

## Client Achieves Sweet Success and Satisfaction in the Workplace

If you're passing by Jody's Popcorn on 31st Street at the oceanfront, you may see a perky woman who offers you a sample of the delicious popcorn that Jody's has quickly become known for. That woman is Ann Hosler, and she's one of Sugar Plum Bakery's most recent success stories.

Ann, who was referred to Sugar Plum by a Department of Rehabilitative Services counselor, worked closely with Job Specialist Cindy Rios to hone her work skills. After several months of training and coaching, Ann was ready to return to the workforce, and Jody's had an opening.

"I was so eager that when I went in for my interview, I asked them how soon I could start working," Ann said. "I really appreciate Jody giving me this opportunity."

Ann began working at Jody's late in May and works about 18 hours each week, filling and sealing bags of popcorn and greeting potential customers out on the sidewalk. Learning to use

the sealing machine posed a bit of a challenge after she received a minor burn early on.

"I was frightened about using the heating element, but with Cindy's help, I kept at it. I didn't want to blow this opportunity," Ann said. Cindy echoed the sentiment, also crediting Ben, a young man at the store who "took Ann under his wing and showed her how to seal the bags. We persevered and she mastered it," Cindy said.

At age 72, Ann does not fit the profile of a "typical" resort area employee, where high school and college students abound during the summer months. But, she has fit right in with the other employees and the customers.

"Everyone treats me well, I treat them well and we all get along fine," Ann said. "It's a relaxed environment and I really like being around vacationers, especially the international visitors to Virginia



*Ann Hosler*

Beach." Melanie McDilda, a store manager, agreed. "Ann's doing really well. We all enjoy talking to and working with her."

A native of Pennsylvania, Ann has lived in the area for about 25 years, and her two children graduated from Kellam High School.

Earlier in her career, she worked as a medical transcriptionist and said that someday she would like to return to the health care field, perhaps working in medical billing and coding.

For now, however, she's delighted with her job at Jody's. She's saving money to help pay for her 16-year-old granddaughter Holly's airfare from California to Virginia for a visit this Christmas season.

Thanks to assistance from Sugar Plum's job coaching and job placement services, Ann has found sweet success and satisfaction in the workplace.

## Sugar Plum Takes Over Responsibility for Work Enclave



*Lindsey Dear*

Sugar Plum Bakery has entered a new phase of providing services for clients with disabilities through its new enclave program, operated now by Sugar Plum staff instead of the city's SkillQuest program.

"We've come to a point where we're self-sustaining and we can provide these services ourselves instead of contracting them out," explained Job Specialist Melissa Avery, who's coordinating the program.

SkillQuest, a long-time partner with Sugar Plum, continues to operate an enclave in the afternoon, with Sugar Plum's program scheduled in the morning. Currently, the morning enclave has three clients, with slots for up to four more people.

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## DEAR FRIENDS AND NEIGHBORS



Knowing that Sugar Plum Bakery has contributed directly to people's success is so satisfying for me and everyone affiliated with this wonderful organization. When I read a story like the one about Ann Hosler in this issue of the newsletter, I am so proud to be part of the Sugar Plum family.

Yet, I am also humbled because I always remember how hard each of us and each of our clients work to achieve that success. Sometimes, success is measured in small steps, but each step is important. That's why I'm also thrilled to see Sugar Plum move into a new area of training by offering services directly, as we're doing in

our new enclave program, which you can also read about in this issue.

And, when it comes to hard work, one person who comes to mind immediately is our own Chuck Ferrer, who recently organized another outstanding golf tournament. Chuck and his committee always deliver one of the region's best golf outings, and this year was another shining example.

Thanks to the generous support of our many sponsors, golfers and volunteers, this year's tournament raised more than \$45,000 for Sugar Plum Bakery. This event is our only annual fund-raiser, which means that the support we receive in terms of sponsorships, in-kind donations and time, is vital. For all of those who played a role in the tournament's success, I want to extend my sincere appreciation.

No matter how you choose to help us, please know that your generous support makes a meaningful difference in the lives of people with disabilities. From all of us at Sugar Plum Bakery, thank you.

Thad Nowak

*President, Sugar Plum Board of Directors*

## Mission Statement

The mission of Sugar Plum, Inc. is to serve the needs of persons with developmental disabilities through employment, education, and training. Sugar Plum, Inc. will promote integration of mentally and physically disabled persons into society by helping them become independent and evolve into working, contributing members of our communities.

The organization strives to achieve this mission by:

❖ Operating a competitive retail bakery business;

❖ Providing supportive and rehabilitation services and training for persons who are severely disabled;

❖ Seeking community-based, competitive employment opportunities for persons with developmental disabilities;

❖ Advocating supported, competitive employment opportunities for disabled persons so that they can become financially self-supporting; and

❖ Increasing community awareness of the worth of persons with disabilities and of the importance of integrating them into our lives through education and example.

## Work Enclave Now at Sugar Plum

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"This is a great opportunity for us to expand our programs and provide services to more people," Melissa said.

During their four-hour shift at Sugar Plum, clients participate in a variety of activities. Working in production for the bakery, for which the clients earn wages, is a favorite choice and includes tasks such as scooping cookie dough, preparing specialty retail items, building boxes and stamping bags. Clients may also choose to spend time in the bakery's computer lab where they can play games designed to develop and enhance skills.

One day a week, the clients take part in an art class. One of their ongoing projects is to decorate the wreath that hangs in the bakery. On Fridays, they attend a music class, with activities ranging from learning about the national anthem to the legendary Elvis. Some days, the clients play board games, which help develop and reinforce socialization and communication skills, such as taking turns and following directions.

Ernie Duvall, who has his own apartment, has been in the program for some time. He said he likes everything about it and really enjoys talking to people. Lyn Peterson, a two-year veteran, said she likes working with Melissa, and Lindsey Dear, who marked her one-year anniversary in May, agrees with Ernie, saying she likes everything.

By taking over operations for this comprehensive program, Sugar Plum continues to accomplish its mission of helping people with disabilities to develop life skills that help them live more independently and contribute to the community.





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## Featured Desserts



Sugar Plum Bakery celebrates the fall season with a hearty selection of mouth-watering delicacies, including Persians – our cinnamon donuts shaped like a cinnamon roll. We also have mini pecan tarts, mini apple tarts and our marvelous mini cheesecakes in New York style, turtle and Black Forest. Yum! Please call for pricing information.

### Cakes of the Month

-  **September – Pam’s Peanut Butter Passion:** Four split layers of chocolate cake filled with two layers of peanut butter-flavored butter cream and one layer of fudge. The cake is iced in chocolate butter cream and garnished with our homemade peanut butter cookies dipped in chocolate.
-  **October – Chocolate Eclipse:** Four layers of yellow cake filled with three layers of chocolate

- mouse.** The cake is iced with vanilla butter cream and topped with melted fudge.
-  **November – Pumpkin Pound Cake:** Just right to complement your Thanksgiving feast.
-  **December – Tuxedo Cake:** Chocolate pound cake with chocolate chips baked throughout and iced with chocolate.

To order Featured Desserts or other Sugar Plum sweet indulgences, please call 757-422-3913 or visit the bakery.

## Freedom from Fast Food with Fax-a-Lunch

If you’re growing weary of the drive-through at the local burger place, here’s a healthy alternative that’s just as convenient. Try the Sugar Plum Café fax-a-lunch service. This is an easy way to pick up a delicious lunch for you and your co-workers and friends. You simply fax your order, specify a pickup time, and it will be ready when you arrive. Please call **757-422-3913** today for a menu, or visit [www.sugarplumbakery.org](http://www.sugarplumbakery.org) so your office staff can start enjoying the tasty benefits of lunch from our café’s fine selection.



For your payment convenience, Sugar Plum Bakery accepts American Express in addition to MasterCard & Visa.

**Hours of Operation:**  
Monday - Friday 7am - 6pm.  
Saturday 7am - 5pm. Closed Sunday.