



"The People Company"

Serving Persons with Special Needs Since 1998

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From the Program Director's Desk ~

Inspiration:

My focus this month is to spotlight the Sun City West Adult Day program. Our focus has always been on building community connections, maintaining personal choice, and focusing on hopes and dreams.

The group has always been active, but recently the activity has taken on a new level of energy and creativity and is really inspiring.

The group has become involved in a recycling project. They have been collecting their cans and bottles and a member of the team has been taking them to be recycled. This month

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The Connector

Choice ~ Respect ~ Participation ~ Presence

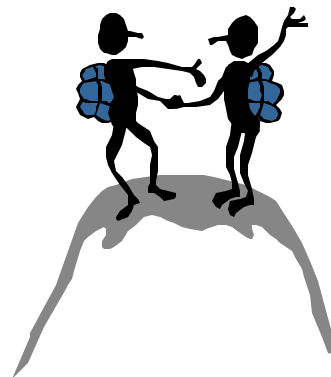
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AmeriServe International, Inc.

Skills of a CSR

The CSRs (Client Service Representatives) at AmeriServe have been doing a lot of fantastic things. The feedback from the individuals and families served has all been very positive and I have received calls with specific requests for individual CSRs. There is nothing more rewarding than knowing that positive information is being shared about AmeriServe and its employees in the community!

Hard work, dedication, and the desire to do right, make all the difference in the lives of others by supporting individual choices and working to "Yes." Our 'collection of skills' as a company is



beginning to show in each CSR as we come together each week to learn new skills, share the ones we have, and set goals. It is exciting to see and hear that this effort results in an increase in the quality of lives that our clients are living.

So, how is this happening? Each week, AmeriServe CSR's come to the office to learn and develop new

skills. They set a weekly goal and outline a plan to achieve that goal. We have weekly feedback and in home visits to follow up, practice, and work together to reach their goals. Then, each CSR shares their results, gets feedback from the group, and sets a new goal, which brings me back to our 'collection of skills'. One person achieving a goal and sharing the results is generating new skills, information for others to use, and benefiting the people we serve by increasing the number of tools each CSR acquires.

One final thing - great

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What We Do

Home and Community Based Services (HCBS)

Habilitation, Respite, Attendant Care, In-home Supports

Day Treatment
Adult and Child Day Treatment, After School and Summer Programs

Residential Support
Supported Community Living, Specialized Living Arrangements



Dean's Blog

Hello again, time for another edition of Dean's Blog. There is a straightforward reason why people work in the Human Service field. They possess qualities that are visible through their ability to make life altering changes. They are extremely caring and empathetic in their effort to help those who are in need. They are people who reach out to those whom require the assistance needed to reach their goals. They are extremely motivated to touch those yearning for recognition, warmth, and feeling. They are touched by the pure reward of someone acquiring a new skill. They are the People of AmeriServe serving those with special needs.

The People Company, in its transparency, reflects our effort through people; you and me and all who take part in this grand in endeavor to make a difference. In

Skills of a CSR

communication from the community and families is providing information and opportunities that we could not get on our own. This relationship is the key to our success in providing a life style of choice. The more we surround the people we serve, love, and care for, the faster we can get to "Yes." It is this triangle of support of

our continuous effort to reach out to our clients, I would like to personally thank the people who make up The People Company. It is my pleasure to acknowledge our staff here in Wickenburg, Arizona as to a job well done; thank you **Vanessa, Michael, Bonnie, Hector, and Kathy**. You are the People Company! You support our mission at AmeriServe by your bountiful participation and by being you!

Thank you for your hard work and dedication!

Dean Anast
AmeriServe International, Inc.
Wickenburg, Arizona

Family, Community, and AmeriServe that truly makes "The People Company" come to life.

Joshua M. Warne
Training Coordinator

From the Director's Desk con't

the whole group is going to take their recycling to the recycling center to see what happens when things are recycled.

The group has also been working on a stranger-danger series. They have been watching videos, doing worksheets, and practicing what they have learned out in the community. Next month they are having a police officer come to further the discussion about stranger danger and safety. The safety series also focuses on things like crossing the street, bicycle safety, fire safety, and evacuation plans.

The group continues to be involved in volunteer activities. As a team they have been discussing new options and exploring opportunities in the community. Some of the ideas have been reading to others, cleaning up parks, doing arts and crafts with children, and even more awesome ideas!

Aside from all of the ideas and activity it is so great to see the team working so well together. It is great to see all ideas valued. It is great to see continued participation in the community and increased interest in keeping things interesting and exciting for everyone.

Go team!

Happy February! Happy Valentine's Day!

Michelle Shriver

Safety: Being Familiar with Your Community

1. Identify the Hazards:



- Traffic
- Unsafe buildings
- Homes or businesses
- Unsafe times of day
- Water, animals, and people



2. Identify the Resources:



- Community watch programs,
- Schools, social groups, religious groups,
- Park and recreation areas, community centers, businesses,
- Friends or family in the neighborhood,
- and local police and fire departments.



3. Identify a Plan:



- Make a **plan** for each possible situation that may arise in your home and teach everyone in your home the steps to follow in that situation.
- **Practice** each scenario so everyone has confidence in the plan and can act fast incase it happens.
- **Share the plan** with everyone involved so they know their role and what to expect..

Support Options

1. In-home Support—training to increase self-help, socialization, and adaptive skills within the home and community.

2. Day Treatment—specialized sensory-motor, cognitive, communicative, |social, interaction and behavioral support.

3. Residential— designed to maximize consumer successes through the use of habilitative therapies, special developmental skills, participative enhancement, and sensory-motor development in the group home or specialized living setting.

Things have changed... well only our location!

As some people may have heard, we have moved! ALL program locations (DTA and DTT) stayed the same. Our offices moved the week of Christmas to our Youngtown location (office next door to after school program) 12600 N. 113th Ave. Youngtown, AZ. Our phone number is the same, 623-584-3408 as is our fax 623-584-4369.

Call for more information today!

**AmeriServe International, Inc.
623-584-3408**



AmeriServe International, Inc.

12600 N. 113th Avenue, Suite B-15
Youngtown, AZ. 85363

Phone: 623-584-3408

Fax: 623-584-4369

E-mail: ameriserve@ix.netcom.com

Website: www.ameriserveintl.com

How to Contact Us



By Phone

(623) 584-3408
8am -5pm
Mon-Fri



By Mail

AmeriServe
International, Inc.
12600 N. 113th Avenue,
Suite B-15
Youngtown, AZ 85363



By FAX

(623) 584-4369
24 hours



By EMAIL

[ameriserve@
ix.netcom.com](mailto:ameriserve@ix.netcom.com)



Making a Difference

AmeriServe International, Inc. carefully selects all personnel to ensure that they possess beliefs, experiences, skills, and knowledge that will assist persons with special needs in exercising a quality of life of their choice. If you or someone you know is interested in doing the right things, in the right way, for the right reasons, at the right times, we are looking for the right people.

Please call **623-584-3408** to find out how you can make a difference.



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of
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