



"The People Company"

Serving Persons with Special Needs Since 1998

# The Connector

Choice ~ Respect ~ Participation ~ Presence

June 2008

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## From the Program Director's Desk ~

### Expansion...

We are proud to announce the opening of more program space at our Youngtown location. We will be using it for on-site respite and habilitation. We are also using it during the day as our summer program. The added space allows for flexibility in services, room to do more activities and teaching, and it gives us the ability to have adult and children's programming happening at the same time without sharing space.

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## AmeriServe International, Inc.

### Skill - Expressing Feelings

As we continue to accept surveys I wanted to remind everyone that if you haven't had the chance to complete the survey yet, please go to [www.ameriserveintl.com](http://www.ameriserveintl.com) and click the complete survey link on the front page. Those who complete it will have a chance to win a gift from AmeriServe. Thanks for your participation!!

Talking about our feelings is one of the most difficult things any of us have to do. Sometimes we don't know how we feel, sometimes we aren't ready to share, and other times we are fearful of judgment or consequences of negative reactions to our own emotions. As parents and providers we are often faced with the challenge of trying to get another person to express their feelings so that we can help them identify the triggers, control them, and find positive ways to manage them. Here

are a few helpful ideas that may help you accomplish this task.

- Begin by saying: "I understand you are frustrated." pause... "I want to help."** Then allow the person time to process that information so they know they don't need to be defensive about their feelings.
- Start a game: Tell the person, "I'm here when you're ready," and then redirect to a fun game.** Many professionals use this method to get a person to relax, open up, have some fun, laugh, and then ask questions about things that are going on. It works especially well for kids.
- Use pictures, drawings, or even**



**stick figures: Sometimes it easier for people to point to how they feel than it is for them to outrightly tell you.** It also allows you to "lighten up" the situation a bit, spend some quality time, and maybe cause them to draw a picture relating to their feelings or situations.

- Writing: Sometimes asking**

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## What We Do

<p><b>Home and Community Based Services (HCBS)</b></p> <p>Habilitation, Respite, Attendant Care, In-home Supports</p>	<p><b>Day Treatment</b></p> <p>Adult and Child Day Treatment, After School and Summer Programs</p>	<p><b>Residential Support</b></p> <p>Supported Community Living, Specialized Living Arrangements</p>	<p><b>Family Resource Coordination</b></p> <p>Children with Traumatic Brain Injury, Spinal Cord Injury, and other Special Health Care Needs</p>
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## Dean's Blog

Our newsletter consistently gives the reader an in depth look of the many ways AmeriServe helps people with disabilities. With the Connector, readers get information from Arizona and Iowa, respectfully, illustrating the manner and technique by which we reach out to people. With the majority of attention placed on the people we serve and how we serve them, I would like to write this month's blog on a special group of the people "Out Wickenburg Way" who coordinate amazing accomplishments routinely day in and day out.

What's behind the title of the Client Service Representative? They symbolize the strength of character and influence for which our company operates. The CSR is the direct supporter of facilitation for skill building and growth. They are leaders who enthusiastically teach important skills commonly needed to sustain a life of independence. What does all that mean? "When the student is ready the teacher will come." "The People Company" is staffed primarily with teachers and life skills instructors that facilitate a

structure of skills to people who are ready to learn. With that in mind, imagine a group of highly motivated people wanting to teach people so that they can live the life they wanted without judgment of any kind. Sounds awesome doesn't it? Allow me the pleasure to introduce the teachers of AmeriServe in Wickenburg Arizona.

**Vanessa Fawcett** – Recently hit her two year mark of dedicated service! Congratulations! Vanessa brings a unique swagger to our team. She has a candid way with people and always extends herself to those who need her. She does a great job teaching skills, and has the ability to establish lasting friendships with her peers. Great job Vanessa!

**Michael Pollard** – Recently hit his two year mark of dedicated service! Congratulations!

Michael is a great leader and knows how to orchestrate his methods of teaching in a way that grabs the attention of all his peers. Humble in his ways, Michael is admired by his pupils for his fun manner and charismatic style. Awesome Job!

**Kraig Weir** – Exceeded his

annual mark! Awesome!

Kraig is an exceptional individual who does not wish to say no. He always wants to improve and be better at what he does. He is an exceptional learner which equates to a productive teacher. Kraig is our team cook! If there is ever a meal needing to be prepared, Kraig is the man for the job. Great job Kraig and thank you!

**Mandi Sutton** – Our Day Program and Adult Training teacher! Mandi transports our clients to and from the Planning Center Monday through Friday. She operates the center as a resource to facilitate the teaching of client goals, daily living, and social skills. Thanks Mandi!

**Jean Good** – Our newest member of the team! Jean is a creative and enthusiastic achiever. She likes to distinguish different areas of the clients wants and needs so that she can further facilitate her teaching efforts allowing for greater growth and increased productiveness. She is a true team leader. Great to have you on our team Jean!

I want to thank all of you for your support in a job well done!

Dean Anast  
Lead Client Service Coordinator

## Skill - Expressing Feelings cont'd

**a person to sit down and write how** they feel so you can completely understand them, works really well, even if they are still upset.

5. **These suggestions work best after the situation that is frustrating them is over and they have had the opportunity to calm down a bit.** NO ONE likes to talk about things when they are frustrated or mad. We all require time.

Finally, I understand that sometimes it is very difficult to cause a person to calm down. Usually, if you can ask them to sit or lie down that works best. Most times this will cause them to slow down, take a deep breath, and start to think more clearly. If this is not an option go for a walk, jump on a trampoline, or use a stress ball, swing, or other stress relievers.

Josh Warne

## From the Program Director's Desk cont'd

*We are really pleased and the children are enjoying their summer spot.*

*Here are some pictures of the new location. I encourage you to drop in, check it out and have a cup of coffee.*

*Happy June. Stay hydrated and wear your sunscreen.*

*Michelle Shriver*

## Summer Activities

### CITY OF SURPRISE

#### ADAPTIVE RECREATION SUMMER SOCIAL DANCE SERIES

COME SHOW OFF YOUR FINEST DANCE MOVES!!!!

**AGES:** 12 Years & Up

**Day:** Saturday

**Dates:** May 31, June 14, June 28,  
July 12, and Aug. 2

**Time:** 7PM to 9PM

**Location:** Sierra Montana Recreation  
Center, 17680 W. Spring Ln., Surprise,  
AZ. 85388

**TN:** 623.222.2257

**E-Mail:** joe.gladieux@surpriseaz.com

**Cost:** \$4.00 per person

**Adult.** Chaperone must remain on sight  
if individual is under the age of 21.

Parent/ Guardian/ Care giver must fill  
out the adaptive Recreation emergency

contact sheet prior to leaving the site.  
Toileting/ Dressing is the sole  
responsibility of person or guardian and  
not the City of Surprise staff. Arrange-  
ments should be made prior to attend-  
ing event.

### SURPRISE RECREATION CAMPUS

#### 26TH ANNUAL 4TH OF JULY CELEBRATION - JULY 4TH

15850 N. BULLARD AVE., 6 - 8:30 p.m.

Come celebrate Independence Day with  
the City of Surprise! Choose from a  
number of family friendly events all held  
at the Surprise Recreation Campus. You  
can enjoy the activities inside the  
Surprise Stadium which include live  
music, a water zone with slip and slides,  
clowns and magicians. The charge is as  
follows: Presale; \$2 for kids 17 and un-

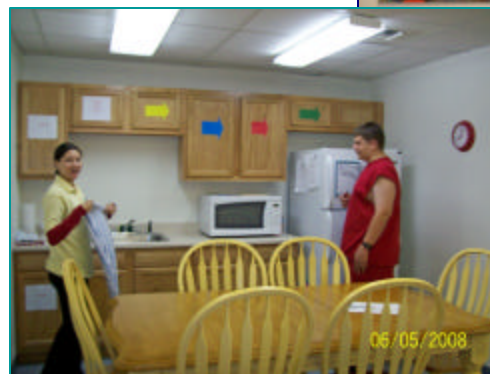
der and \$5 for adults or the day of the  
event costs are; \$5 for kids 17 and  
under and \$10 for adults. You also  
have two other options to enjoy the  
celebration by sharing 8 acres of park  
picnic area located at the community  
park. The entrance is free and you can  
enjoy live music and purchase food if  
you choose not to cook. If you would  
like to keep cool and enjoy our Surprise  
Aquatic center just join in on the pool  
party from 5-9PM. The site will offer  
music, games, contests and fun. This is  
\$6 per person and is only open to  
Surprise residents only. The \$6  
entrance fee includes admission into  
the pool, and a hot dog meal.  
Whichever site you and your family  
select enjoy and celebrate our countries  
birth.

## Sandi's Resource Corner

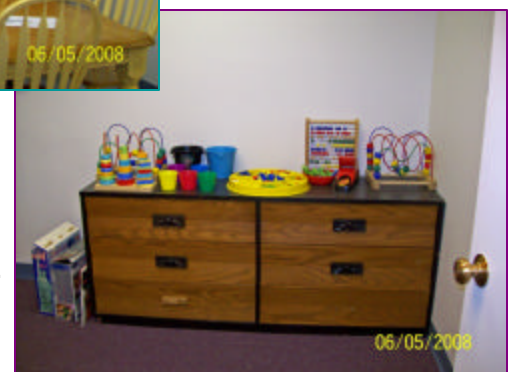
This week I would like to share  
information on a discount program. The  
Wholesale Benefits Club is not  
insurance. It does give discounts on  
prescriptions, physician and hospital  
benefits, dental, vision, hearing, nurse  
hot line alternative care, and long  
term/elder care and vitamin benefits.  
There is a new program that is being  
volunteered to nonprofit organizations,  
churches and government agencies to  
help clients of all ages save money.

The program is free except for a one  
time set-up fee of \$5.00 per family. It is  
well worth the substantial savings  
people have experienced. You may get  
more information on the Wholesale  
Benefits Club by calling and visiting  
them at: 1717 W. Northern Ave. Suite  
200 Phoenix, Arizona 85021, 602 395-  
5073. You may call and ask them to  
send you an enrollment form for the  
Mission Savings Card.

## More Cool Space



## at Youngtown





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### How to Contact Us



#### By Phone

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8am -5pm  
Mon-Fri



#### By Mail

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#### By FAX

(623) 584-4369  
24 hours



#### By EMAIL

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

### 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.
4. **Family Resource Coordination**— for Children with Traumatic Brain Injury, Spinal Cord Injury, and other Special Health Care Needs.

**Call for more information today!**

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



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of  
MANAGEMENT  
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American Institute of Management Inc.