



Wayne ARC Linkletter

www.waynearc.org

May / June 2011



From David Calhoun, our Executive Director

We are still waiting to receive the full impact of the State budget cuts and what effect they will have on the Agency. We do know they are coming and will share that information as it becomes available. We are anticipating a difficult year financially but as I have mentioned before we have positioned ourselves well fiscally in order to deal with these and future cuts with, we hope, minimal disruption in services.

On May 10th, we held our 47th Annual meeting, we are pleased to report that Dorothy Howland will be joining our Board of Directors. Dorothy has been a long time member of our Guardianship Committee and we look forward to her membership on the Board. I also want to congratulate all of the award recipients, especially our co-winners of the Employee of the Year award, Janice Gibala-Broxholm from RCC and Stacy Jo Brown from Residential. A full listing of Board Members and award recipients can be found on our web page and the ARCNet. All photos are available for viewing on the Wayne ARC facebook page.

The Agency's golf tournament is scheduled for June 27th and it is the Agency's largest fund raising event of the year. If you would like additional information about playing or volunteering please contact the Development office.

It is not too late to support the United Way. The United Way supports the Assistive Technology department at RCC and their funding is very important to their operation and the children they serve.

SPECIAL POINTS OF INTEREST:

- **May 18th** - United Way Day of Caring
- **May 30th** - Agency closed in observance of Memorial Day
- **June 10th** - Food Auction at 3:30pm in KI Cafeteria
- **June 14th** - Flag Day
- **June 27th** - 29th Annual Agency Golf Tournament at Wayne Hills Country Club
- **July 4th** - Agency closed in observance of Independence Day
- **July 8th** - Food Auction at 3:30pm in KI Cafeteria
- **August 10th & 11th** - Staff appreciation picnic at RCC & VanBuren



Volunteer Luncheon

Wayne ARC held it's second annual **Volunteer Recognition Luncheon** to celebrate the many volunteers who have contributed to our success over the past year. The luncheon was held on Wednesday, April 20th at noon at the Quality Inn. Thank you to all our volunteers for your generosity and commitment to our agency.

Bright Spots

Sara Conant
 Barb Eisenmenger
 Diana Lagenor
 Sally Carr
 Staci Tavano
 Melissa Liposchak
 Caitlin Brown
 Vicki Sackett
 Cindy Neill
 Kerra Ward

Colleen Gates
 Robert Carroll
 Craig Fraser
 Katie Hillyard
 Dennis Miller
 Brandy Moreno
 Cindy Petty
 Katie Frazer
 Ryan Rewa
 Alicia Armstrong

Nikki Niles
 Chrissy Elliott
 Melissa Marchitell
 Chris Kamens
 Jessica Dull
 808 & 802 IRAs
 Charlie DeBuyser
 Maureen Precourt
 Katie Anderson
 Ashley Roemer

Articles for the next linkletter must be received no later than July 1st. Please send all entries to Terri Skinner via email at terri.skinner@waynearc.org

Annual Meeting

Wayne ARC held it's Annual Membership and Election of Officers Meeting Tuesday, May 10th at Burnham's Canalside Restaurant. Along with the nomination of officers and board members, awards were presented to many outstanding recipients. The awards, listed by category and recipient, are as follows:

Employee of the Year

Recipient - Stacy Jo Brown, nominated by - Rebecca Derks

Recipient - Janice Gibala-Broxholm, nominated by - Annaliese Parker

Chuck Boyce Memorial Award

"This award will recognize an individual served by Wayne ARC who personifies the qualities Chuck possessed which endeared him to so many: perseverance, activism, outstanding character, friendliness, optimism and good humor."

Recipient - William Pettingill, nominated by - Jeff Hendler

Personal Achievement Award

"This award will recognize an individual served by Wayne ARC who has realized steady growth and personal achievement."

Recipient - Patricia Godkin, nominated by - Jaime Arnitz

ARC of Triumph Award

"This award will recognize an individual served by Wayne ARC who has succeeded in establishing positive relationships and who has worked diligently to pursue independence."

Recipient- Mark Tallmadge, nominated by—Lucretia Potter, MSC

Customer of the Year

Recipient- Maco Bag Corporation, nominated by Diana Lagenor, KI

Vendor of the Year

Recipient- Jarrod Crawford, Lyons National Bank, nominated by Donna DeWolf, CA

Employer of the Year

Recipient- Alpco Recycling, Inc., nominated by Jennifer Allen, MSC & Tony DeStefano, KI

Good Neighbor of the Year

Recipient- The Newark Village Pharmacy, nominated by Allison Campbell, RN ARS

Volunteer of the Year

Recipient- Brenda Paylor, nominated by Ashley Rector, CSP

RCC Generosity of Spirit Award

Recipient - Rochester RAMS M.C., nominated by Lynne Ward, RCC



Business Office Buzz



We've all noticed that gas prices are rising at an alarming rate. If you drive your own vehicle on Agency business, then you've also noticed that we've increased the mileage reimbursement rate twice in the past two months. We have a process in place to monitor the average price per gallon both in Newark and in Rochester. We look for steady trends and sustained changes in price. Based on the information we gather, we determine if and when it's appropriate to either raise or lower the reimbursement rate. Then, we go to David Calhoun with our recommendation and to get his final decision.

Just lately, rumors abound that prices might finally be headed down again. That's good news for any of us that cringe every time we fill our gas tanks. And, in the Business Office, we'll continue to watch for the trends and we'll recommend adjusting the reimbursement rate when it makes sense. Our goal is to pay out a fair amount to help you defray the costs of using your own vehicle whenever you're on an Agency mission.

In other mileage news, we're exploring ways to change over to a paperless reimbursement process in the not-too-distant future. We're looking at a system that ties into our existing timekeeping database. You simply log your mileage information into the database and your supervisor approves it and forwards it to us for payment. One of our sister ARC's has been using the paperless process for several weeks. Once they've ironed out all the bugs and everything is working smoothly, then we'll hop on board and reap the benefits. Meanwhile, keep filling out your paper forms anytime you need mileage reimbursement. Once it's approved, our Accounts Payable Department will issue you a check on pay day Friday. Stay tuned and we'll keep you updated on the move to the new, paperless process.

See you next time....

From Across The Canal...

Roosevelt
Childrens Center

The spring Scholastic Book Fair was held at RCC the week of March 29th. RCC received over \$1,000 in free books for the classrooms. On April 14th a scholastic book fair was also held at VanBuren Street with an additional \$466 in free books being donated to RCC classrooms. Thank you to everyone who purchased books.

The Easter Bunny arrived at RCC on April 12th. The Newark branch of Reliant Community Credit Union sponsored an Easter egg hunt for the RCC and Candy Apple classrooms. Four members of the Reliant staff spent countless hours filling hundreds of eggs and helping to hide them in the grass behind our building. Each child received bunny ears, 5 eggs and a bag to collect them in. The Easter Bunny (AKA RCC staff person Amanda Danforth) greeted each class.

On May 21st, 2011 the Wayne ARC Respite program will be participating in Special Olympics for the first time in ten years. The Wayne ARC Respite Program has been working diligently with the Special Olympics committee of the Genesee Region in order to create this opportunity. Ashley Rector has been meeting with the Special Olympics committee discussing ways in which our Respite Program participants can compete in Special Olympics events.

For many years our individuals have not been able to participate in Special Olympic events. This year our agency is proud to be able to offer individuals the ability to compete in the 2011 Special Olympics in the area of Track and Field. The team will consist of consumers who participate in the Wayne ARC Respite Program. We plan on participating in Spring of 2012 with a bowling team, also comprised of individuals from the Respite program. The Respite Program hopes to partner with Residential to participate in softball and equestrian competitions in the future.

The program is always looking for volunteers to help meet the needs of our consumers. We look forward to giving you an update on our teams and hope to have everyone cheering us on as our consumers go for the gold. If you would like to volunteer, please contact Ashley Rector at 315-331-7741 ext. 233



**Special
Olympics**

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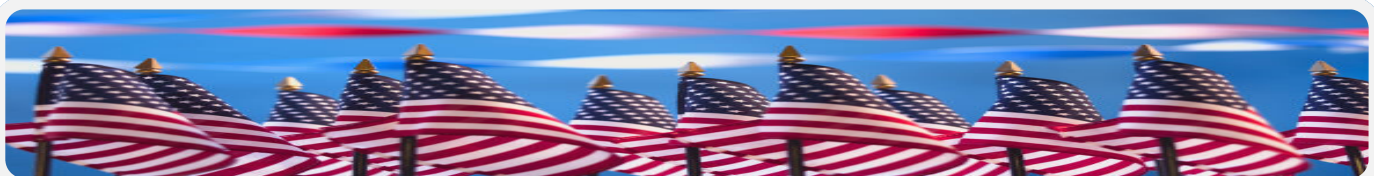
If you've already attended Customer Service training, then you know all about our Top Ten Tips for Excellent Customer Service. Tip

Number Two is, "Make your customer feel validated, appreciated, and delighted." Everyone wants to feel like they matter and that their concerns are valid. If you can show your customer that he or she has your complete attention and that you intend to deliver the very best service you can whether it's providing direct support to a consumer, completing a report, or problem-solving, then you will have succeeded in accomplishing Tip Number Two. It's really just one more spin on the Golden Rule. Whatever the situation, treat the other person the way you would want to be treated.

During Customer Service class, you'll receive a small placard that lists out all Top Ten Tips. Hopefully you'll keep it on display somewhere as a reminder of ways to deliver excellent customer service every time you interact with others during the work day.

If you haven't attended a class yet, don't worry. We have sessions planned for the rest of 2011 and we'll keep going into 2012 if needed to make sure every employee has the opportunity to take this training. It's a fun and informative class. It's also interactive and we promise it's entertaining. Employees who have already participated have reported back that it's made them more aware of their own customer service and of the customer service they receive in the Agency and in their everyday lives. Sign up soon and find out for yourselves what everyone is buzzing about. See you there.

Customer Service Corner



MSC Happenings

In April, the MSC Department participated in the first annual "Victim Awareness Care Drive". The event was sponsored by the Wayne County Coalition Against Sexual & Domestic Violence. A challenge was sent out to area groups, agencies, and businesses to collect personal care and baby items for the Victim Resource Center shelter in Newark.



The MSC Department collected full sized shampoo, conditioner, soap/body wash, deodorant, baby wipes, sippy cups, pacifiers, infant safety items, and much more and donated them to the shelter.

The Service Coordination Department is proud to support the Victim Resource Center. Pictured at the Victim Resource Center with the basket of donations are Sunday Godfrey, Jennifer Allen and her daughter Angelina.



The Clinic Corner

A Royal Tea was held at the clinic conference room on April 28th in honor of Will and Kate's royal wedding. The ladies all wore hats or tiaras and the men wore suits. Place cards were present with Sharon Johnson as Queen Mum, Brenda Carr as the Duchess of Clyde and Allison Campbell as Lady Allison to name a few. Lords and Ladies were in attendance as well as a Lady in Waiting, volunteer Brenda Paylor.

There was plenty to eat – scones of all sorts, finger sandwiches, a chocolate fountain which was a hit with the children passing through (with parents for bring your daughter or son to work day). And, of course, there was tea. The clinic enjoyed many visitors from other agency departments who joined in with the festivities.

There was plenty to eat – scones of all sorts, finger sandwiches, a British pasta salad, a coconut wedding cake, cookies, pastries, and a

For those who do not know Allison Campbell, she hails from Wales and the tea was held to help her to enjoy her heritage as for some reason she did not receive her invitation to the royal wedding.



Take Your Daughters and Sons To Work Day



On April 28th, Wayne ARC encouraged staff to bring in their children for "Bring Your Daughters And Sons To Work Day." Participants were welcomed with a light breakfast and then sent to work.

Leslie Leo greeted some of our friends in the Plantabilities Greenhouse at 11am giving instructions on the care of plants. After experiencing greenhouse related chores, each participant planted a seed and plant of their choice to take home with them.

Upon completion of the greenhouse tasks, lunch was provided courtesy of Wayne ARC. After lunch everyone returned to work.

Thank you to all who participated. Our children are our future. We need their compassion and understanding to help future generations continue to advocate for the individuals we serve.

An open letter from one of our parents.

Just a few days ago I heard my daughter talking to herself saying..."I love my life." This made me stop and think about her life....

Almost thirty years ago, on a beautiful autumn morning with the sun sparkling on Canandaigua Lake, Janelle Elizabeth was welcomed into our world. Because of issues at birth, she was rushed away from me and I wasn't able to really see her. Late that same evening decisions were made to transfer her to Strong Memorial Neo-Natal Intensive Care Unit. She had an infection that was not responding to treatment and they weren't sure how they were going to proceed with her. I was in a state of denial. How could anything be wrong with my daughter? Everything had been fine during the whole pregnancy; never any indication that anything might be wrong. Then they tell me that she has been diagnosed as having Down Syndrome.

I wanted my children desperately. When trying to get pregnant for the first time, I took double doses of a fertility drug twice. This proved successful and my wonderful son, Todd, was born healthy with no health issues. Four years later I had no trouble getting pregnant for Janelle. I think everything just didn't register with me. The infection has been addressed and she was responding to treatment. Why she was born with Down Syndrome was going to be determined with genetic testing only to find out that there was no real explanation; it was just a quirk of nature at conception. I was still at one hospital and she was at another, and I didn't know quite what to do.

I did know that I had made a very conscientious decision to have this child. I would accept whatever was given to me and love her unconditionally. Within two weeks Janelle was ready to come home. The best advice anyone gave me was to just "love her," and that I did!! She had a little button nose and rosebud lips and was as normal to me as any baby seemed to be.

We had some problems with feedings and lots of upper respiratory issues because her head was smaller than normal. We got through all of this and got her going with physical therapy and anything else available to her that would stimulate her and help her develop to be as normal as possible. I knew that early intervention was a key to her development. Her overall development was pretty much as expected and she has grown to be a beautiful, high functioning, socially age appropriate young woman who loves life.

Janelle wakes up every morning during the week eager to go to her job at Wayne ARC- Key Industries. Her enthusiasm, not only about her job, but about everything, is contagious. In fact, it is very hard to get her to take a vacation day. Her health is good so there are very few days, if any, during the year that she will stay home. Weekends, especially Saturdays, are her down time. She sleeps late on Saturday, spends a lot of time on the phone with her friends, if home, and catches up on her responsibilities – laundry, cleaning her room, etc. She says this is her time to "just be a slug". She willingly contributes to the everyday upkeep of our home most times but does react normally if not in the right mood. Then we wait. Things always get done.

The joy and love that Janelle has given me is immeasurable. Her enthusiasm about everything makes life worth living. You do more because of her reactions and because it all helps her grow and be who she is. I never had much time to be sad or disappointed that Janelle was born with Down Syndrome. I was a single mom by the time she was six months old. I worked full time in an accounting/ bookkeeper position, took care of my mother and father in my home for ten years before they had to be in a nursing home, and tried to keep everything together for my son and daughter.

Anyone who gives birth to a special needs child needs not to be afraid. Your child will give you what you give them. Love your child unconditionally. Make the child a "normal" member of your family and your community. Your love will be returned more than you can imagine and your child will thrive. Be your child's strongest advocate. If they need something that isn't readily available, search out organizations that you think might provide the services you require. If they don't have it, strongly encourage them to develop it. Every child is different and may require different services so the services may have to be developed specifically for your child. There is probably no one else in the world that loves your child as much as you do. Because of your love and advocacy, your child can and will become a contributing member of society in so many different forms.



Please read this important information regarding “Benny” cards

It is very important to respond whenever you receive a request letter from Flexible Benefits System to substantiate a “Benny” card transaction.

The IRS holds the employer (Wayne ARC) and the Plan Administrator (Relph Benefits) responsible for proper administration of our HRA and FSA plans. There are specific IRS guidelines regarding the process an employer must follow in regards to debit cards. **Failure to comply with the IRS guidelines would result in all HRA debit card transactions to be disallowed as a tax free benefit and would cause the entire plan to be disallowed.**

These guidelines require that certain debit card transactions be substantiated by providing itemized, third-party documentation that includes:

- Provider Name
- Patient Name
- Service(s) Rendered or Item(s) Received
- Date of Service
- Amount of Expense

This is the normal process that is followed whenever there is a “Benny” card transaction that needs substantiating:

1. You receive a First Receipt Request explaining which “Benny” card transaction you need to substantiate and how to submit the information.
2. If you do not respond to the first request, you will receive a Second Receipt Request- Immediate Action Required letter informing you that if your documentation is not received within 20 days, your Benny card will be suspended and you will need to repay the plan through payroll deduction.
3. If you do not respond timely to the second request, you will receive a Final Notice. Your Benny card is suspended letter informing you that you can no longer use your Benny card, it is too late to send in the documentation and **Wayne ARC is required to recover this money through payroll deduction(s).**

It is so important to follow through with sending in the documentation when you receive the first letter. Payroll does not want to deduct this from any employee’s pay but it is required if you ignore the requests. Some employees have found it helpful to keep a folder and every time you use the Benny card, just put the receipt in that folder. Then if you end up needing to substantiate, you can simply pull the receipt out of your folder and take care of it quickly.

If you have any questions on the process or on a specific letter that you received, you can always call a Flexible Benefits Specialist at 1-(800)-622- 6233, Monday through Friday, 8 am to 6 pm.



Employee of the Quarter

Congratulations go out to Casandra Grenon, Manager of our Murray Street Residence, for being selected Employee of the Quarter for quarter one of 2011. Casandra was nominated by two staff members, Becky Derks and Mary Stevenson. Casandra received a certificate and a \$50 gift card and will be automatically considered for Employee of the Year for 2011.



After much discussion and contemplation, it has been decided that we will be discontinuing the Employee of the Quarter program. Nominations have been steadily declining even with quarterly promotion and reminders. The Employee of the Year will continue to be awarded at our Annual Meeting. Nominations for this award can be submitted at any time throughout the year by utilizing the nomination form found in each program.