



# THE LINK



United Way Agency  
CARF Accredited

Summer 2006

Arnold Center, Inc.

## MANUFACTURING NEWS

Spring has been a very busy time in the Arnold Center/ Gladwin County Industries (GCI) manufacturing departments. Between the two organizations, our employees are working on a minimum of twenty-six different jobs daily. We have been busy bidding for new jobs nearly every week. Our two newest jobs, which began in May, came from Saint-Gobain, a manufacturer of specialty silicone products located in Beaverton. We are currently producing products for them at both of our plant locations. Saint-Gobain is a new partner of the Arnold Center with whom we are looking forward to sharing a long and mutually beneficial relationship with.

Through our commitment to, and compliance with such quality standards as ISO 9001:2000 and CARF (Commission on Accreditation of Rehabilitation Facilities), Saint-Gobain and our other business partners can be assured the products we produce and the services we provide for them will meet or exceed their quality expectations. The Arnold Center has been ISO registered since 2003 and CARF accredited since 1978.

The Arnold Center offers the business community a variety of production services including, but not limited to assembly, packaging, inspection, gauging, sorting, mail service, recycling, grounds maintenance and janitorial. If your organization is considering the possibility of contracting for services, please contact us at (989) 631-9570. We would appreciate the opportunity to meet with you to discuss your business needs.



*To the left, Bill Parsons sorts material for the Saint-Gobain project.*



*To the right, Holly Holden works on the Saint-Gobain project.*



*To the left, Penny works on O-Rings for Saint Gobain Performance Plastics of Beaverton.*

## NEED ASSISTANCE?

The Arnold Center has employees ready to fill your open positions!

Seeking employment in the following areas:

- Grocery / Retail; stocking shelves, bagging, gathering carts, etc. Willing to work any days, any hours.
- Hotel / Motel; experienced in banquet setup, cleaning and maintaining rooms, as well as laundry duties. Willing to work any days, any hours.
- Janitorial / Custodial; highly motivated and willing to work forty hours plus, Monday through Saturday.
- Dishwashing; several years of experience with knowledge of the operation of many varieties of dish machines. Will work any days, any hours.
- Greeter or Childcare Aide; very pleasant and patient. Several years experience assisting patients with personal care needs.

Please contact the Arnold Center at (989) 631-9570 if you have employment needs you think we can fill. We will be more than happy to try to assist you any way we can. Thank you for your continued partnerships!

## WEBSITE MAKEOVER

The Arnold Center recently had their web page redeveloped by John Burgess of Eden Corporation. Mr. Burgess worked with us at the Arnold Center to get everything exactly how we wanted it and to just give the website an overall upgrade, making it easier and more efficient to use. Please visit our refreshed website at: [www.arnoldcenter.org](http://www.arnoldcenter.org)

## ARNOLD CENTER CALENDAR OF EVENTS

July 4: Independence Day; Arnold Center closed  
July 26: Arnold Center Annual Meeting at 1:30pm  
(lunch served between noon and 1:30pm)



September 4: Labor Day; Arnold Center closed  
September 23: First Day of Autumn  
September 27: Board of Directors Meeting at 7:00am





## CUSTOMER INPUT IS IMPORTANT

The Arnold Center and Gladwin County Industries (GCI) are committed to the mission of promoting exceptional services for agency customers. All aspects of the organization are fully committed to this mission and the belief that the success of the organization depends upon the provision of an environment that is designed around the needs of our customers, that is responsive to their expectations, and that results in high quality outcomes.

To ensure success in achieving the mission, Arnold Center and GCI have adopted the practice of including its customers in the development and modification of the services they receive. By providing this opportunity for customers to impact on our quality management system, the organization not only benefits from the unique perspectives they represent, but also from the positive effects resulting from self-determination. To ensure cus-

tomers are actively involved in all aspects of the planning process, the following procedures have been adopted:

1. Annual focus groups are held with our various customers to identify program quality and service needs.
2. Satisfaction surveys are used to gather feedback from our customers regarding their satisfaction with our services.
3. The organization includes customers in its committee structure to ensure feedback and adequate representation in the agency's quality assurance process.

If you are a customer of the agency and would like to provide feedback regarding the quality of our services, please contact the Arnold Center at (989) 631-9570 or Gladwin County Industries at (989) 426-6300, or you may visit us at our web site at [www.arnoldcenter.org](http://www.arnoldcenter.org). Thank you, we look forward to hearing from you.

## CONTRACTS AWARDED



The Arnold Center submitted twelve proposals for Michigan Works! contracts this year. This was a long and tedious ordeal and much thanks is given to all those that were a part of not only the writing process but those that helped pick up the slack to cover other areas that needed to be taken care of during the writing process.

On May 2<sup>nd</sup>, the Tri County Workforce Development Board made the recommendations for the Arnold Center to start negotiations for nine of the twelve submitted proposals. These contracts awarded to the Arnold Center include:

**Midland** – WIA Services, Welfare Reform Services, General Youth Services, Out of School Services, and In School Services

**Bay City** – WIA Services, General Youth Services, and In School Services

**Saginaw** – WIA Services

## UNDERWAY AT CURRIE CAFÉ

We are now underway with our second season at Currie Café and as you can tell in the photo, the customers are glad we're back!



With one season under our belts

most of the consumers are experts now. All of the consumers that worked at Currie last year were very excited for the opportunity to work there again this season. They talked about it for months prior to opening. We have given several new consumers the opportunity to work at the Currie and are all enjoying the experience!

Our menu still includes last season's favorites such as:

- onion rings, cheese sticks, chicken tenders and French fries
- grilled chicken salad, brats, fish or ham and cheese sandwiches, burgers, Koegel Vienna hot dogs, shrimp or tavern battered cod baskets
- water, soda, Gatorade and coffee
- cinnamon rolls, Danishes, muffins, cookies, candy bars, chips

And that's not a complete menu! Several types of wraps have been added for the summer as well. Most item prices range from single items at .50 to basket specials at \$5.75.

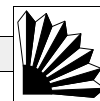
There are already six catering events scheduled for the summer that are return customers from last year and we are hoping to expand the amount of catering for the months ahead!

The Arnold Center is very happy for the opportunity to run Currie Café again and hope for a prosperous season!

## CURRIE CAFÉ

It's that time! Swing in and purchase any Currie SandWedge and receive a free fountain pop with this coupon.





*Our mission at the Arnold Center is to promote improved quality of life for individuals with differing needs, by encouraging and supporting personal growth and inclusion in the community through the development of their vocational, social, and life skills.*

## FACES AND PLACES



### Top to Bottom Left Side:

*Desree at Northern Expresso picking up orders for delivery.*

*Lynn met Representative Bill Caul at MARO Day at the state's Capitol recently.*

*Charlene is wrapping it up after cleaning at Dendritech.*

*At almost 84 years old, Fred recently retired from the Arnold Center after 27 years of loyal service. We wish him the best!*



### Top to Bottom Right Side:

*John enjoys packaging items for the Midland Area Fund Raising project.*

*Kelly and Lynn visited the Capitol Building on MARO Day.*

*Linda always provides great customer service with a smile at the Bean Canteen.*

*Wilma at Gladwin Nursing and Rehabilitation Community helping residents with balloon exercises.*



## COMMUNITY INCLUSION:

Inclusion is the philosophy that all people should have the opportunity to fully participate in community life. Inclusion is about abilities and accepting each person for whom they are. It values diversity and builds stronger communities. Inclusion is what results when people with and without disabilities live, learn, work and play side-by-side.

The Arnold Center is committed to the concept of inclusion and we believe our communities have as well. Above are a number of pictures demonstrating that our communities have embraced the concept of community inclusion. However, we still have a long way to go. There are still many residents who could benefit from more inclusive community life experiences. Together we must work diligently to provide inclusive and accessible opportunities for all of our community members. If you can think of some way to include a person with a disability in the work, volunteer, social and recreational activities that you may be involved with, we would appreciate hearing from you. Thank you and please remember that uniqueness should be treasured and valued and if you "try it on" you will find that diversity can be a very enriching experience.



## ACCOMODATING? ALWAYS!

All employees need the right tools and work environment to do their jobs effectively. A way to help an employee effectively perform a job is through an 'accommodation'.

An accommodation is any strategy that gets rid of, or lessens the effect of a specific barrier or an adjustment, to an environment that makes it possible for an individual with a disability to enjoy an equal opportunity. Some examples of accommodations include: ergonomic chairs to alleviate back pain, computer software such as Universal Reader (photo below shows software in use by Rosie and Kelli) to allow manipulation of data, checklists of duties for people that have difficulty remembering several duties, and flexible work schedules to accommodate family responsibilities or transportation barriers. Accommodations have generally little or no cost associated with them and can have a high positive impact on employees or employers. Be accommodating and be barrier free.



## SPECIAL THANKS TO OUR COMMUNITY PARTNERS

The Arnold Center would like to thank its many community partners, without whom the successes of the Arnold Center would not be possible. It's because of the networking, collaboration and the many valued relationships that have been developed with our community partners over the years that the Arnold Center has been successful in fulfilling its mission. Today, through the benefits of these partnerships, hundreds of our community's members are leading fuller more rewarding lives. You are truly the unsung heroes. You have made a real difference and are to be commended for your dedication, commitment and compassion. Whether you have hired a person with a disability, contracted with the Arnold Center for a service, served as a resource for our customers and staff, donated equipment, supplies or financial resources, or given of your time and talents, you have positively impacted on the lives of others. For this we say thank you!

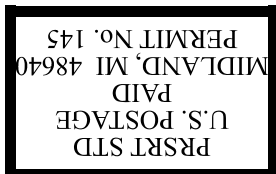
~ Staff of the Arnold Center & Gladwin County Industries



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GROWTH THROUGH LASTING PARTNERSHIPS



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