



Arnold Center, Inc

Exceptional People Delivering Quality Service

February 2016

Employee Monthly Meeting

FOLLOW UP ON ACTION ITEMS:

Meet new Service Coordinator

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 you have questions regarding this please see your Service Coordinator.
- No drinks or food brought onto the shop floor. There are water fountains in every location.
- 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.
- Do not bring items of value to work. The Arnold Center is not responsible for lost or stolen items.
- If you need assistance go to staff on the shop floor first. The office area is private and contains sensitive material.
- If you are on a crew such as HSC, DC3, MTC, etc. and are here early in the morning or come back mid day and are not scheduled to be on the shop floor please 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 are waiting for the bus please remain in the cafeteria. Please do not attempt to get someone off the shop floor for their bus/ or ride.

In-Service

- Community Safety and Awareness

Community Safety and Awareness

- What does this mean?
- What can you do to be safe?
- Why should we be safe?

Community Safety Tips

- Use seatbelts when riding in a car.
- Use a cross walk when crossing the street.
- Use a bike helmet and follow all laws when riding a bike.
- Observe your surroundings and use caution when walking in a parking lot.
- Traffic safety
- Prepare for emergencies
- Have a plan for weather related emergencies.
- Take a CPR/First Aid class.
- Have a list of phone number available if you need help.
- Talk to your team if you are having a problem. This could help to prevent issues from happening.



Policies & Procedures

ACCESSIBILITY:

- Arnold Center will ensure reasonable accommodations are made to assist you to access the same benefits and privileges that are equal to those enjoyed by others. Our services are broad and accessible and are designed around the needs and desires of the people we serve. We are alert to our customer's ever-changing expectations and are dedicated in our commitment to help the persons we serve achieve maximum participation in work or other environments of their choosing. Arnold Center is committed to providing an enhanced quality of life for the individuals we serve by eliminating, or assisting in the elimination, of any barriers that might hinder full participation in the programs. Accommodations are available on an individualized and needed basis.
- If you have any questions about accessibility, or are in need of an accommodation, please see your Service Coordinator.

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 pole. 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

Cheryl
K.

Jacob B.

Andrew
C.

Linda S.

Royal B.

Eric S.

Mike R.

Kelly R-
D.

WORKER OF THE MONTH



Andrew C.

Andrew was nominated for his hard work, flexibility, great attitude and willingness to try new things.



REVIEW OF NEWSLETTERS

❖ None this month.

SELF ADVOCACY



TIPS

Points:

- Define what you need
- Know what your rights are
- Know your responsibilities
- Know the system and procedures
- Know your resources
- Keep good records

Possible questions:

- Do I really need this?
- What do the rules say about this?
- What do I have to do?
- What are the steps in this process?
- Who can help me, and who can make decisions?
- Do I need this in writing?

Community Employment/ Social Recreation/ Volunteer opportunities

Community Employment

- Janitorial positions and subbing opportunities at job sites. Please see your Service Coordinator if interested

Social Recreation

- There might be some openings see Service Coordinator if interested

Volunteering

- There might be some openings see 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
Customer Complaints	Everyone	As needed