



Arnold Center, Inc

Exceptional People Delivering Quality Service

August 2015

Employee Monthly Meeting

FOLLOW UP ON ACTION ITEMS:

Objective : Award Ceremony/ Ice Cream Social to be held at the end of **SEPTEMBER**. We are looking for creative ideas for a theme and to help organize the event. If you are interested please see Jennifer Grace.

NEW BUSINESS:

Reminders

- There will be **no** use of cell phones on the production floor!
This includes phone calls, texting, music, and watching videos. If it is an emergency you should be speaking with staff and your Service Coordinator not walking off the floor to answer/ make a call. If you have questions regarding this please see your Service Coordinator.
- There will be no use of cell phones, I pods, mp3 players or other music devices used on the shop floor unless you and your Service Coordinator have discussed this and 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.
- Heat Exhaustion: Wearing appropriate clothing, taking breaks, drinking water.

In-Service

- Confrontation Avoidance

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 of contention.

Confrontation Avoidance

- What are some things you may be confronted about? What are some conflicts that happen at work?

- What are some other ways not listed to handle confrontation?



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?
 - making bigger pay checks
 - having a variety of jobs

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

- Joy D.
- Tina W.
- J.T. M.
- Sandra G.
- Bobby B.
- Heather N.
- Christian L.
- Ray W.
- Linda G.

WORKER OF THE MONTH



Ray W.

REVIEW OF NEWSLETTERS

❖ None at this time.

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
- Get information about other resources
- If necessary, have an advocate, family member, or friend at meetings
- If you have difficulty contacting your counselor, ask to speak to their coordinator
- If your call is not responded to in a timely manner, or if it is an emergency, ask to speak to the supervisor

Community Employment/ Social Recreation/ Volunteer opportunities

Community Employment

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

Social Recreation

- Bowling, Picnic/ Walking group, swimming, fitness group, and senior dining

Volunteering

- Midland Center for the Arts, Recycling, and Shelter house resale

WAGE & PIECE RATE

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

Customer Counsel Input

- Please do not be rude to others. Wait your turn if someone is talking and do not interrupt.
- Do not take items that belong to someone else. This includes: food/drinks, clothes, purses, or other items.
- Please clean up after yourself when using the smoke area.

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
<p>Award Ceremony/ Ice Cream Social to be held at the end of September. We are looking at September 30th. Flyers to be sent out. If you are interested in helping please see Jennifer Grace.</p>	<p>Jennifer Grace / Staff</p>	<p>ASAP</p>