

# Archway Station Short Takes April 2016

**Check out Short Takes on the web @ <http://archwaystationinc.org>  
choose links on the left, then Short Takes**

Archway Station  
Wellness &  
Recovery Center  
121 Memorial  
Avenue  
Cumberland, MD  
21502  
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## **Special Points of Interest:**

New Wrap Class  
Starting

Favorite Worker  
Selected

## **Inside this Issue:**

Wellness &  
Recovery  
Center  
Information

Games &  
Puzzles

Complaint  
Procedures

## **APRIL IS ALCOHOL AWARENESS MONTH- FACTS ABOUT ALCOHOL**

<https://ncadd.org/about-addiction/alcohol/facts-about-alcohol>

Alcohol is the most commonly used addictive substance in the United States: 17.6 million people, or one in every 12 adults, suffer from alcohol abuse or dependence along with several million more who engage in risky, binge drinking patterns that could lead to alcohol problems.

More than half of all adults have a family history of alcoholism or problem drinking, and more than 7 million children live in a household where at least one parent is dependent on or has abused alcohol.

Alcohol abuse and alcoholism can affect all aspects of a person's life. Long-term alcohol use can cause serious health complications, can damage emotional stability, finances, career, and impact one's family, friends and community.

Over time, excessive alcohol use, both in the form of heavy drinking or binge drinking, can lead to numerous health problems, chronic diseases, neurological impairments and social problems, including but not limited to:

- Dementia, stroke and neuropathy
- Cardiovascular problems, including myocardial infarction, cardiomyopathy, atrial fibrillation and hypertension
- Psychiatric problems, including depression, anxiety, and suicide
- Social problems, including unemployment, lost productivity, family problems, violence including child maltreatment, fights and homicide
- Unintentional injuries, such as motor-vehicle traffic crashes, falls, drowning, burns and firearm injuries
- Increased risk for many kinds of cancers, including liver, mouth, throat, larynx (voice box) and esophagus
- Liver diseases, including fatty liver, alcoholic hepatitis, cirrhosis
- Gastrointestinal problems, including pancreatitis and gastritis
- Alcohol abuse or dependence – alcoholism

Alcoholism has little to do with what kind of alcohol one drinks, how long one has been drinking, or even exactly how much alcohol one consumes. But it has a great deal to do with a person's uncontrollable need for alcohol. Most alcoholics can't just "use a little willpower" to stop drinking. The alcoholic is frequently in the grip of a powerful craving for alcohol, a need that can feel as strong as the need for food or water. While some people are able to recover without help, the majority of alcoholics need outside assistance to recover from their disease. Yet, with support and treatment, many are able to stop drinking and reclaim their lives.

# **Archway Station, Inc.**

## **Person-Centered Planning Philosophy**

Archway believes in and uses the philosophy and approaches of person-centered planning. One critical way to show respect for each person's individuality is through the use of person-centered planning which focuses on first, understanding the person and then, helping the person use effective decision-making skills to guide their journey of recovery.

Person-centered planning means that we listen to you closely in order to understand what is important to you in your life. We listen to what is and isn't working for you and what you think needs to change. Workers form a helping partnership with you and work together on a plan that is meaningful to you. We help you find a main goal to work on and break it down into a few steps that will help you reach your goals.

# ***RECOGNITION DAY***

Join us on Friday, April 29th at the Wellness & Recovery Center to celebrate Recognition Day. Recognition Day takes place at the beginning of the day. Participants receive and give positive feedback for successes throughout the month, little successes and big ones too! You can get an “A” for effort! We talk about the importance of goal setting and working towards a positive outcome. This is a good time to practice speaking in front of others in the group, by sharing your personal insights, feelings and thoughts. There are a few rewards, too.




## **HAPPY BIRTHDAY!**

Afterwards, we have a nice meal and cake to celebrate any birthday in the current month. Many thanks go out to Clara, Cindy and the kitchen volunteers. If you are celebrating a birthday, please join us. Even if you can't make it in for the Recognition Group, please come for the meal and birthday celebration. We hope you join in the fun celebration!

# April 2016

## W&R Center ACTIVITY Schedule

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:30-11:00					1 AM Circle & Short Takes Review
11:00-11:45					Lunch
11:45-1:00					PM Circle & Wii, Play Station & Xbox
9:30-11:00	4 AM Circle & Armchair Travel	5 Community Integration—Meet at Rose’s @ 9am to volunteer downtown or go to Hope Station. Return to Rose’s @ 12pm and get a packed lunch.	6 AM Circle & Archway Trivia	7 Community Integration—Meet at Rose’s @ 9am to volunteer downtown or go to the CCM. Return to Rose’s @ 12pm and get a packed lunch.	8 AM Circle & Current Events
11:00-11:45	Lunch		Lunch		Lunch
11:45-1:00	PM Circle & Jeopardy		PM Circle & Card/Board Games – Player’s Choice		PM Circle & Yard Games – You Choose
9:30-11:00	11 AM Circle & Reading a Ruler	12 Community Integration—Meet at Rose’s @ 9am to volunteer downtown or go to Hope Station. Return to Rose’s @ 12pm and get a packed lunch.	13 AM Circle & Men/ Women’s Group	14 Community Integration—Meet at Rose’s @ 9am to volunteer downtown or go to the CCM. Return to Rose’s @ 12pm and get a packed lunch.	15 AM Circle & What Makes You Happy?
11:00-11:45	Lunch		Lunch		Lunch
11:45-1:00	PM Circle & Karaoke		PM Circle & Name That Tune		PM Circle & Craft Project – You Choose











<b>9:30-11:00</b>  <hr/> <b>11:00-11:45</b>  <hr/> <b>11:45-1:00</b>	<b>18</b> AM Circle & Household Poison Prevention w/ Lisa  <hr/> <b>Lunch</b>  <hr/> PM Circle & Wiffleball in the Yard	<b>19</b> Community Integration—Meet at Rose's @ 9am to volunteer downtown or go to Hope Station. Return to Rose's @ 12pm and get a packed lunch.	<b>20</b> AM Circle & Personal Best Healthlines  <hr/> <b>Lunch</b>  <hr/> PM Circle & Dancing – You Choose	<b>21</b> Community Integration—Meet at Rose's @ 9am to volunteer downtown or go to the CCM. Return to Rose's @ 12pm and get a packed lunch.	<b>22</b> AM Circle & Why Vote?  <hr/> <b>Lunch</b>  <hr/> PM Circle & Relaxation w/ Aromatherapy
<b>9:30-11:00</b>  <hr/> <b>11:00-11:45</b>  <hr/> <b>11:45-1:00</b>	<b>25</b> AM Circle & HIG? Meeting  <hr/> <b>Lunch</b>  <hr/> PM Circle & Bingo—win some prizes	<b>26</b> Community Integration—Meet at Rose's @ 9am to volunteer downtown or go to Hope Station. Return to Rose's @ 12pm and get a packed lunch.	<b>27</b>  <b>CLOSED FOR A FULL DAY STAFF MEETING</b>	<b>28</b> Community Integration—Meet at Rose's @ 9am to volunteer downtown or go to the CCM. Return to Rose's @ 12pm and get a packed lunch.	<b>29</b> AM Circle & Recognition Day  <hr/> <b>Lunch</b>  <hr/> Fun @ Constitution Park

## COMMUNITY VOLUNTEER SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>MORNING SCHEDULE</b>		Downtown 9am-12pm Packed lunch		Downtown 9am-12pm Packed lunch	Food Bank Cleaning 9:30am-11am
<b>11:00 – 11:45</b>	<b>LUNCH</b>		<b>LUNCH</b>		<b>LUNCH</b>
<b>AFTERNOON SCHEDULE</b>	Recycling as needed 11:45am-1:15pm				
<b>FOOD BOX DELIVERY ONE MONDAY &amp; FRIDAY PER MONTH</b>	<b>4/4/16</b> FOOD BOX HOME DELIVERY 9:30am-11am				<b>4/8/16</b> FOOD BOX HOME DELIVERY 11:45am-1:15pm

## April 2016 - COMMUNITY ACTIVITIES

**Earn 5 Recovery Points** the week before at the W&R Center and then you can pick a community activity you want to join the following week.

DAY/DATE	ACTIVITY	
	Morning 9:30-11am	Afternoon 11:45-1pm
Wednesday, April 6 5 Recovery Points! 	Shopping at the Fruit Bowl & Bakery 	Bike Ride or Walk on the Canal 
Wednesday, April 13 5 Recovery Points! 	Allegany County Library 	Bowling at White Oaks 
Wednesday, April 20 5 Recovery Points! 	Let's Go Fishing 	YMCA or Constitution Park – You Choose 
Wednesday, April 27 5 Recovery Points! 	<b>RAINCHECKS -            CLOSED FOR A FULL DAY            STAFF MEETING</b>	

**Wellness & Recovery Center**  
**Morning Snack (9:00AM-9:30AM)**  
**APRIL 2016**

<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>
				<b>1</b> Waffle Juice
<b>4</b> Cereal Milk	<b>5</b> N/A <b>CLOSED</b>	<b>6</b> Cinnamon Toast Juice	<b>7</b> N/A <b>CLOSED</b>	<b>8</b> Chex Mix Peaches
<b>11</b> Peanut Butter Crackers Milk	<b>12</b> N/A <b>CLOSED</b>	<b>13</b> Blueberry Muffin Juice	<b>14</b> N/A <b>CLOSED</b>	<b>15</b> Rice Krispie Treat Milk
<b>18</b> Yogurt Pretzels	<b>19</b> N/A <b>CLOSED</b>	<b>20</b> Oatmeal Milk	<b>21</b> N/A <b>CLOSED</b>	<b>22</b> Pop Tart Milk
<b>25</b> Corn Muffin Milk	<b>26</b> N/A <b>CLOSED</b>	<b>27</b> Banana Milk	<b>28</b> N/A <b>CLOSED</b>	<b>29</b> Graham Crackers Peanut Butter

**Wellness & Recovery Center**

**Lunch M-W-F (11am-11:45am)**

**T & Th. Packed lunches will be delivered to Rose's @ 12pm if ordered by 10am each day**

**(All meals served with bread, milk & salad bar on M-W-F)**

**APRIL 2016**

<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>
				<b>1</b> Shrimp Salad 3-Bean Salad Pineapple
<b>4</b> Eggs & Sausage Hash Brown Banana	<b>5 Order by 10am</b> Bologna & Cheese Sandwich Red Pepper Strips Raspberries	<b>6</b> Hamburgers Baked Beans Macaroni Salad Watermelon	<b>7 Order by 10am</b> Peanut Butter & Jelly Sandwich Celery Tropical Fruit Salad	<b>8</b> Chicken Thigh Broccoli Plum
<b>11</b> Sloppy Joe Tator Tots Applesauce	<b>12 Order by 10am</b> Roast Beef Wrap Broccoli Peaches	<b>13</b> Bean Soup Ham Sandwich Honey Dew	<b>14 Order by 10am</b> Turkey Salad Cherry Tomatoes Grapes	<b>15</b> Smoked Sausage Sub Pepper & Onions Strawberries
<b>18</b> Hamburger Gravy over Biscuit Corn Cantaloupe	<b>19 Order by 10am</b> Turkey & Cheese Wrap Tomato Salad Raisins	<b>20</b> Fish Cole Slaw Nectarine	<b>21 Order by 10am</b> Buffalo Chicken Sandwich Broccoli Cranberries	<b>22</b> Chili Cornbread Baked Apples
<b>25</b> Hog Dog Squash Blend Pear	<b>26 Order by 10am</b> Chicken Salad Chick Peas Fruit Cocktail	<b>27</b> Tomato Soup Grilled Cheese Tropical Fruit	<b>28 Order by 10am</b> Tuna Salad Cauliflower Blackberries	<b>29</b> Meat Loaf Broccoli Apricots

**Wellness & Recovery Center**  
**Afternoon Snack (1:00pm—1:30pm)**  
**APRIL 2016**

<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>
				<b>1</b> Bagel Applesauce
<b>4</b> Rice Krispie Treat Juice	<b>5</b> N/A <b>CLOSED</b>	<b>6</b> Banana Vanilla Wafers	<b>7</b> N/A <b>CLOSED</b>	<b>8</b> String Cheese Pretzels
<b>11</b> Celery Peanut Butter	<b>12</b> N/A <b>CLOSED</b>	<b>13</b> Grapes Cheese Stick	<b>14</b> N/A <b>CLOSED</b>	<b>15</b> English Muffin Orange
<b>18</b> Biscuit Applesauce	<b>19</b> N/A <b>CLOSED</b>	<b>20</b> Cheese Crackers Milk	<b>21</b> N/A <b>CLOSED</b>	<b>22</b> Oatmeal Cookie Milk
<b>25</b> Carrots Ranch Dressing Milk	<b>26</b> N/A <b>CLOSED</b>	<b>27</b> Yogurt Strawberries	<b>28</b> N/A <b>CLOSED</b>	<b>29</b> Wheat Crackers Juice

# **Congratulations**

**Favorite Worker of the Quarter:  
Alex Cooper**



Here's what people shared with us:

- Alex learned her job quickly and does it right.
- Alex is a caring person.

Also nominated was Tonya Clayton

Congratulations to you both!

*New WRAP Class & Reunion  
Monday, April 4th. 1-2:15 PM  
121 Memorial Avenue  
Conference Room*

*We are combining the first WRAP class of this section with the WRAP reunion; therefore, new members will get to hear how WRAP has helped others.*

*(Wellness & Recovery Action Planning)*

*Wrap is a tool that you can learn and use to help you take control of your own recovery from mental illness.*

*Wrap is empowering—every person's plan is their own personal plan.*

*Wrap is a shared experience. In class we share our lived experiences, we get support and we give support to each other.*

*Wrap Class meets every Monday afternoon at Archway's Wellness & Recovery Center at 121 Memorial Avenue, Cumberland, MD.*

*If you are interested in attending this session, call Sue Pyles to register @ 301-724-2582 Ext. 105.*

*Facilitator: Joe Bittinger*

*Refreshments will be served! Please join us!*



# ARCHWAY STATION

## Annual Satisfaction Survey



### ***Be Sure to Tell Us How We're Doing***

We would like to know how you feel about the services you receive so we can make sure we are meeting your needs. Your input will help us improve the services we provide. We value and appreciate your feedback. Tell us what we are doing well and what we can do better.

In April you will be receiving our written satisfaction survey in the mail. Your participation in the survey is voluntary and kept completely confidential. Your responses only will be reviewed & shared for quality improvement purposes.

If you would like assistance with completing the survey, please contact Archway's Compliance Officer at 301-777-3208 x104.

***Again, thank you for providing your feedback and giving Archway the opportunity to serve your needs.***

# Sour Cream and Chive Mashed Potatoes



## Ingredients:

- 5 lb potatoes, peeled and cut into large chunks
- 8 oz cream cheese, cut into large pieces (at room temperature)
- 1 cup sour cream (at room temperature)
- 4T butter (at room temperature)
- kosher salt + freshly ground pepper to taste
- 1/4 cup finely chopped chives

## Directions:

1. In a large pot, cover potatoes with cold water and season generously with salt. Bring to a boil, then lower heat to maintain a simmer. Cook until the potatoes are tender, about 20 minutes. Drain and either return to the same pan, or place in a large bowl for combining with other ingredients.
2. While potatoes are still hot, start mixing in the remaining ingredients using a hand mixer with beater attachments. Add the cream cheese first (a few pieces at a time) and mix until thoroughly combined. It's important to start with the cream cheese because it's the ingredient that benefits the most from the hot potatoes when mixing. Next, add the sour cream, then the butter, mixing thoroughly after each addition. Continue mixing until the potatoes are smooth, creamy, and lump-free. You may want to stop a few times and clean the sides and bottom of your mixing bowl with a spatula. Season to taste with kosher salt and freshly ground black pepper.
3. Mix in chives. Serve and savor every bite.

## March Trivia Answer

1. The “wearing of the green” is done in observance of St. Patrick’s Day, however which color actually would be more authentic?

**A. blue**

B. red

C. black

2. The color associated with St. Patrick’s Day and with Ireland is green. What green nickname does Ireland go by?

**A. Emerald Isle**

B. Green Land

C. Grassy Hill

3. Which gemstone is associated with March?

**A. Aquamarine**

B. Diamond

C. Ruby

4. Which of the Roman gods is March named for?

**A. Mars**

B. Mercury

C. Minerva

5. The most common shape used for St Patrick’s day is?

**Green clover**

# April Trivia Questions

## 1. Don't Disturb the Squirrels

In 1993 city officials in Cologne, Germany imposed a new regulation on people jogging through the city park. Runners were required to pace themselves to go no faster than six mph. Any faster, the city officials cautioned, could disturb the squirrels that were in the middle of their mating season.

True

April Fools

## 2. Crust less Bread

For those who just can't stand the taste of crusts, and are too lazy to cut them off themselves, Sara Lee introduced in 2002 the ultimate in convenience: crust less bread. Available in stores everywhere!

True

April Fools

## 3. Pet Tax

The city of Philadelphia, faced with a looming budget shortfall, last year announced a new tax targeted at pet owners. The owners will be charged a base fee of \$10 per pet, and then \$1 extra for every additional pound the pet weighs over ten pounds. Failure to pay the tax could result in the euthanization of the pet.

True

April Fools

## 4. Bank Teller Fees

In 1999 a Connecticut-based bank announced that due to rising costs it would be forced to charge a \$5 fee every time a customer visited a live teller. The bank promised that the fee would actually help to improve the quality of customer service.

True

April Fools

## 5. Carrots reclassified as a fruit

In 1979 officials in the European Union confirmed what many have long suspected: that carrots are not, in fact, a vegetable, but are actually a variety of fruit. The officials urged that appropriate reclassification efforts should begin at once.

True

April Fools

## **Spring Word Scramble Answers**

- 1. Rainbow**
- 2. Umbrella**
- 3. Flower**
- 4. Tulip**
- 5. Green**
- 6. Bloom**
- 7. April**
- 8. Butterfly**
- 9. Rain**
- 10. Garden**
- 11. Bee**
- 12. May**
- 13. Spring**
- 14. Sunshine**
- 15. Bunny**
- 16. March**
- 17. Seed**

## April Fool's Day Word Scramble

kranp

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koje

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iprlA

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gelutahr

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presirsu

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lsyli

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rnimmeret

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citrk

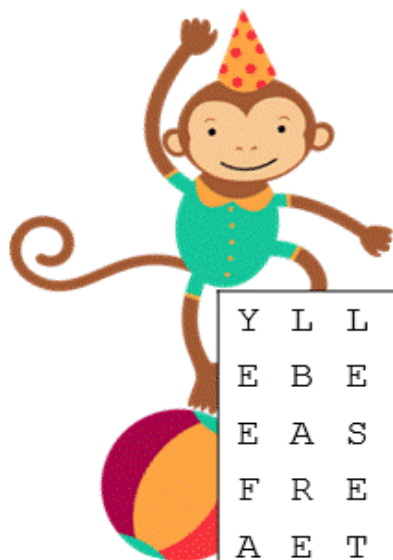
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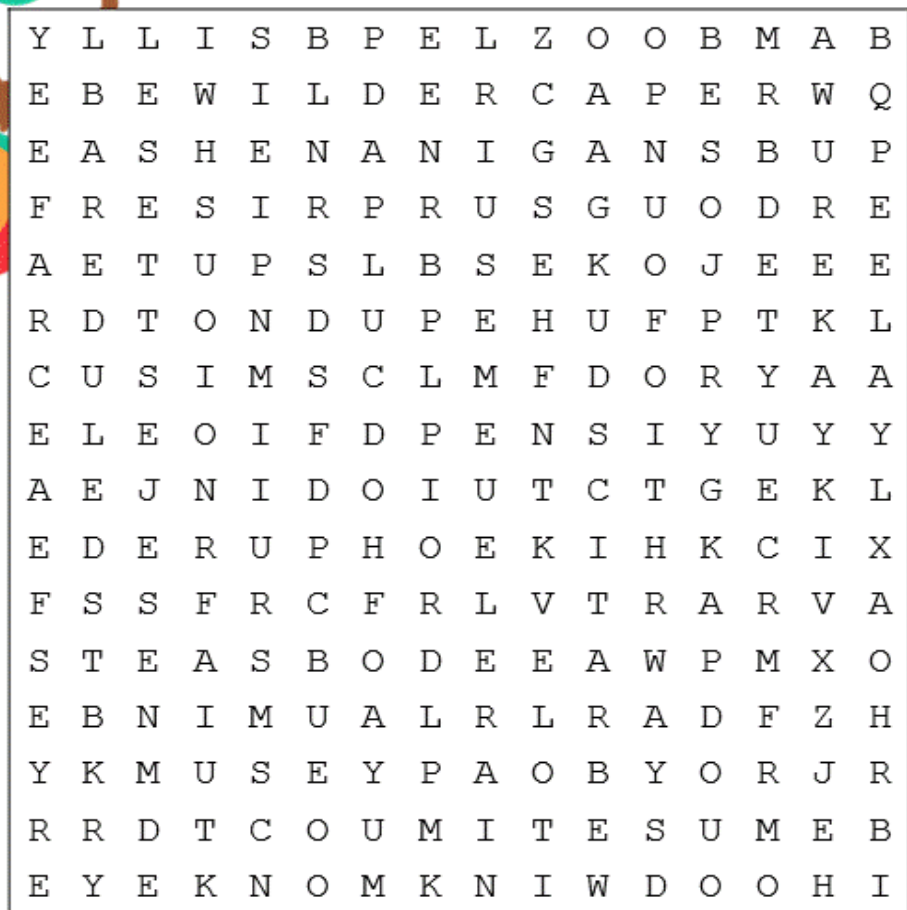
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# APRIL FOOL'S Day

APRIL 1st



APRIL  
BAMBOOZLE  
BEFUDDLE  
BEMUSE  
BEWILDER  
CAPER  
DELUDE  
DUMBFOUND  
DUPE  
FARCE

FIRST  
HOAX  
HOODWINK  
JEST  
JOKES  
LAUGHTER  
LEVITY  
MALARKEY  
MISCHIEF  
MONKEY

BUSINESS  
PRANK  
PREPOSTEROUS  
SHENANIGANS  
SILLY  
SURPRISE  
TOMFOOLERY  
TRICK  
WACKY



# **Archway Station's Complaint Process**

## **Before Using the Complaint Procedure**

Remember, many times things can be worked out if people just talk things out. If you really think someone's done you wrong, try to tell the person what you're feeling. It's important to do that respectfully. It's important to be open, honest, and adult-to-adult. A beginning conversation might go something like this, "When you did \_\_\_\_\_, it made me feel \_\_\_\_." Sometimes it helps to practice what you're going to say. Try it!

## **Complaint Process**

- It's meant to be quick and EASY.
- No matter what you complain about, no one will hold it against you.
- Forms are posted throughout the agency.
- Ask anyone to help support you.
- The BEST way to resolve an issue is try & talk directly with the person to work things out.
- If that's not possible, talk to your TEAM LEADER.
- The Compliance Officer will review the complaint and try to resolve things if that becomes necessary.
- If necessary, Executive Director gets INVOLVED.
- The Board's Review Committee makes FINAL decision.

*If you have any questions about this process, contact  
Archway's Compliance Officer at 777-3208 Ext. 104*

## **Summary of Complaints April 2016**

**No complaints have been received since the last issue of *Short Takes*. There is nothing to report.**

# Archway Station's Complaint Form

Any person receiving or providing services may use this form. Follow the step-by-step process.

Your name: \_\_\_\_\_

Today's date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Your complaint: \_\_\_\_\_

\_\_\_\_\_

What you want done: \_\_\_\_\_  
(use another page if necessary)

\_\_\_\_\_ (use another page if necessary)  
**STEP 1: Talk to the person(s) directly involved with your complaint. If you can't or if you're not satisfied, talk with the person's Team Leader. TL must follow up within 2 wks.**

Team Leader: \_\_\_\_\_ Date discussed: \_\_\_\_/\_\_\_\_/\_\_\_\_

Results of discussion: \_\_\_\_\_

\_\_\_\_\_ (use another page if necessary)  
Complaint: \_\_\_\_ has been resolved (end of process) \_\_\_\_\_  
\_\_\_\_ has not been resolved

Signature of person making complaint  
(provide a copy to the person)

In either case, send the form to Archway's *Compliance Officer*.

**STEP 2: Complaint review by the Compliance Officer.**

Date received: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date reviewed: \_\_\_\_/\_\_\_\_/\_\_\_\_ (**within 2 weeks**) With whom: \_\_\_\_\_

Results of Review: \_\_\_\_\_

\_\_\_\_\_ (use another page if necessary)  
Complaint: \_\_\_\_ has been resolved (end of process) \_\_\_\_\_  
\_\_\_\_ has not been resolved

Signature of person making complaint  
(provide a copy to the person)

If not resolved, send form to Archway's *Executive Director*.

**STEP 3: Complaint reviewed by Executive Director**

Date received: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date reviewed: \_\_\_\_/\_\_\_\_/\_\_\_\_ (**within 2 weeks**) With whom: \_\_\_\_\_

Results of Review: \_\_\_\_\_

\_\_\_\_\_ (use another page if necessary)  
Complaint: \_\_\_\_ has been resolved (end of process) \_\_\_\_\_  
\_\_\_\_ has not been resolved

Signature of person making complaint  
(provide a copy to the person)

If complaint is not resolved, ED communicates the situation to the Board's Review Committee and follows recommendations of the Committee which are due in 2 weeks. Documentation of all complaints are kept by the Compliance Officer.