



Choice ~ Respect ~ Participation ~ Presence

Rob, in the  
garage

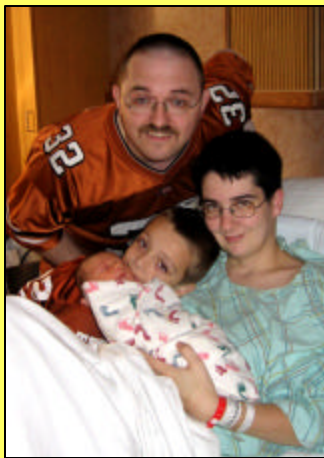
(Article on pg 3)



Making life  
better  
tomorrow  
because of  
what is done  
today.

**In this Issue:**

- **Birth Announcement**  
(pg 1)
- **Direct Support Staff Need Direct Support, Too!**  
(pg 1, 2)
- **ASI Monthly Elective Education**  
(pg 2)
- **Birthdays are Special Events!**  
(pg 3)
- **Welcome, Tim!**  
(pg 3)



# birth announcement

On behalf of Client Services Coordinator, big brother, Logan. Anna Anna Pruett, and her husband, Steve, we are happy to announce the birth of Colt Stephen Pruett on Sunday, September 7th, 2008. Colt weighed 7 pounds and was 20 inches long. He will be welcomed home by Anna and Steve!



## Direct Support Staff Need Direct Support, Too!

As a company, AmeriServe International makes significant efforts to be supportive of our employees. We do so in a number of ways; the first of which is our partnership with our sister company, the American Institute of Management (AIM).

This connection provides us with expertise to develop and deliver first class training. Our employees are provided with opportunities monthly to participate in training on a variety of topics ranging from personal management, time management to work-related topics such as managing difficult behaviors, incident prevention and documentation.

The second method of support is our application and screening process. This process requires that all applicants complete a

pre-employment assessment, criminal / abuse registry checks and reference checks. Included in the application process is a "Realistic Job Preview" (RJP) that involves the applicant going to one of the locations to meet staff and clients, interacting with them in a way that will give them a real sense of what we are about and the work in which they will be engaged.

If the application, interview and RJP go well and the person is being considered for employment they are invited to participate in a pre-employment training class that provides an overview of the Company, some basic expectations of employment and an introduction to Company policies.

*Continued On Page 2*

# 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

## ASI Monthly Elective Education

### Documentation Training II

**Thursday, September 11th 12:00-2:00pm**  
**Thursday, September 18th 3:30-5:30pm**

AmeriServe International believes accurate and consistent documentation will increase the quality of service provided to our clients. This session takes knowledge learned in the Documentation I session and transfers that skill to other areas. Notes, observations and comments will relate to the systems designed to deliver a complete, comprehensive and consistent record of the services provided by all AmeriServe.

**Objectives:**

- Transfer the skill of documentation to other client need areas
- Review the proper way to complete documentation related to medical issues and incident reports
- Learn the difference between acceptable and unacceptable entries
- Transfer the learned documentation skill to other forms
- Practice using real-life scenarios

### Incident Prevention

**Friday, October 10th 12:00-2:00pm**  
**Thursday, October 23rd 3:30-5:30pm**

The best way to address an incident is not to have one in the first place! Learn the steps, tips, and techniques necessary to increase opportunities to prevent incidents.

**Objectives:**

- Understand the link between communication, relationships and environments
- Review the stages of the behavior cycle
- Understand five steps related to behavior
- Establish proactive strategies
- Link the information to actions used to support



See sign-up sheet at your work location

Training provided by American Institute of Management

## Direct Support Staff Need Direct Support, Too! *continued*

Our application and hiring process is quite extensive, but provides us with critical information about the employees and what we need to do to support them in the best way. We use this information to ensure that we emphasize the training needed and match them with work assignments that will foster their success as an employee.

New employee orientation is another very important aspect of support. We have designed our training so that employees may enter our workforce at any point in time and still receive all essential training within the first 30 days. Training sessions have accompanying on-site exercises that allow the employees to actually use the information presented. Many have worksheets that are returned to the next class for review. This sends a clear message that the information is important and allows for timely review, clarification and adjustment.

The most significant role in this effort is played by the direct supervisor. AmeriServe provides significant amounts of information to new employees

that can only be transformed into knowledge by having the support of their supervisor as they begin to apply it. At AmeriServe International we spend a great deal of time with our supervisors to prepare them for the role. The Twelve Step training program is designed for employees who are assuming the role of supervision or have expressed an interest in becoming a supervisor. This program provides information on management and program systems, as well as job expectations and reporting timelines. With the additional information gained, supervisors are better prepared to support employees to meet expectations and enhance the employee's ability to apply what they have learned.

The combination of these essential elements provides our staff with the support they need to **"make life better tomorrow because of what is done today."**

**Tom Hoff**  
Program Director

## *From the Director's Desk:*

*Spell check is a wonderful thing for those of us who have difficulty with that discipline. However, if the word resembles another word, such as the words "from" and "form," it fails to recognize the context in which the word*



*is used and lets such things slide by as correct. This, of course, makes the sentence look funny and not make sense. We, at AmeriServe, have taken the context of life and applied it to the way we support people. Life without context of community and relationships would be just like spell check. It would look funny and not make sense.*

**Tom Hoff**

## Birthdays are Special Events

Birthday celebrations are very important occasions for the people served by AmeriServe International. Picnics at local parks, pot-luck dinners, and barbecues are some of the ways birthdays are celebrated by the people who live at AmeriServe. Many of the people supported by ASI choose to celebrate by inviting friends, family, and staff to join them at their party of choice.

On Friday, September 5th, there was much activity, great food, and wonderful company at the AmeriServe International Planning Center in honor of the 40th birthday of Rob Phillips. Rob was all smiles as staff and

clients came together joyfully for this special occasion. Rob eagerly told the party participants of his parents' plans to come to Council Bluffs that evening. Plans included having Rob stay overnight with them at a local hotel. Rob was pretty sure that eating out with his parents on the day of



his actual birthday, September 6th, would also be part of the fun weekend plans!

Rob grew up on a farm in Searsboro, Iowa, where his parents, Wilma and Robert Phillips, still live. He went to school at North Mahaska. Rob has two sisters: Tami and Susan, ages 49 and 41 respectively, and a brother, Rick, age 48. Besides being excited about his birthday, talking about Rob's family is always a joyful experience for Rob! Thanks to all who were responsible for making this such a special day for Rob.



Happy  
Birthday  
Rob!

From  
Everyone at  
AmeriServe!

## Welcome, Tim!



Tim O'Hara has recently joined AmeriServe International as a Client Services Coordinator Specialist, QMRP. Tim, his wife, Stacy, a Major in the Air Force stationed at Offutt Air Force Base, and one year old daughter, Sylvia, recently relocated to this area from Virginia.

Tim is originally from Illinois, having grown up in the Rockford area. He earned his B.S. in Psychology at North Central College in Naperville, IL, and his M.A. is Psychology from Western Michigan University in Kalamazoo, MI. Tim is also a Board Certified Behavior Analyst.

Tim has had varied experiences in the human services field including working with adults with developmental disabilities in group homes in Michigan and California, and working with adolescents with psychiatric challenges in Colorado. He is proficient in sign language, and for a time was a Behavioral Counselor at the Montana School for the Deaf and Blind in Great Falls, Montana. Most recently, before coming to AmeriServe, Tim worked as a Treatment Foster Care Social Worker in Fredericksburg, VA

before taking a year off to be a stay-at-home dad.

Tim is an avid cyclist, in both road biking and mountain biking and usually competes in several races throughout the year. Tim enjoys competitive racing and has entered and placed in several mountain bike races, duathalons (run-bike-run), century rides (100 miles), and 12 and 24 hour mountain bike rides. He also enjoys canoeing, fishing, hiking and camping, and is a fan of the Detroit Redwings hockey team! And, as evidenced by the framed photos on the wall of his office, Tim is also a talented photographer.

We look forward to utilizing the talents and skills that Tim brings to the organization, and welcome him back to the great Midwest!

PLACE  
STAMP  
HERE



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### 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, communication, 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.

### 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.