staff in recognizing the accomplishments of this community organization.

BCDS got its start in 1968 as the Brown County Day Care Center. Funds to begin this program were raised by parents of children with intellectual disabilities—there was no special education at that time. Volunteers provided services for 10 children with special needs in a small house owned by the Bethany United Church of Christ. The minister's wife, Nancy Wentling, was the only paid staff. Eventually adults with disabilities also came to the Brown County Day Care Center.

In 1977, a special education class was started for those children with severe disabilities and only adults were left at the Brown County Day Care Center. Because of this, the name was changed to Brown County Sheltered Workshop. The work being done was ceramics the clients made and sold. Supported employment (community jobs) were added in 1979, ahead of their time.

The Board purchased the present concrete block building in 1981. Services were provided in the front half of the building and the first Thriftshop was in the back half. In 1983, a group home opened. The name was changed to Brown County Developmental Services (BCDS) in 1985.

In the ensuing years BCDS has continued to experience growth in the number of buildings, staff, services, and clients. The approximately 100 attendees of the 50th anniversary open house were able to tour BCDS's two apartment complexes, office, and Thriftshop vocational program. Some BCDS clients showed the public their apartments and others demonstrated how donated items are processed for sale in the Thriftshop.

Rainbow Communications wishes BCDS many more years of successfully serving this community.





## Returning to **Your Roots**

*In this magazine, we periodically highlight people in our community whose career path brought them back to their roots. For this issue, we recognize Jessica Ezell, Library Director at Morrill Public Library.*

Jessica Ezell grew up in the country near Hiawatha and has wonderful memories of her time with her grandparents at their farm. She says, “My grandpa taught me how to milk a cow and took me hunting for morel mushrooms, and my grandma taught me how to put up corn and make biscuits. Plus, I always looked forward to the Zion UMC ice cream social!”

Ezell left Kansas to earn an undergraduate degree in history from John Brown University in Arkansas and a Master of Science in information studies from the University of Texas at Austin. She went on to work for the State of Texas in Family & Protective Services, Health & Human Services, and the Texas State Library and Archives Commission.

What led to Ezell’s return to Kansas? She replies, “My sister came back to Kansas and settled in Lawrence about five years ago, and that started the process. Austin is a great city, but since I moved there 15 years ago, it’s grown exponentially. Between the traffic and cost of living, I started thinking how great it would be to have more space and a more manageable pace of life. I’m not a huge fan of the long hot summers in Austin either, so coming back to a

climate where I could enjoy additional time outside was appealing as well. I started looking for job opportunities in the northeast Kansas and northwest Missouri area about three years ago, and the position at Morrill Public Library made my move back a reality.”

Thanks to a spring concert that raised funds for library programming, Morrill Public Library was able to add events to its summer reading program for all ages, called “Libraries Rock!” In the planning stages now is a remodel for the library building, which will hopefully start before the end of the year.

“Working with the staff and getting to know the community have been the most rewarding aspects of my job so far. As for living again in Kansas, I love having a full four seasons. I’m also thrilled to see my family regularly — especially my niece and nephew — rather than just once or twice a year,” Ezell notes.

To see current library programming and other announcements, visit [www.hiawathalibrary.org](http://www.hiawathalibrary.org) or check out Facebook @MorrillPublicLibrary.



## Enhance Your Wi-Fi With **Smart Solutions**

Every business has different Wi-Fi network needs, depending on the number of buildings, exterior property to be included, and types of Internet applications. Let Smart Solutions set up your network and manage your Wi-Fi so you can focus on running your business.



For details on Smart Solutions,  
call us at 800-892-0163.

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