



The ARC Linkletter

WWW.WAYNEARC.ORG

NOVEMBER 2011

SPECIAL POINTS OF INTEREST:

- Nov. 10th - Food Auction in KI Cafeteria at 4pm
- Nov 11th - Agency closed in observance of Veterans Day
- Nov 24th & 25th - Agency closed in observance of Thanksgiving
- Dec 7th - State of the Agency meeting held at RCC @ 9am & 3pm
- Dec 23th & 26th - Agency closed in observance of the Christmas Holiday
- Jan 16 - Agency Closed In observance of Martin Luther King, Jr. Day
- Jan 21st - Winterfest at Club 86 in Geneva



From David Calhoun, our Executive Director

Roc the Day is a fund raising event we are very excited about, ROC the Day is an epic, one-day giving event on Thursday, December 8 starting at 12:00 a.m. and ending at 11:59 p.m. People in our community can *ROC the Day* by giving to causes that matter most to them. Visit www.RoctheDay.org on December 8 for an easy, one-stop way to make a real difference for our Agency and our community. On this day, thousands of community members will be able to make an end-of-year gift to help advance their philanthropic passions. Please let your family and friends know about this exciting one day event. For additional information please visit our web site and our Facebook page.

On October 1, over 60 walkers participated in the 4th Annual Coming Together the United Way Canal Walk at T. Spencer Knight Park in Newark. In collaboration with the United Way of Wayne County we raised \$4,475.00. Monies raised from the event benefit local United Way service providers and Wayne ARC programs.

I want to thank all the staff who attended the Health Insurance informational meetings; I know this is a difficult topic and a large expense for you and your families. We will continue to do what we can to contain the rising costs of health care while meeting your health care needs and addressing the ever changing environment that is the health care industry.

The State of the Agency meetings are scheduled for December 7th at RCC at 9:00 am and 3:00 pm.

On behalf of the Board of Directors and myself we wish you a safe and happy Thanksgiving. On Veterans Day this year please remember to say thank you to the men and women who serve and have served our nation.



Bright Spots

Sandy Prinzi
Gissela (Nadi) Bueso
Chelsea Salerno
Karen Beach
Donna Schneider
George R. Shiffer
Marilyn Goodman
Vicki Sackett
Sue Everdyke
Donna Schneider

Suzanne Engle
Louise Jones
Lisa Barnick
Angie Castillo
Shelley Troch
Katie Hoffman
Kerra Ward
Joann Salerno
Jane Aubertine
Michele Snyder

Deb Aspinall
Stephen Burke
Jodi Amend
Palmyra Ira

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Some Residential Bright Spots were combined for a luncheon for staff who worked with JD—  
Thank you

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

## Customer Service Corner

We've been teaching Customer Service for almost a year now and we thought we'd share some of our thoughts and observations:

- Boy, it sure is a fun class to teach! It's entertaining and interactive and we love that you all participate and share your customer service stories with us.
- Morning classes are much livelier than afternoon classes. We're not sure why that is, but it's a definite trend. Maybe the caffeine has worn off by mid-afternoon. Or maybe we're all just tired out from our busy days.
- Some of you – more than we would have guessed – have been through customer service training at other jobs. And, you've let us know that our training measures up pretty well in comparison. That really delights us!
- Teaching the class has made all of us much more aware of our own customer service skills and of customer service all around us.
- And, finally...
- It's never too early in the day to indulge in a little candy.

If you've already been to the training it has been our pleasure to have you in class. We hope you've found the stories and videos helpful and entertaining. And, that you've been able to incorporate the ten tips into your job every day.

If you haven't been to training yet, don't despair! We will continue to offer the class in 2012. It's our goal to make sure every Wayne ARC employee has a chance to attend. So, let your supervisor know you still need the training and we'll see you in class soon.

And, remember, if you've caught a fellow employee delivering outstanding customer service, let us know. We would love to share the story in this column.

See you next time!



## Business Office Buzz

By the time you read this, the end of 2011 will be almost upon us. We all know what that means - time to be responsible, review our personal documents, and make sure our paperwork is in order. Here are a few things we suggest taking a look at:

- Mileage – if you have outstanding mileage claims for work-related travel (and, no, driving to and from work every day doesn't count – sorry) remember to turn those in for reimbursement before the end of the year.
- W-2s – now's the time to work with the Payroll department to resolve any outstanding pay issues. Trust us, you don't want them crossing over from 2011 to 2012. It's a great time, too, to review and update your filing status. Do you need to make a change from Single to Family or vice versa? What about your number of dependents? Does that need to change? We can't advise you on how to fill out your W-4 paperwork, but the person who prepares your taxes definitely can. While you're checking on things, take a look at your paystub and make sure we have your most current name and address information.
- 2012 Payroll Schedule – this is one more area where we decided to go paperless! You can find the 2012 payroll schedule on ARCNet. Nothing much has changed. We still get paid every other Friday. And we're still counting on you to complete your timesheets on time and accurately.
- Direct Deposits - this is also a great time to review the details of your current direct deposit and make changes for the new year. Are you hitting the right accounts? Do you want to add more accounts or change your splits? And, if you're not taking advantage of direct deposit, it's time to get on board with it! Think of the advantages:
  - You never have to make a special trip to pick up your paycheck,
  - You never have to worry about your check getting delayed or lost in the mail,
  - If the Agency is closed for a snow emergency on a pay day, you won't have to worry about making it through the weekend without your pay, and, best of all...
  - You never have to go to the bank on Friday afternoon again!
- Remember, though, that the timing of your direct deposit can fluctuate from pay period to pay period. It's always a good idea to check your bank balance and make certain your deposit is there before you pay your bills.
- Oh, and don't forget to have an amazing holiday season. See you in 2012!

# From Across The Canal...



With Vicki Sackett, one of our school psychologists, at the helm we have been developing a volunteer program for the parents whose children attend Roosevelt Children's Center. In collaboration with our teachers, Vicki has identified opportunities for parents to become more involved in their children's program while helping us with various projects around school. Some ideas include cleaning gym equipment and repairing bikes, helping with holiday activities, assisting to organize field trips or bringing activities to school and assisting with fund raising activities. It's a win win situation for all. Parents get more involved with RCC and RCC gets some needed help.

RCC's annual Fall Scholastic Book Fair was held October 18,

19 and 20. The classrooms received \$1200 in free books! Thanks to everyone who purchased books.

RCC is collaborating with Cornell Cooperative Extension as part of their Creating Healthy Places grant. They have provided three staff trainings geared toward good nutrition for children.

- Childhood obesity
- Movement Activities for Preschool Children
- Color Me Healthy – a curriculum promoting nutrition education for preschoolers

Cornell also presented a workshop for RCC parents about good nutrition and healthy activities for young children.

## HRA & FSA Information:

## News You Can Use From HR

As the end of the year quickly approaches, don't forget about your Flexible Spending Account (FSA) and your Health Reimbursement Account (HRA).

FSA:

- Any money left unspent at the end of the year is forfeited, commonly known as the "use it or lose it" rule.
- The deadline to submit paper claims for your FSA will be March 30, 2012.

HRA:

- Your available balance will roll over into 2012.
- The deadline to submit paper claims to your HRA for dates of service in 2010 will be December 31, 2011.
- You can continue to submit paper claims to your HRA for dates of service in 2011 until December 31, 2012.

To find out your available balance in either account, you can contact Relph Benefit Advisors at 800-622-6233.

*Just a reminder...*

It is very important to respond whenever you receive a request letter from Flexible Benefits System to substantiate a "Benny" card transaction. If you choose to ignore the First Receipt Request and Second Receipt Request, Wayne ARC is required to recover this money through payroll deduction(s).

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.

## 403(b) Information:

Beginning in January 2012, our 403(b) representative from HANYS/Strategic Benefit Services will be on-site for individual meetings on a *quarterly* basis, rather than every other month. The schedule will be posted soon on ARCNet. Also, be watching for information on 403(b) group meetings in January for all staff (either participating or interested staff). Just a reminder that new employees may enroll in the 403(b) Plan the first of the month after the date of hire and employees who are not currently enrolled in the plan may start the plan at any time. Also, for employees currently participating, you may change your contribution percentage quarterly or stop your contribution at any time. Forms and information can be found on ARCNet (Human Resources Page & Forms Center).

## Reminder about the Role of our Agency Nurses

Our Agency Nurses have the primary responsibility of coordinating and assisting with the healthcare provisions and education of individuals with disabilities in various settings. We need to remember that staff should not be seeking medical opinions or information for personal reasons from any of the Nurses on staff.

## Personnel Policy Information:

Did you know that you can look up any personnel policy on ARCNet? That way you know you are reading the most current revision of the policy. Simply click on Personnel Policy on the opening page of ARCNet.

## Update Address Information:

It is very important to keep HR and Payroll informed of your correct address. The name, address, telephone change form may be found in the forms section of ARCNet.

## Reminder about Agency Identification Badge:

Remember all employees are required to visibly wear their badge whenever working. The only exception to this is staff that are providing services in Residential Services or in the community. In these cases, identification badges are NOT to be visible but staff must have them on their person at all times. There may be times an employee should wear the ID badge while on official Agency business.

## **Using Outlook to Reserve a Conference Room**

Hooray!!!! No more running around 150 Van Buren to check on conference rooms to schedule a meeting. Scheduling a meeting, reserving a conference room, and notifying the meeting attendees is as simple as sending one email! Effective October 31, 2011, all conference room scheduling at 150 VanBuren Street is completed electronically using Outlook.

So how do you do this, you ask? Follow these simple steps:

### **Office 2007:**

- ⇒ Open your e-mail
- ⇒ Click on "File" (top left hand corner)
- ⇒ Click on New
- ⇒ Click on Meeting Request
- ⇒ Click on Rooms (right hand side of the screen, about a third of the way down)
- ⇒ Double click on which room you want – Clinic, Day Hab Large, Key Industries Large, etc.
- ⇒ Click OK
- ⇒ Choose what date and time you want
- ⇒ Type in the names of attendees
- ⇒ Click Send

If you do not put a message in the subject line you will get a little box that pops up – you can just click yes (you do not have to put a subject line in).

Now **really important** – you will get an e-mail message from the conference room that says either accepted or declined. If the conference room accepted your invitation – you're all set, the conference room is booked for you. If you get a decline e-mail – that means the conference room you tried to schedule is already busy at that time and you'll have to check another one. If you don't get an e-mail – it didn't work – call the staff who manages that room for help. (See Sally Carr's email to all employees dated October 26, 2011 for the list of rooms and staff).

If you want to check availability of the room before sending the email, click on the Scheduling Assistant button. The screen will show you when your attendees and the conference room are available and when they have something else scheduled that may be in conflict with your meeting.

One last thing to remember: **Email privacy rules apply**. Be sure you don't include PHI information in your meeting invitation, especially if it will be sent to someone who does not work for Wayne ARC.

## ***New Hire and Staff Resignation Requests***

To help IT staff perform timely employee maintenance for new hires and staff resignations/ terminations, please create your Help Desk ticket or forward your notifications to IT as soon as the hire or termination date is known. Providing lead time enables IT to be sure the new hire can have network access on their first day of work and the staff who are leaving the Agency will have access removed at an appropriate time. Your cooperation with these requests is very much appreciated.

## **Day Hab Doings...**



From May to September Day Hab participants worked hard at keeping the north side of the canal free of weeds. In a joint effort with the Newark Garden Club, the "Weeds to Wow" program maintained the north side of the canal at the Port of Newark. Twice a week consumers and staff would ensure that the flower beds were weed free and growing only beautiful flowers to welcome visitors and residents to Newark. On October 28th, the day hab participants received a written thank you from Carole Nary expressing her heartfelt thanks for the efforts put forth in the beautification of the Village of Newark.

### 3rd ANNUAL DESSERT BAKE OFF

The MSC Department's 3<sup>rd</sup> Annual Dessert Bake-Off and Bake Sale was held on Monday, October 31 and was a great success. Amid our beautiful, autumn themed décor we had 21 entries, representing several departments including MSC, Clinic, Key Industries, Community Services, Finance, IT, Day Hab and QA. Our judges this year also represented different departments: David Calhoun, our Executive Director, returned for his third year as Bake-Off judge and shared his expertise in judging with Wendy DeCausemaker (MSC); Gregg Eisenmenger (Maintenance); Stacey Brown (RS Manager, Jeffery Road); and Kelly Mott (Case Manager, KI).

Our winners were chosen as follows:

**First Place** to David Hammond for his Strawberry Champagne Cheesecake

**Second Place** to Crystal Sawyer for her Caramel Apple Cake

**Third Place** to Allison Campbell for her "Everything But The Kitchen Sink" Cookies

## MSC Happenings

Rounding out the top five were Lucretia Potter's New York Style Cheesecake and Sharon Confer's Mystery Molasses Mix. We would like to thank all of our Bake-Off participants for bringing in a wonderful variety of delicious goodies! A big thank you also to our judges who had the fortitude to sample all 21 treats and not keel over from sugar exhaustion; and a sincere thank you to all who purchased the baked goodies afterwards. We collected \$176 towards our consumer holiday party, to be held in December.



Dave Hammond's 1st Place Entry

## Trainer Recognition



Thirty seven staff were recognized on October 28, 2011 for their contributions as Wayne ARC Staff Trainers:



Bob McCann\*\*  
Bill Kallusch  
Jaime Foster  
Craig Arnold  
Stacey Jo Brown  
David Cheney  
Connie Jones  
Jodi Rotach  
Jon Rubin\*\*  
Bonnie Reitz\*\*  
Linda Mascioli  
Jeanna Rouland  
Jodie Tyler

Martha Elmore  
Tiffany DeCook\*\*  
Brandy Moreno  
Judy Andrews  
Dave Johnson  
Alicia Bell  
Sue Kell  
Barb O'Bine  
Shirley Scarfia  
Charlie DeBuyser  
Casandra Grenon  
Nikki Niles  
Sue George

Jean Minkau  
Wendy Lorenzen  
Whitney Pillozzi  
Pam Precourt  
Jamie Arnitz  
Dave George  
Donna Miller\*\*  
Melissa Bauer  
Lori Stuber  
Andrea Morgan  
Beth Brewer

\*\*Five staff persons were recognized for extraordinary contributions in the past 12 months: Tiffany DeCook taught 33 classes; Donna Miller logged 120 classroom hours; Bob McCann was recognized as the "Go To" person when a fill-in trainer was required and Jon Rubin and Bonnie Reitz were recognized as the Most Dependable trainers.

A special thank you goes to Terri Skinner for donating the hand-painted pumpkins for the trainer recognition ceremony.

Staff trainers perform a vital service within Wayne ARC AND they enjoy what they do; training new and veteran staff. If you are interested in more information on becoming a staff trainer please contact the Training Office at Ext. 327.

# WARC Transportation News

The face of Wayne ARC Transportation is changing. We are gradually evolving from the old light blue buses to new white buses with modern graphics. The new Wayne ARC buses are purchased with the 5310 grant system offered through the NYS DMV. Wayne ARC is only required to pay approximately 20% of the full value of each bus. We are required to follow certain requirements to keep the buses such as having 2000 one way trips every 6 months, keeping up maintenance and body work and carrying insurance. We are required to keep buses 5 to 7 years with 150k - 200k miles on them. After the required number of years, or if the bus requires costly repairs, Wayne ARC can ask to retire the bus. Once retired we can choose to sell the bus or use it as a substitute bus. Wayne ARC acquires all of our buses through the NYS DMV grant system because of the savings. If you have any questions, contact Bill Kallusch, Transportation Coordinator, at x224.



## Wayne ARC Winterfest

**PLEASE JOIN US FOR AN EVENING OF CELEBRATION**

**Saturday, January 21, 2012**

**At Club 86 in Geneva, NY**

**Cocktails 5:30pm - Dinner 6:00pm**

**DJ - 7:30pm until 11:30pm**

**Wayne ARC Staff \$5.00**

**Guest of Staff \$20.00**

**Rooms available for \$70.00 by calling the  
Ramada Inn at 1-315-789-0400 by December 21st, 2011  
and mentioning that you are with the Wayne ARC party**

## Coming Together the United Way

While Wayne ARC places an emphasis on all types of integration and collaboration throughout the communities we serve, we have fostered a unique relationship with our local United Way Chapter. Each year for the past four years we have joined together to present a 5k walk along the scenic Erie Canal in Newark. We work together to plan and promote the event, we share in the expenses and proceeds and we mutually reap the intangible rewards that only collaboration can bring.

The concept was derived from each organization expressing the desire to host a fall event in a relatively small community. Because of our already strong affiliation, the partnering was a natural, albeit progressive, move. We brought many local smaller charities to the table to discuss the collaboration and seek input. We brainstormed concepts and potential events and settled on the walk which highlights a beautiful natural resource as well as our agencies. The walk, formally named "Coming Together the United Way 5k Canal Walk", has proven to be a successful venture.

The walk draws walkers from both agencies, other local not for profits and members of the community at large. Focus is placed on the good works of both agencies and an opportunity is presented to the local business community to support both agencies at once, which is additionally unique.

As we look to the future, we plan to embrace all opportunities for collaboration and to incorporate this mindset into our culture.

This year our joint effort raised over \$4400.00. Thank you to all staff who volunteered and participated in this years event.

