



"The People Company"

Serving Persons with Special Needs Since 1998

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From the Director's Desk ~

In this New Year we have many goals to achieve. One was to have a new location for our Planning Center. We are proud to announce that we have moved to a new location that better suits the needs of our clients. The new location offers more space better parking and is designed to provide better opportunities for active participation. It supports all of our efforts to redesign the program curriculum and supports a positive image of people served.

Come see us at the new Planning Center at 1133 Lew Ross Rd. This and other goals for the New Year will complete the development of our services to achieve a full array of supports available to people with disabilities in the Council Bluffs area. Furthering the reason why we are called "The People Company."

Tom Hoff

The Connector

Choice ~ Respect ~ Participation ~ Presence

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AmeriServe International, Inc.

Making life better tomorrow because of what is done today.

The Survey Says . . .

We're asked often about how we know we are making a difference in the lives of those people we serve. One important mechanism AmeriServe International uses to obtain information from parents, guardians and case managers about the quality of services we provide is through a written satisfaction survey. Stakeholders are surveyed quarterly, and are asked to tell us things they both like and dislike about the services being provided to their focus person.

Responses to this survey process have been extremely gratifying. The number of respondents to surveys conducted in the last quarter of 2007 was 53% of families and guardians and 60% of



case managers. Experience and research tells us that this rate of return is excellent! While we would like to hear from 100% of those surveyed, we know that this probably isn't realistic.

What do we do with the information received from the surveys? We use it! Items of immediate concern to any of the stakeholders are addressed without delay by members of our Leadership team. Survey results are also shared with members of our Advisory

Board at their bi-annual meetings and recommendations for improvements are made.

Thanks to those who have shared information via the survey process. Thanks, too, who have taken the time to let us

know in person or on the phone when you are both pleased or concerned about an issue. We want to know what's important to you and to those who are receiving services from AmeriServe International. Look for us to continue to make contact with you using the survey process in 2008. We take what you have to say very seriously.

What We Do

Home and Community Based Services (HCBS)

Habilitation, Respite, Consumer Directed Attendant Care, Group homes

Day Treatment

Adult Day Habilitation and Community Integration Services

Residential Support

Supported Community Living, Specialized Living Arrangements

See Sign-up sheet
at your work location.

ASI Monthly Elective Education

Training provided by
American Institute of Management.

Preventing Harassment in the Workplace

Friday, January 18 12:00-3:00pm
Thursday, January 24 3:30-6:30pm

A hostile work environment may be illegal, but it also can be a symptom of a much larger problem -- lack of respect in the workplace. This program starts with the minimum requirements of the law, and AmeriServe International policy and procedure prohibiting harassment on the basis of sex, race, age, religion, national orientation, disability and sexual orientation. Going beyond the minimum, we discuss AmeriServe's values, as well as the values of the participants, to establish a respectful workplace.

Attend the session to:

- Create a common understanding of what constitutes harassment
- Focus on methods to prevent hostile conditions
- Review the AmeriServe policy and procedure regarding harassment
- Discuss how to handle potential harassment
- Demonstrate leadership behaviors that focus on a safe work environment for ourselves and our clients

Title

Friday, February 15th 12:00 - 3:00pm
Thursday, February 21st 3:30 - 6:30pm

Attend the session to:

- Identify how your personal values are demonstrated through your daily actions
- Create an awareness of how you impose your values on others
- Demonstrate the true meaning of respect to others you serve

Moving Day for The Planning Center

Most everyone at some point in their lives has had the opportunity to move personal belongings from one location to another. If you own a pick-up or SUV, you've probably been asked to help move many of your friends from place to place! In the end, moving always boils down to the same things: pick it up, carry it, set it down, haul it away then reverse the process.

At AmeriServe International we had the opportunity to move the day program to a new location in a light industrial part of Council Bluffs. The new build-

ing is brightly lit, the floors are shiny and the space offers many possibilities for client activities and interaction! It is going to be a fine building for the day services program.

The people we serve were delighted to help with the move, and eagerly moved filled boxes and equipment to the rental truck. Neighbors from a near-by business welcomed us several days later with cookies and well wishes. We will be holding an open house in upcoming

weeks when you will have the opportunity to visit us in our location.

THE PLANNING CENTER

We've Moved

We are pleased to announce that we have expanded & moved to a new location.

At new location: 01/02/08

AmeriServe International, Inc. - TPC
1133 Lew Ross Road
Council Bluffs, IA, 51501

The new facility is:
- attractive
- spacious
- easily accessible
- with ample parking.

Phone: 712-366-1192
Fax: 712-366-1203
E-mail: tloff@amerserveintl.com
www.amerserveintl.com

AmeriServe International
"The People Company"



January
Grand to Make Life Easier



February
Enjoying Soup With Friends

Memories of 2007

Support Options

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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.

Call for more information today!
AmeriServe International, Inc.
712-322-0272



AmeriServe International, Inc.

300 W. Broadway, Suite 20
Council Bluffs, IA. 51503

Website: www.ameriserveintl.com

How to Contact Us



By Phone

(712) 322-0272
8am -5pm
Mon-Fri



By Mail

AmeriServe
International, Inc.
300 W. Broadway,
Suite 20
Council Bluffs, IA.
51503



By FAX

(712) 322-1411
24 hours



By EMAIL

thoff@
ameriserveintl.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 **712-322-0272** to find out how you can make a difference.



AMERICAN INSTITUTE
of
MANAGEMENT
INCORPORATED

Training provided by the
American Institute of Management Inc.