

## Virginia's Photos from Yesterday

By Marcella Moos

Being seventy-two years old, gives Virginia the distinction of being one of the oldest persons attending the Day Treatment and Training Program. She attends every day, Monday through Friday, all year long. Virginia resides in one of C/Arc's group homes.

She was born and raised in a small Indiana town; moving to Arizona with her mother and older brother when she was a young woman. While in school, she was sick much of the time. In high school, she had pneumonia and missed quite a bit of the school year. Her teacher, Mrs. Fraser, would spend time with her on individual lessons but she was unable to graduate from high school.



**Virginia Phillips**

Talking about the old days, Virginia says she enjoyed helping her mother with household chores. She also remembers working alongside her mother in a drug store.

The scrapbook shows a black and white picture of a four door, 1937 Pontiac; the kind with the heavy metal sunshade running the full length of the windshield. Another black and white photo shows Virginia with her mother, standing beside a clothesline pole in the backyard of their Indiana home. As the pages of the scrapbook turn through time, the pictures begin to become colored. You see Virginia holding her orange tabby cat; her huge, twenty pound plus, tabby cat.

The pages show pictures of Virginia with cats and horses. "Those are my pets," she says. "I miss my mom," she sometimes tells staff. Her mother died many years ago around Thanksgiving Day, so every Thanksgiving holiday brings sadness. Her brother invites her over for dinner, "That helps," she says.

Her bright red hair is thinning on top and she walks very carefully; aiming her walker toward her destination. When she does look up to say, "Hi," her smile lights up her whole face. She is always happy to see you.

After lunch, she gets to put her feet up and rest on her lounge chair. She doesn't actually nap, she says, "I just close my eyes."



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## From the desk of Ron Travis: Executive Director



It's hard to believe that we have been publishing this newsletter for two years! It has proven to be a wonderful way to keep people informed of 'what's happening' in all areas of the agency.

During these two years, we have experienced a great deal of growth in all of our program areas. True to our goals, we have increased the number of persons we serve in the community to over thirty.

We have developed our In-Home Habilitation Program to serving five people. Our Day Treatment and Training Program is now serving sixty-eight, with fifty percent of the program time spent in the community.

Those living in our homes and apartments or being supported by our staff, is now fifty.

All of this growth can only be achieved by the efforts of the entire community.

So I would like to thank our staff for all of their tireless efforts, the persons we serve for putting forth great efforts to succeed, and their parents and friends for their support. But I would also like to thank our entire community for their open acceptance of those we serve as productive members of our community.

Ron Travis  
Executive Director

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### **Arc Enterprises** — a Subsidiary of Chandler/Gilbert Arc

by John Perkins

Over a year ago, Sandi Lopez, Employment Services Coordinator, began work on an idea to provide additional support to individuals already working in the community.

It was her belief that these individuals could benefit from meeting with a group of their peers to discuss their own work experiences. Her idea involved developing a step by step program that supported the individual in maintaining their employment.

The program includes the use of skill building exercises, videos, role playing and discussion, all of which was developed by Job Coach Rene Regoli under the direction of Sandi.

These "Job Club" meetings began on July 10th and have been held every other Tuesday evening at 5:30 pm.

If you are an individual who is currently working in the community or know of an individual who could benefit from this group, please contact Sandi at 480-892-9707.

Meetings are held in the Conference Room at Arc Enterprises, 3434 N. San Marcos Place in Chandler.

#### **Upcoming meetings are scheduled as follows:**

-September 4  
-September 18

-October 2  
-October 16  
-October 30

-November 13  
-November 27

-December 11



# Residential Services

by Brandy Gavriloff, Dwight C. Hullm & Dona Harmon

## Picture it..

Chandler, Arizona, 1986...Chandler/Gilbert Arc opened their first two residential sites (Colt and McNair) in the month of April. Several people still reside in the original McNair site. We then opened our next group home in September of 1989 (Palomino) in Chandler.

In March, 1990, the Seneca group home opened and as with the McNair site, we modified this home to make it wheelchair accessible. We had learned a lot from the McNair site and knew how we wanted the home to be designed such as the shower area, ramps, etc.

In March, 1993, we opened six apartments in Chandler with the help of a coordinated effort with Community Services of Arizona. This was quite a venture as the individuals at this site are very independent and spend much of their time in the community.

In March, 1994, a few people had progressed into the apartment setting from one of our group homes. This was a result of acquiring the necessary skills to be able to live in a more independent setting. This is the progression that we all work toward.

We then relocated our Palomino group home to another site in Chandler (Los Arboles Court) in September, 1994. We still have individuals that reside at this site.

Our Keating home opened in Mesa during the month of November, 1994. The ladies who moved into that home still reside there.

## Schnepf Farms' Pumpkin Festival



**Dean A.**  
**Mike S.**  
**Lonnie F.**



**Classic male pose ( with remote control):**  
**by Kevin F.**

We closed our Colt home in March of 1998 and have moved into Gilbert where we opened the Juanita group home.

In September, 1998, we added another residential site in Gilbert. This was the agency's first purchase of a home. We then closed the Seneca home in August, 2000, and opened a residential site in Chandler (Velero). This was the agency's second purchase of a home.

In December, 2000, the individuals who resided at the Delaware apartments moved to the Maggio Way Apartments in Chandler.

Our residential program has grown since the beginning when we opened a home with only two people in 1986, to forty one people in 2001.

We continue to be involved in Special Olympics, excursions in the community, as well as planning annual vacations.



# Day Treatment & Training

by Tracey Hernandez & Billy Parker

It has been an exciting past six months in the DTT Program. Our Summer Program was a terrific success and grew from 14 people served last year, to 19 people this year. This year's theme was "Seashore."

A great big **THANK YOU** goes out to all the employees who worked in the program this year and helped it be such a great success.

Summertime is always the time when we work extra hard at coming up with creative ideas for activities as the temperature most days is about 433 degrees Fahrenheit (not!!). We went to Hamilton Swimming Pool, bowling, and the Dinosaur Museum in Mesa. We also had the privilege of having an art therapist come to our summer site and interact with the individuals by doing paintings using various mediums.

We would like to welcome all the new employees since last February: Elizabeth Aguire, Betty Jimenez, Cheryl Lopez, Nancy Montanya, Paula Warren, (welcome back!), Wanda Wortman, Sherry Wimble, and Amanda Spence. We also welcome Diamond Robertson who recently transferred from our Residential Program. In addition, we would like to recognize our 'veteran' employees for a job well done: Henrietta Fick, Art Garcia, Constance Geegan, Cinthia Grazier, Michael Grounds, Kathy Imes, Guadalupe Jacobi, and Diane Oatis-Pierson.

We have also had new people grace our program. They are Sammy Ruiz, a transitional student from Hamilton High. Petra (Angel) Moreno and Matilda Romero. Matilda is parttime; working at Arc Enterprises, Chandler/Gilbert Arc's employment services program, three days a week.

We are very happy to have been awarded a wheelchair van through Arizona Department of Transportation, Section 5310 Grant. We have also received verification of another award for next year. These vehicles help us to continue to provide door-to-door service to the people we serve.



**Summer Program Instructor:  
Renee Moon with Lee O.**

Right now the Day Program is preparing for a bookend contest. The staff and individuals are designing their own bookends for their program books. The contest will be judged August 31st. The winner will receive a box full of goodies that were donated by a former employee.

We are also planning a Labor Day celebration with lots of music and food!



**T.C., Michael, Tim, Roger, Duran**

# Staff Training by Marjie Hanna

Chandler-Gilbert Arc offers a training class for new employees. The classes are typically two weeks in duration and cover fifteen different topic areas. The classes teach employees safety skills and techniques for managing numerous situations that they may encounter during their employment. A few of the classes offered are: CPR, First Aid, Medications, Seizures, Client Intervention Training and Client Rights. These classes educate and inform new employees to better serve the people they work with.

Training classes such as Client Intervention Training (CIT) and Behavior Management, assist new employees in looking at all situations with an open mind and always incorporating the least restrictive method of resolution.

Employees are taught effective behavior modification techniques. If, for example, a person is showing signs of stress, we must first ensure that our personal beliefs are not engaged, and try to discern what is going on in the individual's life. Once these precursors are identified, we can effectively redirect the behavior by using reinforcers that work for that person. This knowledge is also useful in preventing future occurrences of a given behavior.

Training also provides new staff with medical information. These trainings include: CPR, First Aid, Seizures, Medications, Blood-borne Pathogens, Health, Safety and Nutrition. These medically based courses provide employees with up to date standards on these topics and the importance of sanitary practices which incorporate CDC's (Center for Disease Control), guidelines.

New employees, upon being hired, will receive a training calendar. This calendar details of the time and date of classes they will need to attend prior to working with the individuals. The training curriculum has been approved by the Az. Dept. of Economic Security, Division of Developmental Disabilities, which oversees programs for persons with developmental disabilities.

Most classes are a one-time requirement of the employee, unless further training is needed. Classes that *do* require re-certification are CPR, (annually), First Aid and CIT require a three year re-certification. Employees must also be fingerprinted at the beginning of employment and every three years thereafter. Once the employee successfully completes the new employee orientation curriculum, they receive a certificate.

After employees complete this training and begin working at a designated site, they may wish to continue acquiring knowledge in this field. They can further their education by enrolling in the Chandler-Gilbert Community College Developmental Disabilities Certificate Program. This fifteen credit hour program is offered through a partnership with Chandler-Gilbert Community College and C/GArc. Classes are conveniently offered at the C/GArc main facility at 3250 N. San Marcos Place in Chandler. Some of the classes offered are: Overview to Developmental Disabilities, Psychology 101, and Psychology of Changing Behavior.



**Marjie and Michael, training in Overview to DD.**



## Blimpies at Bank One Ballpark

by Nick Vosovic

The Blimpies concession at Bank One Ballpark has been a big success this year. Thanks to the many great companies and individuals that gave us support: Bashas-Debbie Robles, America West Airlines- Dora Zorich, Michael Nemeth and Joseph Montanaro, State Farm Insurance- Lori Snow, Intel- Chris Richard.

Thanks to Ann Canada, Marilyn Langley, Nancy and Michael Wilharber, Sheri Lewis and Jolene Castillo, who volunteered at different times throughout the season.

We also want to thank Jason Dietz and Lance Sedbrook, owners of Blimpies, for giving us the opportunity to once again participate at Bank One. Thank you so very much!



**Valerie Lott,**

**Linda Timmons**



**Louise & Ron Ziemann**

**State Farm  
Insurance  
Volunteers**



**Don Johnson,**

**Tim Ward**



**Intel Volunteers ready to go!**

**(left to right, back row)**

**Kendra Flaum, Danny Aleman, Marco Grijalva,  
Travis Collins, Aaron Keffer**

**(front) Ann Lewis Chan Do**

### **Want to Volunteer?**

C/G Arc has been working at the Bank One Ballpark concessions since the Ballpark opened. We have generated about \$125,000 through the efforts of all the wonderful volunteers in our community.

How can you help? All you need to do is contact Nick Vosovic at 480-892-9707 or 480-540-8978. You can come as an individual or as part of a group of eight to ten people. Your duties when you come to help will be taking orders and running the cash register at one of the four Blimpie concession stands.

Give me a call and come on out to the ballpark!

## Staff Profile-

### A Singer in the Band...

by Tracey Hernandez

If it hadn't have been for a friend who was a singer in the band, Kathy may not have met her husband, Jim, she may not have moved here from California, and we might not have been privileged to have her as a part of our C/GArc team.

Kathy had a friend, Debbie, who was a singer in the band, "After Hours", who performed one weekend for a Special Olympics event at UCLA in Los Angeles.

One very observant person with Down Syndrome made an honest assessment of the situation by saying, "You two look like you're in love. Why don't you get married?" Treating it lightly, Jim replied, "Because she hasn't asked me yet." In response, Kathy blurted, "Will you marry me?" and the rest is history.

In Diamond Bar, California, Kathy started her career working as a residential direct care staff member and quickly found herself enjoying it. "They were just lots of fun. I started a "Client of the Month Club", where the person could choose which staff person they wanted to spend one-on-one time with. Plus, there were two gifts on top of the TV for a week; when the winner was announced, they would receive a gift."

The unfortunate circumstances of a funeral gave Kathy her first look at Arizona. "I like it here." she commented to her husband, so on Halloween of 1994, they relocated to the Phoenix area. Two weeks after arriving, she was hired by C/GArc.

She handles many of the day-to-day responsibilities of transportation, updating routes, staff time sheets, activity schedules and assisting staff with their needs, which in turn, serves people who attend the DTT program. Her advice to anyone considering this field is to "have an open mind, an open heart and to not take things personally when people act out. They were doing this before *you* came along."

The best way to work with people is to form an ongoing relationship, so you are connected to them before situations happen. Kathy is compassionate, honest and reliable; valuable assets when working with people. She has always advocated for the people we serve. She helped start the self-advocacy group, Oasis. She received two awards for her generous efforts; the Volunteer of the Year for Oasis and the Advocate of the Year. Kathy and Jim have furthered their commitment by becoming an Adult Developmental Home and having "Virnell" in their home for the past four years. "She fit right in."

Over the last decade, she has seen positive changes in how people with developmental disabilities are integrated into their communities. "We are out there shopping, riding the city bus, and living in apartments. People see us (staff) interacting in a positive way and now, more people will come up to us and say something." We have spent years being visible in the community; Special Olympic events are now getting television coverage on local news stations.

What could make life better? "It would be nice if individuals could buy their own homes, have their own cars, and have more opportunities to earn a competitive wage. They should be allowed to earn all they can rather than being limited by their social security benefits. I wish more jobs were available to them, instead of fast food and hotels. It would be nice if other businesses would consider them."

And, of course, improved funding. "We should train people how to lobby for themselves." After ten years, she can still say, "I enjoy going to work everyday." How do you spell success?



**DTT Supervisor, Kathy Imes**



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*Editor: Marcella Moos*

## Services and Resource List

### National References:

The Arc of the United States  
 1010 Wayne Ave., Suite 650  
 Silver Spring, MD 20910  
 Ph: 1- 800- 433- 5255  
 Fax: 301- 565-5342

### Websites:

The Arc of the United States  
[www.TheArc.org](http://www.TheArc.org)  
 Valley of the Sun United Way  
[www.vsuw.org](http://www.vsuw.org)

### Local References:

Advocacy & Evaluations Services  
 (602) 955-7287

Advocates Across America  
 ( 602) 917-0955

The Arc  
 (602) 243-1787

### Creative Corner...

Responses when being asked, “What are some things you want to accomplish this year?”

**Kameron F.** -” I would like to learn to share. I’d like to go to France. I like hanging out with friends.”

**Aubrey H.**- “ I need to learn how to cook. I’d love to see the world change. I would like to see my aunt.”

**Kevin F.**- “I would like to learn how to drive a Harley Davidson motorcycle.”

**Venice O.**- “ I would like to learn how to run a dress making shop. I am a good designer.”

**Lewis V.**- “ I want to be an auto mechanic. I’d go to school and make money doing it. I’d like to get a job at Aamco.”

