



# Arnold Center, Inc

Exceptional People Delivering Quality Service

December 2015

Employee Monthly Meeting

# FOLLOW UP ON ACTION ITEMS:

None at this time.

# NEW BUSINESS:

## Reminders

- No cell phones, iPods, mp3 players or other music devices used on the shop floor unless you it is in your plan to do so. If you have questions regarding this please see your Service Coordinator.
- There will be no drinks or food brought onto the shop floor. If a drink is needed there are water fountains in every location.
- Do not leave items on the top of the lockers at the end of your shift. Items are being forgotten and becoming gross!
- With the change of weather make sure you are wearing the appropriate clothing.
- There will be rotations happening with jobs.
- The staff on the shop floor may not have time to total your parts before you leave.
- Let staff know if you are leaving your workstation.
- You are asked not to accept money, items, or goods from another employee.

## In-Service

- Participant Handbook

# Participant Handbook

- What is the Participant Handbook?
- Where can you find/receive the most up to date copy of the Participant Handbook?
- Who can help you obtain a copy?



- Home
- About Us
- Program Summary
- Auction Services
- Business Services
- Our Services
- Locations
- Giving & Donations
- Staff Directory
- Participant Page**
- Organizational Chart 
- Board of Directors
- Quality Management
- News & Events
- Calendar
- Feedback
- Resource Links

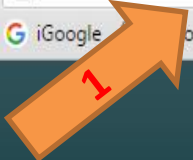
# Participant Page

## Rights Officer

The Arnold Center, Inc. is committed to providing its customers quality service in environments that are healthy, safe and consistent with the freedoms and privileges expected of all community citizens. As a customer of the agency, you shall be treated with dignity and respect in accordance to the guidelines outlined in the Arnold Center, Inc. Participants Handbook and the Michigan Mental Health Code. The Arnold Center staff are responsible to protect your rights. You are encouraged to ask questions about your rights and to make suggestions that are in your best interest.

If you believe your rights have been violated, you, or someone on your behalf should immediately contact your rights officer/advisor and file a recipients rights complaint. Your advisor at the Arnold Center, Inc. Midland location is Karen Elledge, and at the Gladwin location is Deb McLendon. You may also contact Phyllis Kchodl at the Midland-Gladwin Community Mental Health Rights Office. The Rights Officer will investigate your claim, determine whether your rights have been violated, and recommend appropriate action to correct the violation. If you are not satisfied with the results of the investigation and the recommendations, you have the right to appeal the decision. The process for appeal is outlined in the agency's Participants Handbook and in the Mental Health booklet titled YOUR RIGHTS.

## Participant Handbook





## Policies & Procedures

### **LOST/STOLEN ARTICLES:**

- Arnold Center is not responsible for lost/stolen articles. It is your responsibility to take the necessary steps to ensure your items are marked and/or stored in the designated area.

# SAFETY



Report any safety concerns to your supervisor or Service Coordinator.

Report any concerns in the complaint box- located in the cafeteria.

If you have improvement ideas/ tips let your supervisor or Service Coordinator know.

A 3D-rendered spotlight is shown from a high angle, casting a bright yellow beam of light onto a grey surface. The beam is a cone that tapers towards the source. The light source is a black, cylindrical fixture with a lens, mounted on a metal rod. The beam illuminates a large, bright yellow oval on the surface. The text "WORKER OF THE MONTH SPOTLIGHT !!" is centered within this illuminated area.

**WORKER OF THE  
MONTH SPOTLIGHT !!**





NOMINATED INDIVIDUALS

- Bobby B.
- Cheryl K.
- Christian L.
- Michael B.
- Matt N.
- Brian M.
- Michael O.
- Tyler W.
- Hope M.
- Michael R.
- Christine D.
- Josh B.

# WORKER OF THE MONTH



**Christine D.**

## **Nominated For:**

Christine was nominated for stepping outside of her comfort zone and joining job club, talking with others and for having excellent attendance. Christine was also nominated for filling in at Rivershop when a sub was needed, she has gone above and beyond!

# REVIEW OF NEWSLETTERS

❖ None to review this month

# SELF ADVOCACY



## TIPS

- Clearly express what your needs are
- Set realistic goals for what you want to achieve
- Get enough information to make informed choices
- If necessary, have an advocate, family member, or friend at meetings
- Know your rights - A successful self-advocate is informed – take the time to learn your rights. The Internet is a valuable source of information.
- Educate others- Sometimes discrimination is a result of sheer ignorance.
- Compromise - Compromise requires flexibility. Be willing to consider other forms of accommodations if your particular request cannot be granted.
- Compromise does not mean you should settle for less than you deserve.

# Community Employment/ Social Recreation/ Volunteer opportunities

## **Community Employment**

- Several subbing opportunities at job sites. Please see your Service Coordinator if interested

## **Social Recreation**

- Fitness group

## **Volunteering**

- None at this time

# WAGE & PIECE RATE

- Look for postings of, Rate per piece/CWS hourly base pay/Pieces per hour.

# Recipient Rights

Karen Elledge

Arnold Center, Recipient Rights officer



# CUSTOMER COMPLAINTS

**You can fill customer complaints out yourself or ask a staff for assistance.**



**The Customer Complaint box is located in the Arnold Center lunch room.**





# ACTION ITEMS:

OBJECTIVE	RESPONSIBLE PARTY	DEADLINE
Christmas Party	Everyone	12/18/2015