



January 1, 2008

Marc Center provides opportunities for people with disabilities to be actively involved in determining where and how they live, learn, work, and play.

Happy New Year!

“We will open the book. Its pages are blank. We are going to put words on them ourselves. The book is called Opportunity and its first chapter is New Year's Day.” Edith Lovejoy Pierce

Randy's Note

Recently, everyone was encouraged to take a survey regarding Marc Center and its future. Many employees provided thoughtful and thought provoking responses; thank you for your consideration and effort. It is this input that will help guide our ability to respond to the needs of the people we serve and our staff.

One of the most critical comments reflected the state of our industry and the relative wage scale for direct care staff members (sometimes called “DSPs” – direct service providers - in our industry). Many months ago I asked staff to survey the market and make recommendations for adjustments to base rates. I am pleased to announce that Marc Center is raising its base rate in the departments lagging the market to \$8.50/hour (and in some cases depending on the nature of the job duties – higher) effective with the pay period starting January 13. This follows announced wage differentials in CLS effective December 2. To give some basis for comparison, these improvements add an additional \$500,000 to Marc Center's annual payroll.

I am not naive. I understand the disparity of the wage structure: highly motivated and caring people provide services to the most vulnerable at disgracefully low wages. I also know that the state of Arizona faces one of its most significant financial crises in memory. It may seem odd that Marc Center would implement this increase now knowing that state funding is a serious unknown, but I want Marc Center to keep its commitments. Moreover, I will do all I can to continue to try and bridge the gap including advocacy with the State Legislature. You have my thanks for your contribution to Marc Center's success. Happy New Year!

Thanks,
Randy



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Congratulations BHS Employees!

BHS employees have recently taken it upon themselves to study for and achieve the designation of Certified Psychiatric Rehabilitation Practitioner (CPRP). Practitioners who have earned the CPRP designation act as role models for others in their field. Their commitment to best practices and the Practitioner Code of Ethics reflects on the entire field of psychiatric rehabilitation as both a

professional and as a set of principles for ethical and knowledgeable practice.

We would like to offer our congratulations to Lisa Gaylord, Jaime Sullwold, Susan Adams, Angela Fannuchi, & Cheryl Anderson for obtaining their CPRP Certificate.

December Employee Anniversaries

21 years	5 Years	1 Year
Janey Durham, ERS	Felicia Walker, BHS	Michael Yabroff, BHS
15 Years	3 Years	Amber Hays, CDS
Andrew Acosta, CLS	Nathan Sutherland, CLS	Sheala Thompson, HCBS
11 Years	Jimmie Jackson, CDS	Christine Van Dyke-Lloyd, Finance
Susan Witcombe, ERS	2 Years	Jennifer MacFarland, BHS
7 Years	John Marlatt, ERS	Martine Sanders, BHS
Ronelle Dongmo, CLS	Tim Owen, IT	Carmen Williams, BH
6 Years	Maryann Smith, CLS	Akeshia Witcher, BHS
Benjamin Daniel, BHS	Rebecca Heilman, CDS	Robert Contreras, BHS
Jacqueline Cirillo, BHS	Joan Sanders, CLS	Lynette Lopez Nerys, BHS
	Destiny Markham, BHS	Maria Contreras, BHS
		Leslie Dotson, HCBS

December New Hires

Carl Baker, CLS
Brian Burke, CLS
Pamela Cozart, CLS
Kenneth Mack, BHS
Desiny Moore, BHS
Kayla Moore, HCBS
Raegan Primes, BHS
Melodee Wagner, BHS

Health & Safety Tip

Happy New Year and may 2008 be healthy

&

happy for everyone at Marc Center

SAFE DRIVING

Everyone should know by now that Marc Center vans have a Safety First decal on the back of the van. This decal allows other drivers (the public) to call the 800 number and report Marc Center drivers who may not be driving safely. The complaints are then forwarded to the Human Resources Department who follows through with the employee's supervisor. So be a courteous driver yield the right of way, don't get angry it's not worth it.

Drive safely through the construction zone here at Marc Center and plan your trips wisely. Remember the construction vehicles just might have the right away!

By the way did you read last month's Safety column? There is still time to win the contest so go back and read last month's newsletter.

LOW BACK PAIN

Most of us at one time or another experience low back pain. It is vital to practice preventive care by doing daily exercises that is geared to your needs. CIGNA has designed the CIGNA Well Aware for Better Health for low back pain. With Well Aware you can learn to strengthen your defenses to decrease and avoid pain. So visit the CIGNA website at www.cigna.com/betterhealth or call 1.866.797.5833. Remember you can control your health!

Cigna presents "Lunch & Learn"

Please plan on attending Cigna's Lunch & Learn Wellness luncheon at 924 N. Country Club office on Tuesday, January 8th from 11:30 to 12:30 and from 1:00 PM to 2:00 PM

Free lunch will be served and Cigna will be offering information regarding the rollout of the new Health & Wellness Program.

Join us on Tuesday, contact Fran at Ext. 212 or Cindy at Ext. 213 to sign up.

Little Yellow Rubber Duckies

We have all heard, seen and chuckled over yellow rubber duckies and better yet little kids love them (some adults too) in the bath tub. Here's a true story about the little yellow duckies.



For many years Arizona has had yellow rubber duck races in the canals for fundraising events. The public buys a duck(s) for charity and on a certain day thousands of little ducks who have numbers on the bottom go bobbing happily down the canals.

The crowds go crazy screaming and yelling for their duck(s) to win; a great time is had by all.

But, have you ever wondered what happens to those little ducks when the good time comes to an end? Did you say they (whoever they are) throw them away? No, wrong they are shipped to Marc Center's Employment Related Services on Extension.

Thousands of yellow ducks are thrown into crates (160 ducks to a crate) and once they arrive at ERS, the work begins to make them look like new again. The numbers on the bottom of the ducks are cleaned

off by the individuals; ducks that have holes are separated from the good ones. Once that step is completed the ducks are off to the huge industrial washing machine where they are loaded and washed. Now instead of floating down the canal, they are floating in circles. Over 235,000 little yellow rubber duckies come out fresh and clean, repacked and sent back to the company.

This contract provides work for approximately three months for the individuals who work in ERS.

A big thank you to the individuals who work diligently on cleaning the ducks and the Game Company for their contract!



Christmas at the Marc Center!

Enjoy the following pictures from ERS (234), ERS #3, CLS, & CDS Christmas Parties!



Who am I?

Marc Center is an equal opportunity employer.

On the Spot

Marc Center has started an "On the Spot" award

If we catch an employee doing an excellent job...

Going above & beyond the call...

You may just get an "On The Spot" Award!

Daphne Lothlen received a spot award from CDS!

Frank in IT received a spot award from HRD!



Kim in CLS received a spot award from ACCT!

Congrats to Daphne, Frank, & Kim!!

Below are some random questions that we asked a current Marc Center employee. The first person to get back to Maria (ext. 257) in HRD with the correct answer will win movie tickets! Good Luck!

Where were you born? Salt Lake City, Utah

What is your favorite color? Sky Blue

What is your favorite movie? African Queen

How long have you been at Marc Center? 10 years

What is your favorite food? Italian Food

Favorite actress? Sandra Bullock

If you could have dinner with someone dead or alive who would you

have dinner with? Lucille Ball



Last month's "Who am I" was John Marlatt in ERS. Esther in CDS get the movie tickets for the winning guess!

Would you like to join a Toastmasters group? Improve your confidence and public speaking? Get to know your colleagues?

What is Toastmasters?



No, we don't make toasters!

From a humble beginning in 1924 at the YMCA in Santa Ana, California, Toastmasters International has grown to become a world leader in helping people become more competent and comfortable in front of an audience. The nonprofit organization now has nearly 220,000 members in 11,300 clubs in 90 countries, offering a proven – and enjoyable! – way to practice and hone communication and leadership skills.

Most Toastmasters meetings are comprised of approximately 20 people who meet weekly for an hour or two. Participants practice and learn skills by filling a meeting role, ranging from giving a prepared speech or an impromptu one to serving as timer, evaluator or grammarian.

There is no instructor; instead, each speech and meeting is critiqued by a member in a positive manner, focusing on what was done right and what could be improved.

Good communicators tend to be good leaders. Some well-known Toastmasters alumni include:

Peter Coors of Coors Brewing Company

Debbi Fields, founder of Mrs. Fields Cookies

Tom Peters, management expert and author

Linda Lingle, Governor of Hawaii

If there is enough interest, Marc Center will sponsor a group. Visit www.toastmasters.org for more information.