



"The People Company"

Serving Persons with Special Needs Since 1998

The Connector

Choice ~ Respect ~ Participation ~ Presence

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From the Program Director's Desk ~

It is May already. Cactus flowers are in bloom and things are heating up.

I had a call from a friend today. She interviewed me for a class she is taking. When she was asking questions about my career and my education it really got me thinking about paths and how things end up in different ways than planned.

I am not an FBI agent. Since "Silence of the Lambs", a dream of mine.

I am not a dancer. Since "Flash Dance", a dream of mine. (Yes, I did have leg warmers)

I am not a singer. Since receiving that Whitney Houston tape when I was

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AmeriServe International, Inc.

Skills: Develop and Refine

The team at AmeriServe is continually working to develop and refine new skills both collectively and individually. In the past month the Client Service Representatives began participating in an Education Program to achieve the team goal of a continuing education. Through weekly meetings, in-home visits, program visits, and even some small take home assignments, the first group was successful in completing stage one of the program.

There was a lot of information contained in the first stage and I want to recognize the hard work it took for everyone

to complete it. It was also very exciting to receive a lot of positive feedback from families about the work being done for their loved ones. This was evidence that everyone was applying what they learned successfully with positive results. Great job team!

The information in the first stage of the program includes some basic training like CPR and First Aid, Article 9, Positive Behavioral Support, and Documentation. The following training classes were also completed by all who have fully participated in the first stage of the program.

- **Developmental Disabilities**



- **Epilepsy and Seizure Training**
- **Emergency Plans**
- **Communication**

Finally, each person completed four Case Studies that focus on possible scenarios in multiple settings. Case studies are a good challenging way to practice applying the skills being learned to situations that may happen. It is also a good way for the team to practice working to-

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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

Time for another edition of Dean's Blog! Spring is in full swing here in Wickenburg, Arizona. And even though cool weather is dominant over most of the United States, here at home, we have reached temperatures of 100 degrees plus.

The time for outdoor activity is upon us. But before we bring on the heat, Ameriserve International has a few helpful reminders to help keep cool and be prepared for the long summer months ahead.

- **First and foremost, keep hydrated.** Even in cooler weather where temperatures are mild or humid, the outdoor enthusiast must always be well hydrated at all times. Over a period of four hours outside, one should drink four cups of water hourly. That

equals 16 cups of water! Sounds like a lot of water. Well it is a lot of water and your body is metabolizing the fluid at a very fast rate. To keep up with your body's circulation, you must keep supplying the need. It is very important not to drink too much water too fast; space your fluid intake moderately over the hour. The space gives your body time to distribute the fluids to all parts of the body. Drinking too quickly could cause cramping, nausea, light headedness, associated with fluid overload.

- **Second, wear light clothing.** If you head out for a walk in long pants or slacks and a black shirt, you may get fatigued more rapidly than if you were wearing light colors and shorts. Dark colors absorb the heat quickly. Light colors, such as the color white, reflect the sun's rays keeping the heat away from your body.

- **Third, Rest is very important and often forgotten or overlooked.** Take a break and rest in the shade periodically. Sit on a bench and rest yourself before heading out again.
- **Fourth, and this one is as important as the previous ones, watch your buddy.** When people are out in groups, you should pay attention to each other's well being. Dehydration can be identified by these few symptoms; severe thirst, dry lips, dizziness, confusion, accelerated heart rate, and headaches. Notify help immediately after supplying the person with rest, shade, and water.

Have fun out there, and be prepared for the full enjoyment of our great outdoors!

Dean Anast
AmeriServe International Inc.
Wickenburg, Arizona

Skills: Develop and Refine (cont'd)

gether to develop solutions that will produce positive results.

A continuing education will always be a goal of the team at AmeriServe. Over the next couple of months the Client Service Representatives will be focusing on 16 different positive teaching techniques. I look forward to more positive feedback from everyone and am excited to see more of the great work that is being done when I come to see everyone.

If anyone would like to receive or discuss any information that is

contained in the program please feel free to contact me at AmeriServe. It is our goal to make all information available to everyone and help in any way we can. I would enjoy any opportunity to sit with you and share. Not only would this be an opportunity for you to learn, but it would also be an opportunity for me to learn more about the people we serve at AmeriServe.

**Joshua M. Warne,
Training Coordinator**



Skill Building Techniques

I have worked with children and adults that are both physically and mentally disabled for 10 years. The way I approach these special people is just by introducing me to them and taking a few moments to get to know their personality, disability, their interest and dislikes. Once I have learned enough I use their strongest abilities to help develop or improve their goals that will help them in daily routines, whether it is their environment, out in the community, and socially.

Helping to improve and record their goals enables me as a Client Service Representative (CSR) and others to know the progression or decline of a particular goal. Once one goal or all goals are met another can be added or the original can be expanded.

Another skill that I use is a teaching strategy. This helps me when working with my client. I use a different teaching strategy with every client according to their needs. When using positive praises with my client, I have found it rewarding for my client and I. When a client does a great task, accomplishes a goal, or even just does something good I will praise by verbally or by giving hi-fives. With this said, communication is very important. The client may want to be praised by using different words, or may not want a word used for their own like or dislike.

Communication is very important with every client. Depending on the client, different communication techniques can include verbal, picture cards, or even sign language. If the client is non-verbal, it is very important to make

their needs and wants known. With the skill building techniques it is always rewarding to work and see

improvement with these special children and adults.

Cami Fonseca, Client Service Representative



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.

Call for more information today!

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

From Director's Desk (cont'd)

twelve, another dream of mine.

Where will a path lead?

*Every choice changes your path;
even the slightest change will effect
your destination.*

*The slightest influence from
another can change a path.*

Where is your path leading you?

Is it where you pictured yourself?

*How do you affect the lives of
others?*

*Do you teach and help lead
someone down the path of their
choosing?*

Do you dissuade someone from their

path?

*Over the next month I charge you to
be mindful about your influence and
teaching of others.*

Everyone has a plan.

*Help them embrace it, even if they
aren't Whitney Houston.*

***Happy May! Sunscreen, water,
hats...***

Happy Mother's Day Mom!!!!

*Michelle Shriver
Director*



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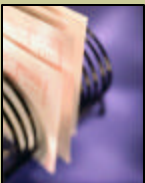
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Making a Difference

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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