



Arnold Center, Inc

Exceptional People Delivering Quality Service

September 2016

Employee Monthly Meeting

FOLLOW UP ON ACTION ITEMS:

No 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 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.

Workplace Safety

GENERAL SAFETY:

- Arnold Center conducts regular safety walkthroughs both from internal and external sources, to enhance and maintain compliance with safety standards.
- 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.
- If you work at a community-based work site, you will be required to adhere to the safety policies of the work site.

Safety Rules

- Wear proper safety equipment and apparel (safety glasses and gloves)
- Know emergency procedures
- Act in a mature manner
- No roughhousing (fighting, pushing, shoving, yelling) which may endanger self or others
- Remain in the building during work hours unless you have permission to leave



Policies & Procedures

Looking for feedback on the Arnold Center and your expectations.

1. When you hear the name, Arnold Center, what do you first think of?
2. In your opinion, does the Arnold Center have a good reputation in the community?
3. Has the Arnold Center met your expectations by helping you achieve your short and long term goals?
4. What do you feel the Arnold Center does well in?



Policies & Procedures

5. What can we do better to meet your needs?
6. What would you like to see us do differently?
7. Would you agree customer satisfaction is an everyday organizational priority at the Arnold Center?
8. Does the Arnold Center do a good job of responding to your changing needs?
9. What are some top priorities?

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 cone of light onto a grey surface. The light cone is wider at the bottom where it hits the surface. The text is centered within this illuminated area.

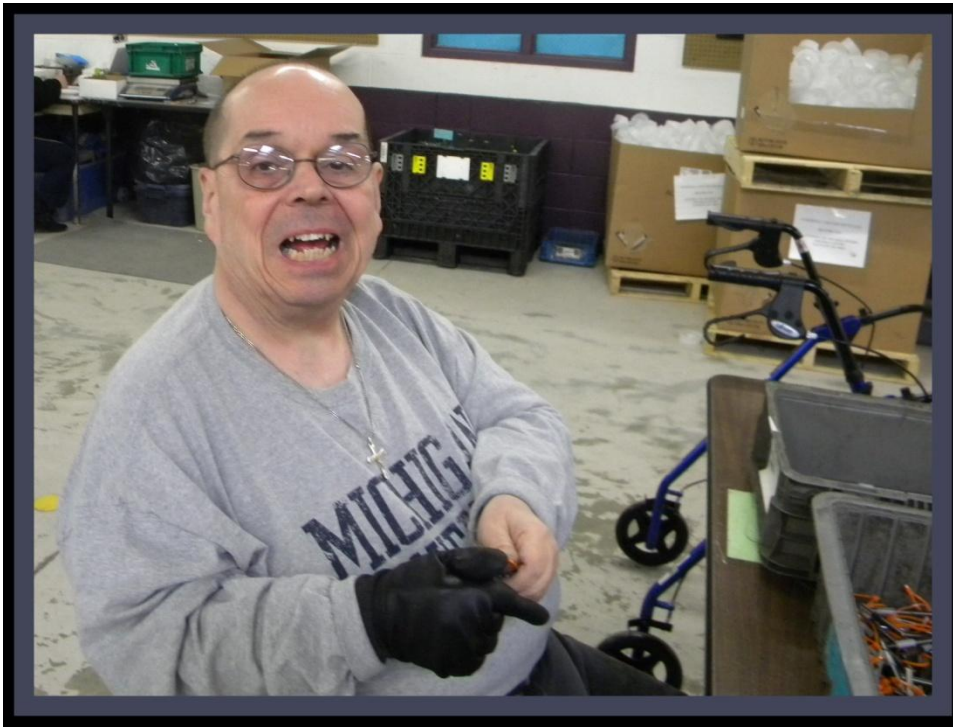
**WORKER OF THE
MONTH SPOTLIGHT !!**



NOMINATED INDIVIDUALS

- Bill R.
- Glen S.
- Dean G.
- Kevin A.
- Matt A.
- Dean S.
- Terry S.
- James M.
- Vickie W.
- Josh J.
- Pam J.

WORKER OF THE MONTH



Terry S.

Terry was nominated because he shows up ready to work. He is friendly and kind to everyone. Terry is nice to all of his co-workers and has a good attitude.

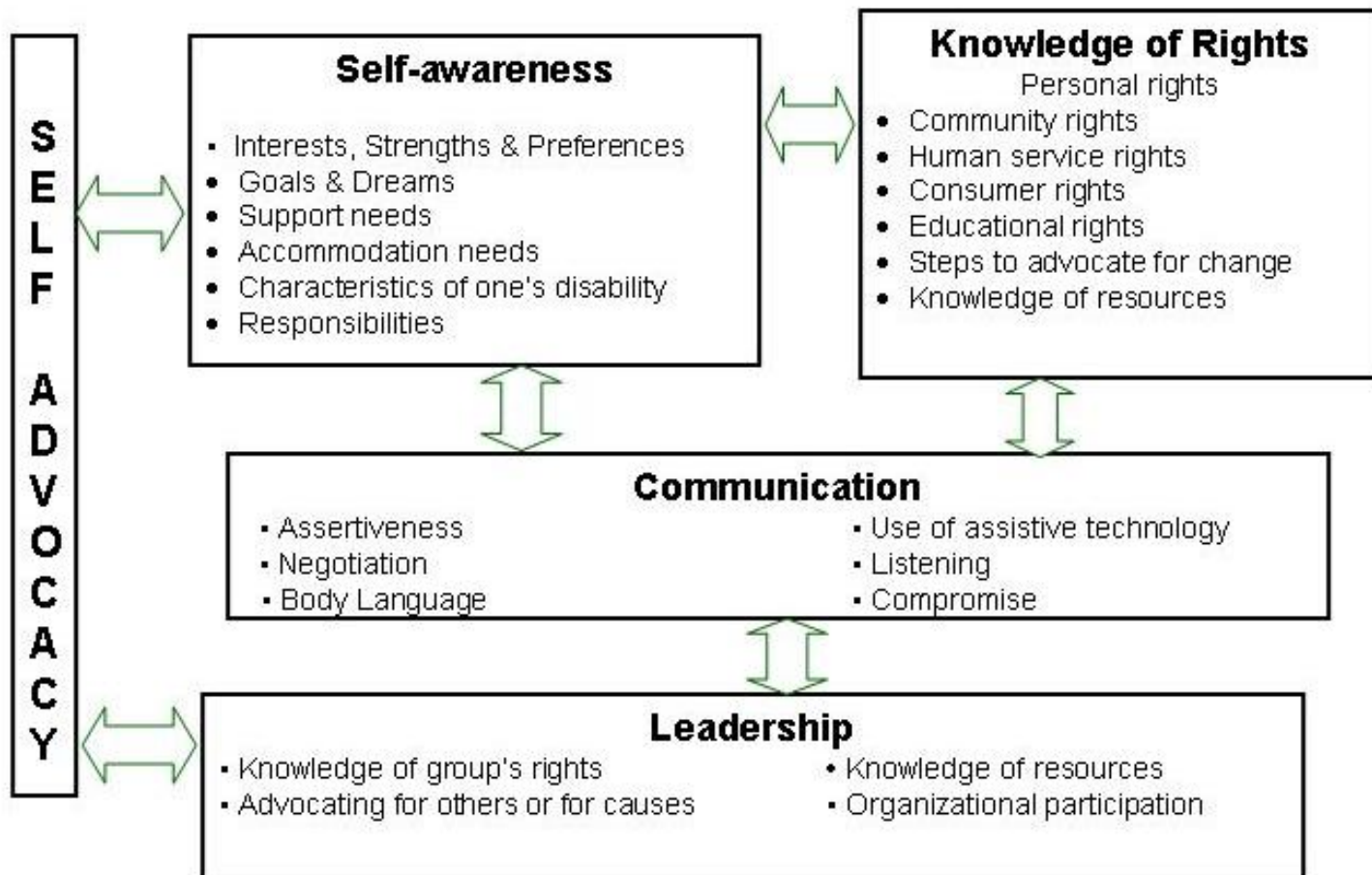


REVIEW OF NEWSLETTERS

❖ None at this time.

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
Welcome the return of Amy C.	Everyone	none