## Pathway Enterprises, Inc.

Quarterly Newsletter Issue 46 | October 2024

## helping make good lives GREAT<sup>since 1985</sup>

### <sup>our</sup> [**mission**]

Pathway Enterprises, Inc. is committed to ensuring adults with disabilities are offered opportunities to live, work, and recreate in their communities so they may experience personal growth, integration and independence.



1600 Sky Park Drive, Ste 101 Medford, Oregon 97504

#### www.pathway-inc.org

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core [values]

### **Updates from the CEO**

As I look back on my first few months as CEO, I'm struck by how eventful and fulfilling this time has been. We've shared many moments of joy, faced a few unexpected hardships, and encountered some unforeseen challenges. Through it all, I'm reminded why I'm passionate about what I do and why our mission and this community mean so much to me. These experiences have only strengthened my commitment to the organization, deepening my determination to overcome obstacles and continue working toward our shared goals with even greater purpose.

The directors and I traveled to Bend in August for their annual picnic. Despite encountering smoky conditions along the way, we were welcomed by clear blue skies when we arrived. The Bend staff put great effort into gathering donations for the raffles, and my daughter was lucky enough to win one! I'm already looking forward to the holiday party they host in December-Bend definitely knows how to throw a great celebration!

As a company, we have always prioritized providing opportunities for employees to engage in team-building activities, such as group outings, collaborative workshops, volunteer events, and team challenges. We strive to create an environment that fosters strong connections and collaboration among employees. In August, I took the admin team and directors on a jet boat tour with Rogue Jet Boat Adventures out of Central Point. We had the pleasure of sharing a boat with some Boys and Girls Club kids, which added a lot of fun and entertainment to the experience. While we all got wet during the ride, the kids in the front were the ones who really took the plunge! If you haven't had the chance to experience the Rogue jet boats, I highly recommend trying them next summer.

As I prepared for back-to-school shopping for my two daughters, I was taken aback by how overwhelming and costly the school supply list was. I reached out to a few members of the leadership team with the idea of Pathway covering the cost of school supplies for employees' children who might need a bit of extra support this year. The response was immediate, and we were able to provide supplies for twelve students from Jackson and Deschutes Counties. It was truly heartwarming to see pictures of the kids with their new supplies getting ready for the first day of school.

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#### (Continued from front page)

Alongside the joyful moments, we also faced two tragic and unexpected heartbreaks. In July, we lost our company nurse, Adam Birdsell, who passed away while spending time with his family at the river. Adam had been a dedicated member of the Pathway team for over four years, working tirelessly to ensure residents we support received the best medical care possible. His passing has been a tremendous loss to our community, and it's still hard to fully grasp. I'm incredibly proud of how our employees supported Adam's family, providing meals, monetary donations, and heartfelt personal connections.

Kevin Wade, who lived at Keene Way House, passed away in late August. In January 2015, Kevin's mother generously donated the house they had shared to Pathway, with the intention of having Kevin live out his life alongside his best friend under the same roof. Kevin was known for his friendliness, though he had no problem letting you know if you hadn't earned his approval yet. He was thoughtful and often performed small acts of kindness for those around him. His warm smile, sense of humor, and unmistakable chuckle will be deeply missed.

As we move forward, I'm filled with optimism for what we'll accomplish together. We've shared moments of laughter, hard work, and tremendous growth, and we've also faced sadness and grief along the way. Every day, I'm grateful for the incredible employees at Pathway who come together during difficult times, making them a bit easier to bear. Let's continue to support one another, stay focused on our goals, and make the coming months our best yet. I'm excited for all that's to come and proud to be on this journey with you.



Sincerely,

Crystal Golding CEO, Pathway Enterprises, Inc.

### **Introducing Our New IT Manager**

We are excited to welcome Chris Peterson as the newest member of our team in the role of Information Technology Manager. With a passion for technology and a wealth of experience in managing IT systems, Chris brings a blend of technical expertise and leadership skills to Pathway. He has a strong background in IT infrastructure, managing help desk systems, and network security.

As we look to the future, Chris will lead the charge in advancing our IT capabilities, ensuring smooth operations, and implementing innovative solutions to meet the organizations growing needs. He will also be focused on enhancing user experience and providing robust technical support across all departments.

In his free time, Chris enjoys producing music, cooking, and spending time with his wife and two boys going to local parks and camping.

Please join us in giving a warm welcome to Chris! We're excited about the positive contributions he'll bring to the organization.



### **Contract Services**

#### By Rick Simpson, Contract Operations Director

It is hard to believe Summer is ending and it is Fall again. I think everyone is looking forward to colorful foliage and a bit less smoke and heat. Like the change of seasons, the past few months have seen operational transitions. The one constant about our Contracting business is that it is always adapting to an ever-changing business environment. We have had employees who have been injured or sick be out for extended periods of time and return. We have lost large Parks Contracts and shared management to help with our Maintenance Department. We have a new CEO who is becoming familiar with the business. We have labor challenges in Bend that require focus and determination. We are working through our two-year audit which requires daily focus to meet requirements.

Despite the challenges we stay focused on outcomes. Outcomes for people with disabilities, and outcomes for the greater prosperity of the organization. It is my great honor to direct our operations and I appreciate the trust the Board has placed in me to carry out my duties.

Leaders are hard to find, especially in the janitorial industry. We are very fortunate to have dedicated leaders who choose to spend their days and nights fretting and worrying about small details and employee well-being. None of this would be possible without you folks, and for that I am forever grateful.

Employees who will stay in this industry is very rare, yet we have scores of employees who have spent 5, 10, 15, 20, 25 years in the trenches quietly cleaning up messes. This is thankless work with faceless customers. I appreciate these employee's tenacity, loyalty, and incredible dedication. I am perpetually in awe at what they have accomplished.

For 16 years I have been overseeing these operations and I am overwhelmed by the incredible spirit of our people and the accomplishments we have manifested. Please enjoy the change of seasons and be proud of the amazing work you manage to produce every single day!

### **Employment**

#### By Khristian Andresen, Director of Supported Living and Employment Services

As supported employees work toward their goals of increased independence, job coaches are taking on additional responsibilities. Recently, Kellie and Derek visited a new job site to develop checklists and routines for new hires, Theresa H. and Jamilah C. Both employees began their roles as janitors in mid-September and are enjoying learning their new tasks and getting to know each other. Thank you to Service Express for this opportunity!

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### **Community Education Center**

### By Robin Reames, Community Education Center Coordinator

The Pathway Players theater group performed "A Tribute to the Sound of Music" on September 6th at Rockafairy in the Rogue Valley Mall. Eighteen students from the theater class worked diligently on their performances for 11 weeks prior to the play. Over 100 people attended the theater production and the reviews were rave! This summer production plan was a result of all of the CEC students. The Painting students painted the set back-drops, Art students designed popcorn bags, ASL signed Do-Re-Mi, cooking students made popcorn, and Pathway instructor, Guyla Williamson, designed and sewed costumes. We hope to offer another theater class in the Spring, where students have already brainstormed on the production they would like to take on.

The CEC will be working with Inspire House in Ashland this Winter, teaching Relationships class to their transition classroom.

As we roll into Fall session, we are currently offering 17 classes, including a new Introduction to Spanish class, Watercolor Painting, and Healthy Winter Soups.

We're grateful for all the fun field trips students took this summer to the Farm Bus, Tikkun Olam animal sanctuary, Dairy Queen bus ride, and the several guests we had speak in class.











### What's Happening in Bend!

#### By Susie Walton, Director of Community Services, Bend

Hello from Bend. Summer is wrapping up here. You can always tell by the annual End of Summer BBQ! This year, Hezekiah House hosted the event, with residents, staff, and family members gathering for food, fun, and fellowship.

This summer was the gardening summer. Three programs grew gardens. Each program was very successful in its own right. Redmond House grew enough tomatoes and peppers to keep everyone in salsa all summer and beyond!

Bend Services held it's 3rd Annual Summer Picnic. It was held at Larkspur Park in Bend. This year's gathering saw a large contingency from Medford. Thanks, guys for making the trip! We gave away prizes and raised over \$400 for the resident fund.

As fall approaches and temperatures cool down, we are turning our sights to winter and all the outdoor recreation opportunities.Remember, when in Bend, come see us.











### Lights, Camera, Action!

Each year, Pathway hosts a company-wide picnic to bring together employees and individuals for a day of food, festivities and celebration. This year's theme was Hollywood, and it was fantastic to see so many attendees arrive in elegant dresses, formal attire, sequins, sparkly outfits and even taking on fun roles like the press and security! Guests were welcomed with a red-carpet entrance and treated to a catered meal by Casa Amigas, shaved ice from Kona Ice, a photo booth from Magical Moments Photo, employee prizes, and the chance to purchase raffle tickets for a shot at winning amazing gift baskets—some even included tropical vacation packages! We raised \$1,300 from raffle tickets sales, all of which will go directly into our scholarship fund.

During the event, we honored employees for their years of service, ranging from 5 to 25 years! We also took the opportunity to celebrate Direct Support Professional (DSP) and Job Coach Week, recognizing the incredible work of these essential employees. As per tradition, we announced the winners of our six Pathway awards, which highlight individuals or businesses nominated by their peers and the leadership team. A big thank you to the picnic committee for organizing such an incredible event, and congratulations to all of our award winners!



### **Congratulations to Our Award Winners!**



#### Peter Hice, Winston Robbins Award

Peter has been working at Marshalls for over three years, where he has built positive relationships with his coworkers and supervisors, who recognize his reliability and hard work. In addition to being a strong and dependable employee, Peter has made great strides towards his personal goal of greater independence. He's learning how to budget his money, pay some of his bills, save for larger purchases, and how to self-administer his medications. Peter sets goals and works tirelessly to achieve them, no matter how long it takes. Watching him take pride in his accomplishments is truly inspiring. Congratulations Peter!

#### Brad Rutledge, Health and Wellness Award

We are excited to recognize Brad Rutledge for his incredible dedication to improving his health and wellness. This award honors someone who consistently shows compassion and commitment in their personal health journey, and Brad has truly earned it.

Brad faces medical challenges that can make everyday tasks difficult, things many of us take for granted. Over this past year Brad has committed to improving his health, and his progress has been nothing but remarkable. His determination and hard work in shedding excess weight is truly inspiring. Known for his fiery spirit, relentless drive, and strong opinions, Brad used these traits to help turn his goals into reality. He has shown us all what it means to push through challenging times. Cheers to your incredible achievements and the spirited attitude that got you there. Keep up the fantastic work!



#### Nathaniel Aranyos, Contracts Division Outstanding Leadership Award

The Jackson County janitorial operation is primarily spread along 50 miles of Interstate 5 and operates in 15 communities. There are 53 employees who clean 90 facilities with a majority of the work occurring between 5:00PM - 1:30AM. Each and every night the evening supervisor must ensure that all facilities are cleaned, all employees are accounted for, all employees are safe, and all customer requests are taken care of. Logistics are crucial, time off requests constant, and absence from illnesses relentless. The job is extremely challenging and over the past decade supervisors have come and gone. It is a position that requires ownership of Pathway's core values, incredible patience, unwavering dedication, and a true commitment to our mission.

Nathaniel Aranyos is our current Jackson County supervisor and over the past year he has embodied all of these characteristics. Faced with incredible staffing deficits Nate retains his sense of humor and warmth. He takes care for his teams and is often on location to ensure employees are safe when threatening events occur. He works until the job is done and sacrifices his personal time so that others are not inconvenienced. He is a humble person who will always tell you the glass is half full as he convinces you that the task at hand is possible.

He protects our core business and champions our mission. He does his work as most of us are comfortable in our homes and sleeping. I sleep soundly because I know he is out there. He is a rare find and a leader we are very lucky to have.

### **Award Winners Continued**



#### **R&R Pet Resort, Employer of the Year**

R&R Pet Resort continually strives to support Hayden's success in her employment. They developed a color-coded system to assist Hayden in working more independently, and from day one, she has felt welcomed and supported. The friendly staff go above and beyond to ensure Hayden feels like a valued member of the team. A heartfelt thank you to the entire staff at R&R Pet Resort!



#### Cheri Sanford, Outstanding Leadership Award

We are delighted to present Cheri, Program Manager at East Hills House, with Pathway's Outstanding Leadership Award. Her exceptional dedication and leadership have set a new benchmark for excellence at East Hills. Cheri's commitment to accountability, open communication, and hands-on involvement has created a warm and welcoming environment for both staff and residents. She is always willing to step in where needed, working alongside her team to ensure everyone feels supported and valued.

Despite her demanding schedule, Cheri's respectful and compassionate approach makes every person feel heard and appreciated. Her mentorship of new managers and collaborative spirit have been instrumental to East Hills' continued success. Cheri's ability to calmly navigate and de-escalate difficult situations with grace is a testament to her remarkable leadership.

Congratulations, Cheri! Thank you for making East Hills a better place for everyone.



#### Rockafairy: Mike and Ryan, Community Partnership of the Year

At the 2023 picnic, our community center instructor Guyla learned about the incredible work the Rockafairy team does for the community. Inspired, she soon reached out to Mike and Ryan to explore a potential collaboration between Rockafairy and Pathway's Community Education Center (CEC). Mike, Ryan and their team welcomed Pathway and students into their space, creating an environment for them to learn, grow, and build confidence while fostering their musical and theatrical talents. Rockafairy provides a safe, inclusive space for everyone, regardless of ability or skill level. We are deeply grateful for their continued support and encouragement. A big thank you to the Rockafairy team for being such an outstanding community partner!

### **Direct Support Professional and Job Coach Awards**











#### Rachel Andresen (Supported Living), The Newbie Award

This award is presented to someone who has been with Pathway for less than a year and has shown themselves to exemplify Pathway's core values. Rachel has expressed a strong desire to learn and has completed her lead staff core comps and the assistant manager core comps. She's also trained at four residential sites and helped fill shifts as needed. She is always going out of her way to help make things easier for her coworkers and ensure the residents she supports can live as independently as possible.

#### Rebecca Melani (Ridgeway), The Outside the Box Award

This award is presented to someone who has used creative thinking to help solve problems. They are consistently good at problem-solving and looking for ways to make great lives better. Rebecca has experienced a lot of professional growth over the last year. She is a kind soul and only wants the best for the people she supports. Recently, she's taken on management duties and has been floor staff. When her manager was out for an extended period recently, she held the fort down and ensured people's lives ran smoothly.

#### Katelynn McMurtrey (Larkspur), The Rainbow Award

This award is presented to a someone who always sees the positive side of things. This person tries to always have a smile on their face, and no matter the situation, they see the rainbow despite the clouds. Katelynn ALWAYS has a smile on her face and is excellent at getting others around her to smile as well. Katelynn's positive spirit and "can-do" attitude are contagious and inspiring. She arrives at work excitedly and seems genuinely happy to be there.

#### Laurie Hall (Pinedale), The Team Player Award

This award is presented to someone who is a team player and steps in to help without even being asked. This is someone who sees that for everyone to succeed the team must be strong and does their part to make that happen. Laurie is empathetic and understands when her other team members are experiencing issues and will respond respectfully and appropriately. She steps up, covers shifts whenever the team is in need, and helps ensure individuals can get out and enjoy life! Laurie understands that none of us is as good as all of us.

#### Brad Kokay (Redwood), The Veteran Award

This award is presented to someone who has been with Pathway for over three years and consistently exemplifies Pathway's core values. This DSP/Job Coach has a true passion for their job and shows it daily. Brad is very passionate about supporting the people at Redwood. He always does his best and advocates for them when they ask him to help solve a problem. Pathway is very fortunate to have Brad as a DSP, who is so dedicated to helping people live better lives.

### **Ridgeway Welcomes Assistant Program Manager**

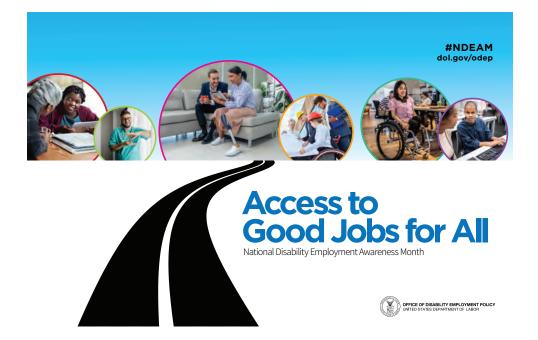


Rebecca has been with Pathway for just over two years and has been a key component in the successful progress at Ridgeway House over the last six months. She has proven to be someone who steps up, goes above and beyond, and works hard to provide the best quality of care to each and every individual. Due to her diligence, the quality of life of the individuals has improved tremendously. Rebecca is trustworthy and reliable, puts her heart into everything she does, and is passionate about her career. Her promotion makes perfect sense for the program and as a team, we collaboratively couldn't imagine a better fit for this role within our program. In joining forces the last six months, Rebecca has helped change the culture at Ridgeway House in every aspect. It is an honor to welcome her into the role of Assistant Program Manager!



### PATHWAY COSTUME PARADE AND TRICK-OR-TREATING October 31 from 3-4 pm Pathway Admin Office, 1600 Skypark Drive, Medford

### National Disability Employment Awareness Month (NDEAM)



Each October we celebrate the value and talent workers with disabilities add to America's workplaces and economy. NDEAM's purpose is to confirm our commitment to ensuring disabled workers have access to good jobs, every month of every year. That's the spirit behind this year's official theme: "Access to Good Jobs for All."



ORA - Oregon Resource Association August 29 at 3:28 PM · O

ORA is delighted to announce that Governor Kotek has officially recognized September 8-14, 2024, as Direct Support Professional (DSP) Recognition Week in Oregon!

We are incredibly proud to stand with over 10,000 DSPs who are vital to our communities, working diligently to ensure that more than 36,000 Oregonians with intellectual, developmental, and other disabilities receive the support they need to live full and inclusive lives.

These dedicated professionals consistently go above and beyond, offering essential care, compassion, and unwavering commitment. Their efforts profoundly impact the well-being and quality of life for those they assist, and for that, we are deeply thankful.

Let's take this opportunity to plan how we'll celebrate and appreciate these essential workers, not just during this special week in September, but every day of the year.

#DSPWeek2024 #OregonDSPs #EssentialWorkers #ThankYouDSPs

### PROCLAMATION

OFFICE OF THE GOVERNOR



### **Remembering Kevin: Honoring a Life Well Lived**

### By Brittney Hettman, Director of Residential Services

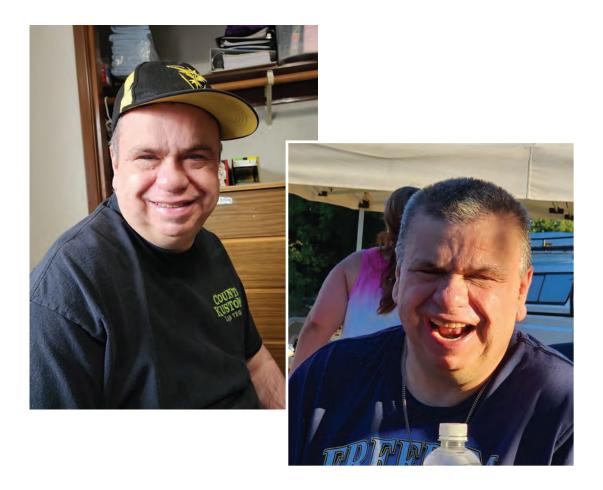
It is with heavy hearts that we share the passing of Kevin Wade, who left us on August 29th. Kevin had been supported by Pathway since January 2015, and will leave behind a legacy of love, humor and kindness. He was a wonderful, caring man who had so much love and kindness for his family, friends, neighbors, and staff alike. Once you got to know him, his playful side would come out. He loved to tease and joke with those he cared about, often calling them by funny nicknames. His sense of humor was infectious, and he had a special fondness for the staff's dogs when they visited him at Keene House.

Kevin's favorite activities included throwing and attending parties and going on limo rides, especially during Christmas time to see all the festive lights. His passion for cars was undeniable; his car collection was one of the most impressive I've ever seen!

Kevin loved celebrating every holiday, from summer BBQs to handing out candy on Halloween. He was a true social butterfly, forming countless friendships and touching so many lives along the way. His absence will be deeply felt by all who knew him.

Ana and the Keene team are planning a Celebration of Life to honor Kevin's memory, which will tentatively be held on October 9th. More information will be sent out as plans are finalized.

Rest in Peace Kevin. You will always be missed!



### **Remembering Adam Birdsell**

#### By Ash Pine, Quality Assurance Specialist

Losing someone is never an easy thing, and the loss of our nurse Adam was a huge one for all those that knew him. One of the ways that we as humans can cope with loss is by holding onto the fond memories we have of the person. This doesn't bring them back, but it does give us the chance to be with them in memory, for even just a moment.

When I ask people what is the first thing you think of about Adam, the response is almost always something to do with his humor, his laugh, or his smile. When I think of Adam the phrase: "Jack of all Trades, Master of None" comes to mind, but that doesn't quite fit because Adam had this talent for being fantastic at everything he put his mind to. He loved cooking, hunting, playing the guitar, singing, and possessing a knowledge of baseball beyond that of any typical human. Boy did he love the game of baseball. He especially adored the Mariners, so even when they were having a tough season, he always remained a dedicated fan.

Aside from his interests and hobbies, Adam's dedication to the people he cared about, and cared for, was bottomless. It would be impossible to define all the people on this list, but I would like to mention a few. He loved and adored his wife Chris and their two boys, Braiden and Marcus. He never hesitated on the opportunity to brag about them, they were the center of his universe. Adam was also a devoted son and brother, and a dedicated friend. Whether it was spending the weekend fixing someone's fencing, enjoying his bowling league or playing with his band, he always showed up for others.

In 2001, after high school and 9/11, Adam made the ultimate sacrifice for our country and enlisted as a medic in the US Marine Corps. Adam served in the middle east during war time working to protect American citizens and offering medical assistance to his fellow soldiers. During his service, Adam was severely wounded and returned home with the thanks of a grateful nation. His service as a medic motivated him to go to college to become a registered nurse. His experiences and background in skilled nursing care eventually led him to the disability field and Pathway.

As our nurse and beyond, Adam was passionate about supporting the Pathway Team. He worked to provide systems and support that were sustainable for the health and well-being of individuals. He made himself available to staff 24/7, and never minded answering questions regardless if they were big or small. He would often show up to the houses with his guitar to play music, or just stop in for a visit to spread a little happiness.

It will never be easy to say farewell to someone who had such an impact on our lives, but we can hold him in our memories and our hearts. I will leave you with one of the memories I will miss most about Adam which was his storytelling. When he said something funny, or was about to, he would look at you with this GINORMOUS grin and start laughing hysterically at whatever humorous thing he just said. Adam made himself laugh almost as much as he did everyone else. Regardless of how he was personally feeling, he could always be counted on to provide joy to others. Adam was one-of-a-kind human and will forever be missed.



# HAPPY BIRTHDAY!

#### October

Debra T.	10/03
Kaleb I.	10/04
Lance Y.	10/06
Amber O,	10/07
Derek M.	10/08
Jennifer M.	10/09
Katelynn M.	10/12
Shannon D.	10/14
Anahe C.	10/15
Joel M.	10/15
Homer W.	10/15
David C.	10/18
Maria M.	10/20
Angela Y.	10/20
Angela E.	10/21
Abigayle H.	10/23
Nigel P.	10/27
Julianna M.	10/28
Phil H.	10/29
Denise R.	10/31
November	
Kayla W.	11/01
Eric L.	11/02
Ruben R.	11/03
Lester S.	11/04
Naomi T.	11/04
Danielle T.	11/06
Sarah B.	11/06
Margaret H.	11/06
Frank C.	11/07
Linda K.	11/09
Chelsea T.	11/10
Kaori F.	11/12
Braden B.	11/18
Linda B.	11/18
David M.	11/19

DeNathan P.	11/19
Jabe B.	11/20
Sean C.	11/20
Megan H.	11/20
Jasmine R.	11/20
Brad E.	11/23
John M.	11/23
Vanessa L.	11/24
Madena C.	11/25
Derek M.	11/26
Jenn H.	11/26
Veronica V.	11/27
Amanda H.	11/28
Stephen P.	11/29
Skye C.	11/30
~)	
December	
Erik P,	12/01
Norman C.	12/03
Zachariah M.	12/04
Rosalie D.	12/09
Luis G.	12/09
Wendy P.	12/12
Johnathan C.	12/13
David B.	12/16
Myrtle B.	12/16
Christopher D.	12/16
Pedro G.	12/19
Matt O.	12/18
Jason S.	12/18
Paul W.	12/26
Daniel B.	12/27
Justin S.	12/27
Christy C.	12/28
Sergio C.	12/30
Jessica O.	12/31
Jessica L.	12/31



### **DID YOU KNOW?**

Did you know that a single strand of spaghetti is called a "spaghetto," and a single piece of ravioli is a "raviolo"? So, next time you're cooking Italian, you can impress your friends with your pasta knowledge and ask if they'd like some spaghettos and raviolos!

## DON'T FORGET TO TAKE ADVANTAGE OF ALL OF THESE GREAT BENEFITS!

In addition to **Group Medical and Dental** benefits and **Paid Time Off**, eligible Pathway Employees are offered a variety of additional benefits including:

- 'Quit for Life' smoking cessation support
- Employee Referral Bonus \$\$\$
- Mercy Flights/Masa Medical Transport Membership
- Life Insurance
- Employee Assistance Program
- Competency-based Career Path
- 50% Off Membership at the Medford YMCA
- 401(k) Retirement Plan
- Dependent Care/Medical Care FSA
- Tuition Reimbursement
- Wellness Reimbursement

SEE YOUR EMPLOYEE HANDBOOK, BENEFITS BOOKLET, OR HUMAN RESOURCES FOR MORE INFO!

\*\*Employee Assistance Program\*\* *Free counseling and resources (including legal & financial counseling)* 

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### **BOARD OF DIRECTORS**

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Josh Abbott Central Point Police Department

Toni Hernandez Owner Black Rock Coffee Bar and Parent

Jessica Pedemonte Attorney, Pedemonte Law

Wayne Brown, Honorary member Retired Business Owner and Parent

### Safety First!

The management of Pathway Enterprises, Inc. holds the safety, health, and welfare of our employees in high regard. We constantly strive to maintain a safe and healthy work environment.

Remember to report any on-thejob injuries or unsafe conditions you observe to your immediate supervisor no later than the end of your daily shift, or as soon as possible following treatment.

Let's all stay safe so we can better serve the individuals we support!

