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Agency keeping abreast of fire safety procedures

As a result of a fatal fire that occurred a couple of years ago in the Adirondack area, changes were made to the regulations governing residential sites. One of the changes made was to require all Life Safety Code-certified residential sites have an Office of Fire Prevention and Control (OFPC) survey.

Over the past few months as we have learned information from the Office of People With Developmental Disabilities and NYSACRA, we have worked to ensure we meet the new fire safety and prevention standards. Some of the new standards include middle of the night unannounced fire drills conducted by management staff, the use of only UL rating power strips and installing additional heat detectors.

These items are in addition to the safety practices that we have had in place, including maintaining the sites with fire safety equipment (i.e. fire extinguishers, smoke, fire and CO2 detectors, generators), conducting monthly fire evacuation drills, maintaining fire and smoke alarm systems at each site that are directly linked to an alarm company that notifies the fire department, ensuring the local fire department is familiar with our homes, ensuring site specific fire evacuation plans are current and effective, and providing on-going training to associates and individuals regarding fire safety and prevention.

On December 20, we had our first OFPC survey at Wayland, Elm and Adsit, and on January 11, Van Scoter Street was surveyed by OFPC. All of the surveys went very well, and items identified that need correcting have been or are in the process of being corrected.

The agreed-upon process between the Office for People with Developmental Disabilities and the OFPC is that OFPC sends their findings to the Office for People With Developmental Disabilities. OPWDD reviews the findings and will send the results to us.

We will then compile our Plan of Corrective Action and send our response back to the Office for People with Developmental Disabilities. The Office of Fire Prevention and Control will also be responsible for approving our Plan of Correction and will complete a look back.

Community Habitation Phase II offers community based alternative

By Mary Kuhlmann and Karen Andrus

The Office For People With Developmental Disabilities (OPWDD) has implemented new regulations that pertain to a new service called Community Habilitation Phase II. Phase II is an expansion of Community Habilitation Waiver services and is a service option available for individuals who live in a certified supervised home and receive day habilitation services from the same provider.

The Community Habilitation Phase II service is designed as a more flexible community-based alternative compared to existing service arrangements. The service merges Residential Habilitation and Community Habilitation services. The new service is provided at the person's certified residence, and the goal is to offer support for individuals who are participating in community activities.

Three of the people who live at the West Street IRA are trying this service on for size. They have researched volunteering opportunities in Hornell and are set up to volunteer at the two local senior centers and the animal shelter. They have also acquired applications to volunteer at the hospital and YMCA. They are making crafts and baking items that can be donated locally as well, like dog biscuits that they donated to the local animal shelter.



In the Community . . . Of the Community

Our Values:	Page
Individual Successes	1
Communication	3
Associate Learning & Satisfaction	6
Respect	8
Excellence	10

Spring 2013

Individual Successes

The Arc's Got Talent



Dennis Milliner sings along to the song he played on his guitar.

Maggie Stilwell entertains the crowd at a January StArky meeting. She played a total of two meetings in January, rocking out to such classics as "Hound Dog" and "Rock Around the Clock." Stilwell has also played guitar at the 2012 Board of Directors and Foundation Board dinner in November. "I loved doing it," Stilwell said. "I wish I could do it again. Thank you for letting me do it." Stilwell is working on a one-woman show that includes singing, playing guitar and telling jokes.

Every Monday the halls of the IP campus of the Arc of Steuben are filled with the sounds of music. Chris Lynn, a talented music teacher, provides musical instrument lessons including the drums, clarinet, trumpet, guitar, piano and piccolo. Lynn offers both individual and group lessons. What started as a small group of individuals has grown to 12 people taking lessons with more wanting to sign up.

In December we held our second music recital. It was standing room only as each individual showcased the work he or she has done so far. Everything from Christmas music to Elvis was played by the individuals to the delight of the crowd.

All instruments were purchased through funds from the United Way, with the most exciting part being that a handful of the individuals have since purchased
(Continued on page two)

Message from the Board President . . .



William Dinehart

After three terms, my position as your president comes to an end. The time has gone by very quickly. I wish I could say that our chapter has grown, that we have expanded greatly, and opened more new capital expansion buildings. Well, this was not to be.

During my tenure that has included a terrible national and state economy, negative employment growth and overall financial reductions, we have made extremely hard decisions just to hold our own.

Cost cutting, staffing reductions, and belt tightening were the name of the game.

Our board of directors, executive director and his staff and division directors made tough calls that allowed us to come through this difficult period in relatively good shape. We have learned to do more with less and maximize every dollar we get.

On the positive side, we have a growing membership with an actual large increase in lifetime memberships. We have developed StArcky U and other state-of-the-art programs. We continue to give first class service to all of the people we serve. Our foundation is in excellent shape.

Message from the Executive Director . . .



Bernie Burns

As we all know, these are very difficult times for organizations that provide services for people who have developmental disabilities. Years of funding cuts and a lack of any inflationary rate increases have brought us to operating in 2013 on the same rates we received in 2008 and 2009. The best word I can come up with for the situation is "challenging".

Despite the situation, maintaining services of the highest quality continues to be our goal. While we absolutely need sufficient revenue to meet that goal, the real key is the people of the organization. Without dedicated, caring people, the goal for quality can never be achieved no matter how much you have in the bank.

That is why I see a bright future no matter what the challenges. The Arc of Steuben associates, in particular the direct support professionals, are as dedicated a group as you will find anywhere. Their jobs require hard work, skill, dedication and empathy.

Day in and day out they come to work with one mission in mind; to support the people they work with so that they have lives of meaning. As the executive director, I want to publically thank our hard working associates, and if you have the opportunity, I would ask that you do the same.

Talent

(Continued from page one)
their own instruments. Future recitals will be scheduled so that the individuals can continue to show their progress and musical talent.



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The Arc of Steuben, a chapter of NYSARC, Inc.
Published twice a year by The Arc of Steuben, One Arc Way, Bath, New York 14810, (607) 776-4146, FAX (607) 776-9366, e-mail arcofsteuben@arcofsteuben.org. The articles in this publication are meant as information only, not as legal advice.

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Volume 49, Spring Issue

Kent calls it a career

Kathie Kent retired Aug. 24, 2012, after 24 years with the Arc of Steuben. On Thursday, Aug. 23, her staff started the celebration by carefully trashing her office - but this was only a clever subterfuge to get her to believe that that was all there was to the celebration.

After she was taken out for an ostensibly quiet retirement luncheon, she returned to find a carnival-like atmosphere outside the JP main offices for a



celebration in her honor, complete with balloons, booths, a live person jumping out of a box, a clown, games and pie-throwing.

A number of associates and people we serve dropped by to help wish her well and give her gifts. Executive Director Bernie Burns gave a heartfelt speech thanking Kathie for her time and contribution to the Arc of Steuben.

She will be sorely missed by all who worked with her, and we wish her the best of luck and happiness in her future as a retiree and member of the Red Hat Society.



Excellence

Dee keeps going after 35 years on the job

James Dee (known to his friends and acquaintances as Jim or Jimmy) may be a bit shy when he first meets you, but after he knows you a bit better his humor and enjoyment of people are evident.

Jim is a well-rounded guy who collects clocks, has an interest in electronic devices of all kinds, enjoys yard sales and flea markets, is known to purchase a lottery ticket or two, is an avid follower of the news and weather, and loves to travel with his family for the holidays. Jim has 10 brothers and sisters and is especially close to his sister and advocate Sue.

Sadly, Jim was badly injured several years ago in a pedestrian/car accident, fracturing his right hip. He still suffers some lingering effects.

Once he was back on his feet, however, he went right back to walking to and from work, a distance of nearly two miles each way. Jim invested his settlement money wisely and now owns his own home and is also a landlord, a source of great pride for him.

Jim has worked at the Arc of Steuben for nearly 35 years. He began his career screen printing holiday cards when the work center was in Corning. When the work center moved to Bath, Jim did woodworking and auto detailing, pumped gas, cleaned windshields, and worked on NYSID Preferred Source screen printing contracts, a job he has held for more than 25 years! His first NYSID job was printing trail markers for New York State parks, using a respirator in a separate, high ventilation area.

Today, Jim's work is focused on screen printing apparel for New York State agency customers. He has mastered every task related to screen printing: stripping, cleaning, burning and recoating screens, and press setup/operation, including register, squeegee, flash dry, and pulling.

Jim remembers the first NYSID Preferred Source contract and is proud of how the number of



James Dee proudly displays one of the t-shirts he printed in the Arc of Steuben's workshop. Dee has been screen printing for the Arc of Steuben for more than 25 years.

contracts has grown over the years. He is also proud to be part of that growth.

Jim's an early-to-bed, early-to-rise kind of guy and is known to be at work long before his coworkers. He likes to relax in the dining room and socialize with people as they arrive.

Although Jim has been encouraged to consider retiring, he isn't ready yet. He says he likes working on NYSID Preferred Source contracts at the Arc of Steuben, giving him a meaningful way to spend his time.

Don't we wish more people felt that way about working?

Incredible Angels' Corner

The last few months have been busy for the Incredible Angels. In August the group held its car wash/bake sale. Though the event wasn't as profitable as it had been in previous years, it still brought in more than \$100. For the first time in the event's history the car wash actually made more money than the bake sale.

The Summer Bash was also in August. The group went back to Hickory Hill and had a dish to pass cookout. Members also took advantage of the swimming and miniature golf.

This year the Incredible Angels were also joined by members of SANYS (Self-Advocacy Association of New York State) who came down for the event from Rochester. A great time was had by everyone.

In September the Incredible Angels held its annual spaghetti and meatball dinner here at Industrial Park. The group set a goal of selling 100 dinners and was hopeful of meeting that goal, partly because the event was included on WVIN's Community Calendar. While the group fell short of their goal, the 61 dinners they sold was better than the previous year.

Organizers were satisfied with the turnout. October brought one of the most anticipated events of the year – the annual Halloween dance, which was held at the Wayland Legion.

The turnout was great. Everyone had a great time and almost everyone who showed up wore a costume. Prizes were awarded for Scariest, Funniest, Best Overall, Best Couple, and Best Staff in costume. Gift cards prizes were awarded to the winners.

The Incredible Angels' annual holiday dinner dance was held in December at the Knights of Columbus in Hornell. John Carbone provided the food for the event. The halls were truly decked to reflect the holiday spirit and everyone who attended received a door prize. A DJ and dancing were also featured at this awesome event.

The Incredible Angels also held its annual election of officers in December. The process was handled a little differently this year. All nominees were expected to prepare campaign speeches and present them to the group.

The following officers were elected: Scott Detzler (president), David Gardner

(vice-president), and Mike Henry (treasurer/secretary).

The group had also planned on ringing bells this year for the Salvation Army during the holiday season. Unfortunately, the logistics proved to be too challenging for the 2012 holiday season. The organization decided, however, to try again in 2013.

All the activities the Incredible Angels participates in are planned and organized by members. The events are open to anyone who wants to take part.

Every year the group builds on the year before, keeping events people liked, tweaking events when necessary and always looking for new events to add to the calendar.

The group continues to meet the second Wednesday of the month in the cafeteria of the Arc of Steuben's Industrial Park campus.

If anyone is interested in participating in the Incredible Angels and/or their upcoming activities, please contact Matt Mehlenbacher at Industrial Park (phone 776-4146 ext. 2256 or e-mail at incredibleangels@arcofsteuben.org).

Communication

Elias-Hubbs Award Winner

(The Elias-Hubbs Memorial Achievement Recognition Award is given quarterly to a person we serve who has made outstanding achievements or overcome tough obstacles to realize a personal goal.)

James Brown has received the Elias-Hubbs Award for the fourth quarter of 2012.

Brown has been receiving services from the Arc of Steuben for more than 12 years. Dawn Drake, who nominated Brown for the award, said that in the time he's lived in an Arc of Steuben residence, Brown has established and worked toward many goals. Drake said that in July Brown achieved one of the goals he'd been working toward for a long time when he got a job at the Prattsburgh Market.

Additionally, Drake said that Brown has learned to become a strong self advocate.

"In a respectful manner, James presents his desires clearly with valid reasoning on why he should have the right and opportunity to do what he is proposing," Drake said. "In the six years that I have known James, he has shown tremendous growth in taking responsibility for his choices, both good and bad, not only in words but in actions." Similarly, Drake said that Brown has also grown in his ability to establish and work toward goals.

"When James reaches milestones, you can see the pride in his face," Drake said. "When he falls slightly short of reaching the milestone, James often will pause and ask what he could have done differently. He quickly regains his focus and starts working towards the goal again."

The Elias-Hubbs Award was established by Walter and Linda Elias Carl as a memorial in honor of their mothers, Mary Elias and Evelyn Hubbs Carl.

Brown received \$100 for winning the award. He and the other Elias-Hubbs Award winners will be recognized at the Arc of Steuben's Annual Meeting in May.

Hamilton Street residents, associates get first-hand look at firefighting

On Oct. 16, the Hamilton Street ladies and associates made a trip to the Painted Post Fire Department. Captain Dan Smith and Retired Chief Bill Scheidweiler provided an in-depth and hands-on fire safety and prevention training. They tested everyone's knowledge while providing a training that was both fun and educational.

After the classroom training, the two firefighters gave a tour of the fire department that included learning about the different types of fire trucks, equipment, and firefighter responsibilities. Captain Dan said that part of the training included someone putting on full fire gear. The ladies and associates voted unanimously that Residence Coordinator Nicole Caparulo would be the "victim" for this portion of the training!



Hamilton Street Residence Coordinator Nicole Caparulo models the latest firefighting fashion when the associates and residents of Hamilton Street visit the Painted Post fire station.

Painted Post Wal-Mart honored

The Painted Post Wal-Mart continued to lead local employers in 2012 in hiring individuals with disabilities.

Due to Wal-Mart's willingness to provide the necessary accommodations to assist Steuben Employment Services help people apply, interview and obtain employment at Wal-Mart, the organization received three awards in 2012 - The Employer of the Year Award at the Arc of Steuben's Annual Meeting in May; a Works for Me nomination by the Finger Lakes DDSO (Now Region 1) in June; and a Regional NYDEAM (National Disability Employment Awareness Month) award in October by the Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR, formerly VESID) at a luncheon at Tag's in Big Flats.

Come sail away



One of Philip VanScoter's long-term valued outcomes was to go on a cruise some day. After months of planning, Phil's dream came true in September when he and two associates, Maria Staley and Becky Miller, went on a 10-day cruise to Bermuda. From sunken treasure ships to underwater history museums to spending the day on the island, Phil enjoyed it all. When asked what his favorite part of the trip was, he replied, "Bikini watching."

Coupons build connection for Adsit resident



Polly Vanderpool, left, and Sister Susan Cane developed a close friendship thanks to Polly's coupons

For quite some time, Polly Vanderpool, a resident of Adsit Street, has clipped and collected coupons that arrive in the Sunday newspaper. She would do this as a stress reliever and would usually leave them for the associates or use them when she did the house grocery shopping. Quite often, however, the majority of the coupons would go unused.

One of the night shift associates did some brainstorming with Polly to see what they could do to get her coupons into the hands of people who would use them. An ad was placed in the agency's "News U Can Use" newsletter. It ran for several weeks with no takers for the coupons.

An associate thought of a food pantry in Canisteo. The pantry was contacted and Polly's coupons were gladly accepted. Every couple of weeks Polly takes her coupons in a box that she decorated to the Steuben County Rural Ministries for those who want them. During that time Polly was blessed to meet Sister Susan Cane.

Polly struggles with making connections with others. A goal of Polly's is to connect with more people in the community. She has done exactly that with Sister Susan. Sister Susan sent Polly a Christmas card. That meant the world to Polly. She treasured the card she received and showed it to everyone.

Receiving the card prompted Polly to write to Sister Susan. The two of them are developing a relationship with each other that just may last for years to come. Through her coupon cutting, Polly not only is helping those in need, but she's also making a friend in the process.

Team of Quarter recognized for people-centered approach

The Arc of Steuben recognized the associate team of Erin Jordan, Amy Ryan, and Sandy Minck as its Team of the Quarter for the fourth quarter of 2012.

When a woman who receives services from the Arc of Steuben said she was no longer satisfied with the activities she was taking part in during the day, her Circle of Support took immediate action to try to rectify the situation.

Erin made a referral to the Consolidated Supports and Services (CSS) program. The team used person-centered planning to develop her Consolidated Supports and Services plan. The team met repeatedly with the individual to develop a clearer picture of her preferences, including where she liked to go in the community, her goals and skills, what she was looking for in a staff person and the things that were or were not working in her life.

The individual thoroughly enjoyed the person-centered process and was excited that her Circle of Support was working to learn about her likes and dislikes and helping her fulfill her goals. Through exploring and digging deeper, the Circle of Support found out information that they never knew about the individual.

Holly Tucker, who nominated the team for the honor, said that prior to using the agency's person-centered planning process, the individual stayed home most days and did not participate in any activities. Because of her new, individualized plan, however, she is now hiking, enjoying walks in the community, going on shopping outings, exercising at the gym and working on crafts. "The sky is the limit," Tucker said. "Kudos go out to her wonderful Circle of Support who worked together to make this dream become a reality."

Also nominated for the award was the team that represented the Arc of Steuben by volunteering during the 2012 Wineglass Marathon. A total of 13 Arc of Steuben employees from three different residences and one Industrial Park department handed out water at Mile Six between Savona and Bath. This marked the 10th year that Arc of Steuben employees volunteered for the Wineglass Marathon.



A family-based organization working with and for people who have mental retardation or other developmental disabilities.

Respect

Agency celebrates lives of Sandman, Fronk, Mullen

By Amy Payne

Residential Coordinator, East Main Street

Over the past few months, the agency has suffered the loss of three people who lived at the East Main Street IRA. Henry Sandman, 72, Martha Fronk, 63, and Dale Mullen, 80, will be fondly remembered and greatly missed.

Henry was a very quiet and stoic person, giving little indication on the outside that he was impacted by what was going on around him. Henry spent his days at the Dogwood day program and would help with various projects there such as making crafts to decorate the house and dog biscuits for the local humane society.

At home, Henry would lounge in his recliner or his chaise lounge in the summer and enjoy a siesta when he first got home. Henry was a lover of trains, the Curtiss Museum and birds. He could often be found sitting by the window watching all the birds in the back yard that were feasting on the feeders he kept throughout the year.

Martha was a woman of varied interests in music, clothes and jewelry. She greatly enjoyed listening to country music and would clap along as she listened. She also attended the Dogwood day program where she was involved in chorus and the Red Hat Society. She would sit with day program staff while they would sew. Martha showed a great joy in hearing the sewing machine run.

Martha often liked to be dressed to the nines, and she loved to have jewelry and scarves to match her outfits. She enjoyed sitting in the

shade out in the yard and would often take a cat nap while she was outside. She also enjoyed sunsets, walking in the park and quiet time in the outdoors.

Dale was a very humorous person who often laughed with the associates at East Main as they would go through their routines in the house. Dale was an early bird and was up each day relaxing with a magazine in the dining room well before everyone else would be up. He enjoyed plants and flowers greatly, and they became an integral part of his spring routine.

Dale always had plenty of flowers in the gardens around the house and enjoyed going shopping for them in spring. He would also enjoy quietly sitting in the back yard in the shade, looking over his gardens and making sure he watered his flowers as they grew. Among his favorites were the cherry blossoms that came out on the flowering cherry tree in early spring. He would take short walks around the house so that he could enjoy passing the tree and smelling the fragrant blooms.

Although it is difficult to put into words how these changes have impacted the house, we fondly remember the great times that were shared on a daily basis with each of these people. In one way or another each of them gave all of us something very special. Henry reminded us of the importance of taking time to relax. Martha showed each of us how to enjoy the simplicity of nature as well as how dressing up can make you feel amazing, and Dale gave us all an apprecia-

tion for quiet mornings to start the day and how nurturing a garden can soothe the soul. Though each of them will be missed, our memories of them will be treasured.

Committee searches for ways to honor those who passed

A committee has been formed to create ways of memorializing people who received our services and have passed away.

The Remembrance Committee first met in late January to discuss the proper way of celebrating the lives of people we have served who have died. The committee decided to establish a day of remembrance and chose Oct. 2 as the date. This date was chosen because it coincides with the date the Arc of Steuben was first opened.

The committee discussed a number of ideas centered on honoring the memories of those who have died. One idea approved by the committee was an outdoor ceremony during which the names of the departed would be read. Other ideas included a memorial garden and a plaque.

"We are such a person-centered organization, it just felt natural to celebrate the lives of the people who are no longer with us," said Bob Recotta, community relations coordinator and committee member. "These are people we saw every day. Their passing leaves a notable absence in our lives. Part of the healing process is saying goodbye."

The committee will continue to discuss the specifics for the Day of Remembrance. Anyone with ideas or input can contact Bob Recotta at brecotta@arcofsteuben.org or Karen Andrus at kan-drus@arcofsteuben.org.

Board of Directors slate announced

The Arc of Steuben Annual Meeting will take place on Tuesday, May 7, 2013 at the Corning Radisson Hotel. The annual meeting will begin at 6 p.m., followed by social hour at 7:30 p.m. Everyone is invited to join us for a most enjoyable evening.

Membership Meeting
To be held on Tuesday, May 7, 2013
Board of Directors, 2013-2016 Nomination,
Officers and Directors

The Nominating Committee has recommended the following slate of officers for 2013-2016. Elections will be held at the annual meeting.

OFFICERS (1 YEAR TERM) 2013-2014

PRESIDENT: DENECE A. GOSSIE (1st TERM)
VICE PRESIDENT: HELEN A. BINKOWSKI (1st TERM)
SECRETARY: ANDREA G. FISHER (1st TERM)
TREASURER: MISHELLE K. SHATTUCK (1st TERM)

DIRECTORS (2 YEAR TERM) 2013-2015

VICTORIA M. FUERST
WILLIAM D. DINEHART (IMMEDIATE PAST PRESIDENT)

DIRECTORS (3 YEAR TERM) 2013-2016

STEPHANIE E. CRAIG
LINDA F. ELIAS CARL
PAUL R. GREENFIELD

EXISTING BOARD MEMBERS WHOSE TERM EXPIRES IN 2014

PAULINE P. HOLBROOK
ESTHER P. KOWULICH-COVELL
JOSEPH M. MONACO

EXISTING BOARD MEMBERS WHOSE TERM EXPIRES IN 2015

ARTHUR J. STILWELL

Other candidates for any of the offices may be nominated by a petition designating the office for which election is sought and signed by at least 30 members in good standing. Such petition, together with written acceptance of the nominee, is received by the secretary either personally or by delivery to the chapter office at least thirty days prior to the annual meeting. Voting shall be in person or by proxy. **No nominations may be made from the floor.**

The individuals who serve as officers and directors of the Arc of Steuben do so on a volunteer basis. Their dedication of time, effort, and expertise to the furthering of services to people with disabilities is sincerely appreciated.

Budding artists bloom in StArcky University

In a recent StArcky University class, several individuals were excited to learn to paint under the direction of our very own Donna Pollard-White. One of our goals through the program is to expose the people we support to several different classes in an effort to help them discover who they are and what they are passionate about in life. This class seemed to do just that for all who participated.

In this six-week course the participants created two art pieces using paint and other media. Creativity was encouraged

while they learned specific techniques and how to work with color. The skills they learned during the class, combined with their own natural talents, produced display-worthy artwork that was part of an art and music recital held at IP in December.

Future goals include entering some of the artwork into art shows, as well as having more guest instructors from in and out of the Arc provide instruction. If you are interested in teaching a class, please call Beckie Austin at 776-4146, ext. 2226.

Associate Learning & Satisfaction

Arc honors Associates of the Month for dedication, service

We at the Arc of Steuben know that we are lucky to have such a dedicated group of people working with us. Our associates are truly the heart and soul of our organization. Every day we accomplish miracles thanks wholly to our extraordinary staff.

Each month we recognize an associate who has provided outstanding service by naming them Associate of the Month. The person chosen is rewarded with a variety of tokens of appreciation. It's not for the rewards or the recognition that these people put in the extra effort day in and day out, however. It's dedication to the people we serve and a belief in the vision and mission of the Arc of Steuben that drives our associates beyond what is expected of them. For that, we once again say thank you.

September – **Sue Pietrzak** works in the Human Resources Department at the Industrial Park campus. Her willingness to organize and plan has led to the success of the Wellness Fair and other events of which she's been a part. She is a valued member of many Arc event committees where her organizational excellence and integrity are well known. Pietrzak's value to the organization goes beyond her willingness to volunteer. She always has a kind word, a big smile and a gentle spirit that can lift the mood of anyone coming in contact with her. Pietrzak is everything that someone who works in a human resources department should be; dedicated to her fellow associates, the agency and its mission.

October - **Jeanne Leonard**, who worked in

the CARE Services Clinic, was recognized for her efficiency, organization, dependability, caring and thoughtfulness.

"Jeanne Leonard is the most efficient, flexible, thoughtful and knowledgeable support staff person I have ever worked with," said the nomination letter from one of her coworkers. "She is the reason my schedule works well, my paperwork is organized, things are not forgotten, and I am a more efficient and organized therapist. She has a way of knowing about a concern before I do and has already come up with a solution.

She is always friendly, caring and concerned when it comes to individuals we support. She goes out of her way to help anyone but especially the individuals we serve. Jeanne is an asset to any team, and I am fortunate to have had the opportunity to work with her."

November - The award for this month was split between **Sade Nelson** and **Ashley Spencer**. Both work at the Pearl Street residence. Sade was nominated because of her ability to settle disputes between housemates and for finding the extra time for personal care for the Pearl Street residents.

Ashley "took one for the team" in 2012 when she was asked to make the move from Adsit Street to Pearl Street to help alleviate staffing shortages. Ashley was not only willing to switch houses, but she is also agreeable to working odd shifts, including the overnight shift, when asked. Both Sade and Ashley were also recognized for their listening



Leonard

skills and willingness to make sure the people they work with are heard.

December – According to the nomination letter, there's no length **Alicia Burger** won't go to ensure the residents of the East Main Street home are happy, healthy and working toward achieving their goals.

One example of this was the trip that Burger organized to the Buffalo Zoo. She wasn't daunted by the logistical challenges in planning a trip of that magnitude. She just made it happen.

"She has always made it her first priority to get people out to the agency dances and other functions like spaghetti dinners," Burger's nomination letter said. "She goes as far as calling other houses so that couples and friends can meet up at these functions to promote relationships for the individuals we serve."



Longwell

January - **Brad Longwell** was recognized for going the extra mile to make sure both agency employees and the people that we serve were safe when winter weather hit. Longwell works in the maintenance department for the Arc of Steuben. After the area was blanketed with snow from two storms in late December, he not only cleared the snow from the houses he was responsible for in Hornell, but he also took on the responsibility of plowing at the Arc's Industrial Park facility as well as other residences in Bath and Hornell.

"He did an excellent job making sure we



Burger

were ready for the storm here at the VanScoter Street residence and even dropped off ice melt after the storm started," said Jessica Dunham, who nominated Longwell.

"That night he also was willing to plow out the bus that one of the individuals rides when they were caught in the snow and Hornell City plows were busy with other clean up."

Holiday party fills associates with seasonal cheer

In December, the Residential Team had its first annual holiday party. Associates who work within the Residential Team gathered at the Howard Community Center for fun, laughter, good food and camaraderie.

Lunch was catered with plenty of pizza, wraps, salads and desserts for everyone. Each associate was given a t-shirt with the agency logo and the residential team printed on the front. All the shirts were of the same color to reflect the team's unity. A cookie decorating relay race was held that generated laughter and fun.

Karen Andrus, director of residential services, spoke of her appreciation for the continued dedication, commitment, effort and quality services provided by the associates. She emphasized that each day the associates make a difference in the lives of the people they support.

"In these challenging financial and regulatory times, the support provided by associates in providing quality services is to be commended," Karen said. "Being there, assisting the residents with accomplishing their goals and dreams, joining them in celebrating their successes, being with them during their time of need, and being a part of their family - each associate is to be applauded."