



Arnold Center, Inc

Exceptional People Delivering Quality Service

August 2016

Employee Monthly Meeting

FOLLOW UP ON ACTION ITEMS:

Annual picnic was held last month.

No other action items.

NEW BUSINESS:

Reminders

- No cell phones, I pods, mp3 players or other music devices used on the shop floor unless you it is in your plan to do so.
 - If it is in your plan please do not wear them while walking through the shop floor.
- The staff on the shop floor may not have time to total your parts before you leave.
- You are assigned to a job at the beginning of your shift. Do not assign yourself to a job.
- If something is being handed out in the cafeteria such as books do not bring them to your workstation, leave in the cafeteria.
- 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 are waiting for the bus please remain in the cafeteria.
- 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.
- No wandering around. If you are leaving your workstation you need to let staff know.
- If items such as fans are tagged out (meaning not in working condition) they are unsafe and should not to be used please do not remove the tag.
- 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. – Safety concern.

Confrontation Avoidance

Confrontation Avoidance: a method of dealing with **conflict**, which attempts to avoid directly confronting the issue at hand. Methods of doing this can include changing the subject, putting off a discussion until later, or simply not bringing up the subject that might cause an issue.

Confrontation Avoidance

- What are some conflicts that happen at work?
- What are some ways not listed to handle confrontation?



Policies & Procedures

GENERAL SAFETY:

- Arnold Center conducts regular safety walkthroughs both from internal and external sources, to enhance and maintain compliance with safety standards. All other sites (volunteer and community based-work) also have regular safety checks. Arnold Center does not want any persons injured. You should be alert for conditions that might cause injury and should report to a support staff or Service Coordinator any hazardous situations. All electrical equipment of any nature, as well as lights and fans, should be turned off when not in use. If you work at a community-based work site, you will be required to adhere to the safety policies of the work site.
- All staff is trained in local health and safety requirements. First aid equipment and emergency numbers are readily available to them.

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

- James Bog.
- Austin S.
- Hope M.
- Brenda B.
- Tony P.
- Dawn R.
- James M.
- Phil L.
- Jennifer A.
- Kolene C.
- Thomas G.
- Justine W.
- Anita G.
- Cheryl K.
- Jacob B.

WORKER OF THE MONTH



Tony P.

**Tony was nominated for
always willing to try new jobs!**



REVIEW OF NEWSLETTERS

❖ None at this time.

SELF ADVOCACY



TIPS

- Personal responsibility
- Knowledge of the law and other rules
- Fact finding and documentation
- **Negotiating**

Sometimes when you advocate you will have to negotiate for what you need. A negotiation is what takes place when two or more people do not agree.

- Pay attention/ Use good listening skills
- Ask for what you want
- Say why you want it.
- If they do not agree, suggest a compromise
- If they agree with your compromise, thank the person
- You are worth the effort it takes to protect your interests and rights, believe in yourself!

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 |
|-------------------|-------------------|----------|
| None at this time | | |
| | | |
| | | |
| | | |