



Arnold Center, Inc

Exceptional People Delivering Quality Service

December 2016

Employee Monthly Meeting

FOLLOW UP ON ACTION ITEMS:

Arnold Center Closed on the 24th and the 25th (Thursday and Friday) for the holiday.

NEW BUSINESS:

Reminders

- No cell phones, iPods, mp3 players or other music devices used on the shop floor unless you intend to do so.
 - If it is in your plan please do not wear them while walking through the shop floor.
- Please do not head to the shop floor before allowed. Not before 8:45 or 12:30.
- If something is being handed out in the cafeteria such as books do not bring them to your workstation, leave in the cafeteria.
- When going into the restroom make sure you are giving everyone their privacy.
- Work appropriate clothing
 - No alcohol, drug, tobacco, profanity.
- .
- If you are on a crew such as HSC, DC3, MTC, etc. and are here early in the morning or come back mid day, stay in the cafeteria. With no staff present in the morning it is a safety issue and mid day you are interrupting those on the production floor.
- If you need assistance while on the shop floor go to staff on the shop floor first. The office area is private and contains sensitive material.
- At the end of the day if you are being picked up by staff, they should be coming up to the building to get you and signing you out.
- NO BULLYING! – this is not tolerated.
 - **Types of bullying.** Physical **bullying** involves hitting, shoving, pushing, tripping, and other **kinds** of force. Verbal **bullying** involves hurtful comments, name-calling, teasing. Social **bullying** involves using relationships to hurt someone.

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

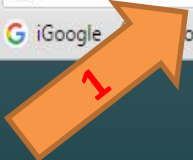
Participant Page

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 text is centered within the illuminated area.

**WORKER OF THE
MONTH SPOTLIGHT !!**



NOMINATED INDIVIDUALS

- Scott R.
- Sally P.
- Mike O.
- Dan A.
- Tim D.
- Jen C.
- Anita G.
- Bill R.
- Traci P.
- Dale P.
- Karen Fr.
- Jerry L.
- Glen S.
- Jim Wa.
- Linda K.

WORKER OF THE MONTH



Jerry L.

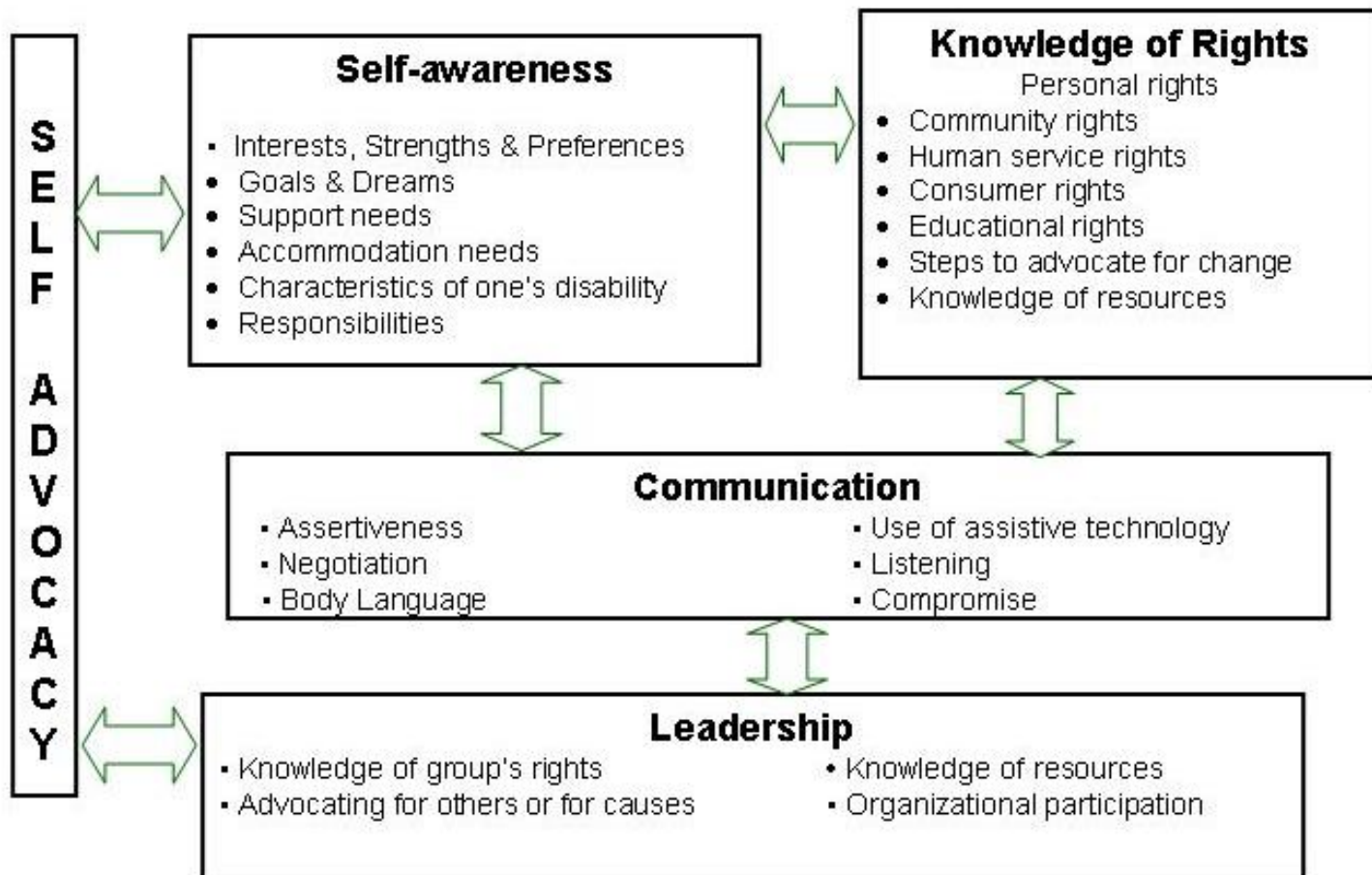
Jerry was nominated for doing well with his new schedule and working on his goals.

REVIEW OF NEWSLETTERS

❖ None to review this month

SELF ADVOCACY

Self-Advocacy Characteristics



Community Employment/ Social Recreation/ Volunteer opportunities

Community Employment

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

Social Recreation

- Please see your Service Coordinator if interested

Volunteering

- Please see your Service Coordinator if interested

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	12/16/16
Closed on 26 th for holiday	Everyone	12/26/16
Change in bus hours for holiday	Everyone	End of month