



# The ARC Linkletter



WWW.WAYNEARC.ORG

JULY 2011

## SPECIAL POINTS OF INTEREST:

August 5th - Food Auction in KI Cafeteria at 3:30pm

August 10th - Staff Appreciation at RCC

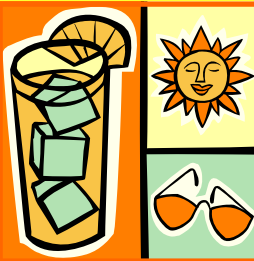
August 11th - Staff Appreciation at VanBuren Street

August 13th - 1st Annual Kan Jam Tournament at Newark Fireman's Field 1pm-4pm

September 5th - Agency closed in observance of Labor Day

September 17th - Wayne ARC float entry in Palmyra Canal Town Days.

October 1st - 4th Annual Coming Together the United Way Canal Walk



Articles for the next linkletter must be received no later than September 1st. Please send all entries to Terri Skinner via email at [terri.skinner@waynearc.org](mailto:terri.skinner@waynearc.org)

## From David Calhoun, our Executive Director

We recently held the Agency's 29th Annual Golf Tournament at Wayne Hills Country Club. The event sold out again with 156 golfers participating. The golf tournament raised over 35 thousand dollars!

I would like to thank all of our sponsors and donors and especially Lyons Bank, Ely & Leene/Mead & Maloy, Dobbins Drugs/Old Lyons Hardware and Relph Benefits.

I would also like to thank the golf committee members, Tracy Clingerman, Gary Reilly, Steve Felker, Darrin Brentnall, John Tickner, Terri Skinner, Mark Peake, Sue Bryant and Tim Cappon for all of their hard work and dedication for making it our most successful tournament to date.

Our first Wellness Committee was held July 21st. I want to thank all of the staff who have agreed to participate on the committee. We discussed a number of topics such as incentivized health insurance, healthy options, smoking, development of a Wellness newsletter,

etc. A complete listing of the staff committee members will soon be published and if you have any ideas or suggestions please let them know.

We have received the majority of our State budget cuts. The good news is they were not as bad as anticipated in relation to some of our fellow agencies; the bad news is that by year's end we expect the budget to be impacted by a loss in revenue of about \$500,000.00.

Unfortunately these cuts are annualized, meaning that they are not just cuts for this year but will continue on next year and thereafter. We are confident that services will not be disrupted this year and as we begin the 2012 budget process we will seriously look at our current services and programs and devise a realistic budget that deals with these cuts. We are a financially strong and healthy Agency and will continue to provide quality programs and services throughout Wayne County.

## Bright Spots

Kathie Breen  
Judy Andrews  
Jeffery Road Staff  
Jennifer Klusek  
Lawrence St Staff  
Julie Palmer  
Donna Vowell

Jessica Grass  
Sue Everdyke  
Amanda Danforth  
Chris Barry  
Bill Kallusch  
Bonnie Reitz  
Donna Smith

Alison Smith  
Beth Strassell  
Clairessa Eaken  
Jim Ball  
Holly Noody  
Myrtle Ave Staff

# Business Office Buzz



For the past several years, we've been quietly giving away some of our own money. Here's how it works. Every Friday, everyone in the Business Office and everyone in the IT group donates fifty cents to the pot for the privilege of dressing down. We usually end up with more than \$300 every year. Then we put our heads together and figure out "feel-good" things to do with the loot. Sometimes we contribute to food cupboards or disaster relief. Other times, it might be a charitable cause near and dear to one of our hearts. And, every year we give out two \$100 high school scholarships. Both are earmarked for graduating seniors, one in the field of Business Studies and the other in Computers and Information Technology.

This year was a little unusual. We selected Sodus Central School as our district to honor. This is the second year in a row for Sodus. We change it up every couple of years so that we can eventually reach out to every Wayne County school district. We asked them to recommend two seniors to receive our awards "in recognition of consistent academic ability, participation in school and community activities and demonstration of courtesy, respect and appreciation to fellow students and faculty". We don't necessarily look for the students with the highest grade point average. Instead we try to find ones who might not be in line to receive a lot of monetary awards but who show true enthusiasm for and academic success in the fields of study.

The Sodus high school guidance department recommended Nathan LaDue for the first award. And, then, they recommended him again for the second award. That's the first time a district has advocated for the same student to receive both scholarships. We were curious, and a little worried that we might have made a mistake, so we asked for clarification. The guidance office assured us that they were indeed endorsing Nathan as the recipient for both awards. They felt strongly that he would be the most deserving honoree since he was involved in both fields of study, he met (and even exceeded) all the criteria, and he would truly benefit from the awards.

And, so, we congratulate Nathan LaDue as our Wayne ARC Business Office/IT Group Scholarship recipient for 2011. Hats off.

You're Invited  
to a staff  
appreciation lunch  
Catered by:



Menu

Barbecue Chicken, Salt Potato,  
Baked Beans, Corn Bread,  
Cookie and Beverage



**Date:** Wednesday, August 10th

**Time:** 11:30am - 1:00pm

**Place:** RCC backyard

**Date:** Thursday, August 11th

**Time:** 11:30am - 1:00pm

**Place:** T. Spencer Knight Park

**Free to all Staff!  
Don't Miss It!**

Take out available. Residential houses must call Terri Skinner x357 by August 5th with names of staff participating, desired location and time of pick up.

## CUSTOMER SERVICE CORNER

Tip number three on our Top Ten Tips to Delight Your Customer list is: listen. If you're a good listener, you'll truly understand your customers' needs and you'll be well on your way to delighting and validating them. It seems simple, but active listening isn't always so easy. Here are some tips to help you along:

First, pay attention and focus on the other person. Resist the urge to work on other projects (computer, paper, or otherwise) while you're talking. Try not to jump ahead mentally in the conversation or to let your mind wander.

Show the person that you're listening. The easiest way is to nod. In a phone conversation, give a verbal cue like, "uh-huh" or "okay, go on". This lets the other person know that you are actively engaged and that you attach value to what they are saying.

Let the other person completely finish their thought before you respond. Then summarize and ask for clarification if appropriate. You might say, "It sounds like you are saying..." or "Let me make sure I understand. Did you mean...?" When you do this, you validate the other person's thoughts and ideas.

Don't be afraid of a few moments of silence. This gives the other person a chance to add final comments they may have forgotten in the heat of the moment. And, it gives you a chance to formulate your response.

Make sure your response is appropriate. Be respectful, understanding, and professional. Don't get defensive and do avoid personal attacks even if you feel verbally attacked. Be candid, open, and honest. Frame your opinions assertively without crossing over to aggressiveness. Apply the Golden Rule and treat the other person the way you would want to be treated.

Seems simple, doesn't it? Next time you're having a conversation, rate yourself on your listening skills and see how you're doing. Let us know, too. We love to have your feedback both to our Linkletter articles and to our training sessions. E-mail us at [Sue.Kell@waynearc.org](mailto:Sue.Kell@waynearc.org) or [Barbara.OBine@waynearc.org](mailto:Barbara.OBine@waynearc.org). See you next time.

## From Across The Canal...

We would like to take a moment to thank all staff from both Wayne ARC and RCC who have contributed to the many fundraisers we have held which have benefited the children who attend and/or receive services from RCC. Whether you have purchased from Innisbrook, attended our book fairs, bought baked goods, quilt raffle tickets, snack box goodies or if you plan to enter our most recent fundraiser, our KanJam tournament,

we thank you for your support. If you or anyone you know would like to enter our KanJam Tournament on Saturday, August 13th, please contact Terri Skinner @x357. Entry fee is \$15 per person/ \$30 per team. With your entry fee you get a free tournament t-shirt, a coupon for a free Olympia Sport t-shirt (no purchase necessary) pizza, beverages and cash prizes for top three places, first slot and best team name. Hope to see you there!

# Roosevelt Childrens Center

## Agency Golf Tournament

Wayne ARC raised over \$36,000 at their 29<sup>th</sup> Annual Golf Tournament held at Wayne Hills Country Club on the 27<sup>th</sup> of June. The overall sponsor of the event was Lyons National Bank. Platinum Sponsors of the event were Ely & Leene, Mead-Maloy, Dobbins Drugs / Old Lyons Hardware and Relph Benefit Advisors. The success of this tournament is attributed to generous sponsorship, enthusiastic golfers and countless contributions of time and energy by committee members and volunteers. The committee is comprised of Steve Felker and Tim Cappon (Ely & Leene / Mead-Maloy Agency) both having served for 23 years, Darren Brentnall (Lyons National Bank), John Tickner (WACK Big Dog Country), Mark Peake (Village of Newark), David Calhoun, Executive Director of Wayne ARC, and Tracy Clingerman, Gary Reilly, Terri Skinner and Sue Bryant all of Wayne ARC. Prior to play, golfers were treated to a dynamic rendition of the Star Spangled Banner by Patricia Grimes who is served by Wayne ARC.

The tournament boasts several events – most notably a hole in one contest sponsored by Mike Barnard Chevrolet, a putting contest and a closest to the pin contest in memory of Bill Patterson, the founder of the event, sponsored by Ely & Leene / Mead - Maloy. The putting contest this year was won by Mike DeRenzo. The memorial closest to the pin contest was won by Bill Weston who received a \$250 cash prize. The winning scratch foursome was Bill Weston, Don Preston, Kurt Reimer and Ron Wheeler. The winning net foursome was Bob McNamara, John Joyce Jr., John Joyce Sr. and Don Burns.

**KANJAM**  
by olympia sport

### GET YOUR KANJAM ON

WHEN: SATURDAY, AUGUST 13TH TIME: 1PM - 4PM

WHERE: NEWARK FIREMANS FIELD Located on Barker Parkway off West Shore Boulevard in Newark

FOR: ALL PROCEEDS BENEFIT RCC (ROOSEVELT CHILDRENS CENTER)

**\$30 ENTRY FEE**  
NOTES: PER TEAM  
FREE T-SHIRT & REFRESHMENTS  
PRIZES FOR TOP THREE TEAMS.  
NEED MORE INFO? CONTACT  
TERRI SKINNER @ 315-331-7741

REGISTRATION FORMS CAN BE FOUND  
AT [www.waynearc.org](http://www.waynearc.org)  
WAYNE ARC ON FACEBOOK  
AND AT AREA BUSINESSES  
DISPLAYING THIS POSTER.

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## Mission Central Trip



Robert Buck and his mom Mary Lou traveled with staff member, and now their friend, Myrrh Ruiz over 300 miles to hook up their RV to a power pole and camp in the Mission Central parking lot for three days to volunteer their time and skills to Mission Central, a supply distribution center located in Mechanicsburg, Pennsylvania, that delivers disaster relief kits around the world to those who are in need.

Why would someone travel this distance to volunteer? What motivates someone to do this? Mary Lou offers a simple, eloquent answer in her own words below.

"Mission Central became our home away from home four years ago. Bob was looking for mission work that he could do with his physical challenges. Our supply pastor suggested Mission Central, and it was a perfect fit. After our first trip, Bob thought

Myrrh would enjoy this opportunity and invited her the following year. Since then, the three of us have traveled to Mission Central and have become known as the "Parking Lot Campers". This is our fifth trip, and we are always excited to see what new jobs they will have for us as we continue to learn more about the scope of Mission Central's various ministries. It is always great to see friends that we met in prior years, and to meet new friends. We are grateful that Mission Central allows people of all abilities to work there."

# News You Can Use From HR

*The HR Department hopes everyone is having a great summer. This month we just have a few reminders for everyone:*

## HRA accounts/Benny Cards:

It is **very important** to respond whenever you receive a request letter from Flexible Benefits System to substantiate a "Benny" card transaction. Please do not ignore these requests as failure to follow through with the necessary information will result in the loss of your card and pay back of money through the payroll system.

If you have a Benny card, follow these simple instructions to go online to check on the status of your claims. First step-get your card registered:

- ◇ Go to [www.mybenny.com](http://www.mybenny.com)
- ◇ Enter your social security number into "Member ID" field
- ◇ Enter your card number where indicated
- ◇ Enter your zip code
- ◇ Click "continue"
- ◇ Enter your email address
- ◇ Create a password
- ◇ Click "Create Account"
- ◇ Click the link and log in using your email address and password.

Now you have access to your account. The home screen will show you account balance information and the status of your most recent claims.

Remember-If you did not sign up for a card and now would like a card, contact Human Resources for the necessary form.

If you do not have a Benny card, you can check your balance by looking on your reimbursement check stubs or by calling Relph Benefit Advisors at 1-800-622-6233.

For those of you that complete paper claim forms, we have learned that the most common errors that occur are:

- ◇ Forms are not signed
- ◇ The receipt is missing one of the following: Patient's name, Provider name, date of service, service rendered or amount charged
- ◇ No receipt attached

## Cell Phone Policy Reminder:

The Agency has a cell phone policy which may be found in your Personnel handbook on page 29A or online in the Personnel Policy which may be found on ARCNet. **It is important that all employees are following the policy.** If you have any questions, please ask your manager.

## Agency Driver Update:

Did you read about the brand new NYS Law regarding texting and talking on cell phones while driving? Motorists can be stopped by police officers solely for texting or talking on a handheld cell phone while driving. Before this, motorists could only be ticketed for the infraction if they had been stopped for another offense. The penalty for violating the law, which also prohibits emailing, browsing the internet, taking images, reading and playing games while driving, will be stricter. The fine will remain the same at \$150 but drivers will receive three points against their license.

## Change to Employee of the Quarter Program:

It was announced in the May/June issue of the Linkletter that the Agency is discontinuing the Employee of the Quarter Program due to steadily declining nominations. The Employee of the Year will continue to be awarded at the Annual Meeting. Nominations for this award can be submitted at any time throughout the year by utilizing the nomination form which may be located in each Program.