

# Archway Station Short Takes December 2017

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

Archway Station  
Wellness &  
Recovery Center  
121 Memorial  
Avenue  
Cumberland, MD  
21502  
301-724-2582  
Ext. 118  
Website-<http://archwaystation.net>

## **Special Points of Interest:**

Consumer  
Advisory Members  
Needed

Drivers  
Needed

## **Inside this Issue:**

Wellness &  
Recovery Center  
Information

Games & Puzzles

Complaint  
Procedure

## **Ways to Fight Holiday Stress - Part 2 (Part 1- was on the November Cover)**

adapted from - <http://www.health.com/health/gallery>

**Forget perfection** - Stop obsessing over doing everything. The world isn't going to end if the house is a little cluttered, or dinner is a few minutes late. Focus your energy on enjoying the people in your life. Don't sweat the small stuff, and it will help to make your holiday much more enjoyable!

**Get out of the house** - If your family members often pick on one another at the holiday table, taking the fun out of meals, consider eating family brunches or dinners in restaurants. Being in public discourages loud voices and bad behavior.

**Consider abandoning old customs** - Abandoning old customs can be a good strategy if you're lonely or grieving. Experiment with a different culture's customs, or invite isolated friends, or colleagues over and start some new traditions.

**Be a picky volunteer** - Take on only one or two holiday jobs, and try learning how to delegate other parts of a task.

**Go tech-free** - Constant cell phone buzzes and email alerts, keep us in a perpetual fight-or-flight mode due to bursts of adrenaline. Not only is this exhausting, but it contributes to mounting stress levels, especially in women. What better time to turn your gadgets off than during a holiday get-together? Enjoy spending time with your family, and friends without worry.

**Savor a spicy meal** - Hot foods trigger the release of endorphins, the natural chemicals that trigger feelings of happiness and well-being.

**Laugh** - Laughing can help with reducing stress hormones. That in turn, can help the immune cells to function better.

# **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, December 29<sup>th</sup>, 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. We then head out in the community for some fun activity. 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!

# December 2017

## W&R Center ACTIVITY Schedule

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:30-11:00 ----- 11:00-11:45 ----- 11:45-1:00					1 AM Circle & Short Takes Review ----- <b>Lunch</b> ----- PM Circle & Craft Project - Make a Christmas Gift You Choose
9:30-11:00 ----- 11:00-11:45 ----- 11:45-1:00	4 AM Circle & Current Events ----- <b>Lunch</b> ----- PM Circle & Christmas Trivia	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 & Emergency Drill ----- <b>Lunch</b> ----- PM Circle & Recreational Activity – You Choose	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 & Changing Negative Thoughts to Positive ----- <b>Lunch</b> ----- PM Circle & Name that Christmas Tune
9:30-11:00 ----- 11:00-11:45 ----- 11:45-1:00	11 AM Circle & Christmas Movie ----- <b>Lunch</b> ----- Christmas Movie Continued	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 & Women's Health w/ Lisa & Men's Group w/ Joe ----- <b>Lunch</b> ----- PM Circle & What Rhymes with What?	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 & Mental Illness – Facts/Myths? ----- <b>Lunch</b> ----- PM Circle & Recreational Activity – You Choose









<b>9:30-11:00</b>  <hr/> <b>11:00-11:45</b>  <b>11:45-1:00</b>	<b>18</b> AM Circle & HIG? Meeting  <hr/> <b>Lunch</b>  <hr/> PM Circle & Karaoke	<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.  <hr/> <b>Lunch</b>  <hr/> PM Circle & Recreational Activity – You Choose	<b>20</b> AM Circle & Substance Abuse  <hr/> <b>Lunch</b>  <hr/> PM Circle & Recreational Activity – 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.  <hr/> <b>Lunch</b>  <hr/> PM Circle & Bingo—win some prizes	<b>22</b> AM Circle & Armchair Travel  <hr/> <b>Lunch</b>  <hr/> PM Circle & Bingo—win some prizes
<b>9:30-11:00</b>  <hr/> <b>11:00-11:45</b>  <b>11:45-1:00</b>	<b>25</b>  <b>CLOSED</b> <b>MERRY</b> <b>CHRISTMAS</b>	<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.  <hr/> <b>Lunch</b>  <hr/> PM Circle & Team Jokers Wild	<b>27</b> AM Circle & Personal Best Healthlines  <hr/> <b>Lunch</b>  <hr/> PM Circle & Team Jokers Wild	<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.  <hr/> <b>Lunch</b>  <hr/> <b>Fun @ the YMCA – You Choose</b>	<b>29</b> AM Circle & Recognition Day  <hr/> <b>Lunch</b>  <hr/> <b>Fun @ the YMCA – You Choose</b>

## COMMUNITY VOLUNTEER SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>MORNING SCHEDULE</b>	Walk Dogs @ the Animal Shelter 9:30am-11am	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 11:45am-1:15pm				
<b>FOOD BOX DELIVERY ONE MONDAY &amp; FRIDAY PER MONTH</b>	<b>12/4/17</b> FOOD BOX HOME DELIVERY 9:30am-11am				<b>12/8/17</b> FOOD BOX HOME DELIVERY 11:45am-1:15pm

## December 2017 - COMMUNITY ACTIVITIES

**Earn 4 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, December 6 4 Recovery Points!	Shopping at Redbud 	YMCA – You Choose 
Wednesday, December 13 4 Recovery Points!	Allegany County Library 	Bowling at White Oaks 
Wednesday, December 20 4 Recovery Points!	Visit the Christmas Train Display at the Fairgrounds 	YMCA – You Choose 
Wednesday, December 27 4 Recovery Points!	Allegany County Library 	Bowling at White Oaks 

**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)**

**December 2017**

<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>
				1 Stuffed Shells Spinach Applesauce
4 Cheeseburgers Baked Fries Honeydew	5 Turkey Wrap Red Pepper Strips Strawberries	6 Fish Lima Beans Tropical Fruit	7 Peanut Butter & Jelly Sandwich Beets Kiwi	8 Broccoli & Cheese Soup Ham Sandwich Grapes
11 Shrimp Salad Carrots Pears	12 Cold Meatloaf Sandwich Celery Raspberries	13 Chicken Thigh Corn on the Cob Jell-O with Fruit	14 Bologna Sandwich Bean Salad Banana	15 Spaghetti Pizza Salad Pineapple
18 Hot Turkey Mashed Potatoes Orange	19 Buffalo Chicken Sandwich Broccoli Salad Peaches	20 Stuffed Peppers Stewed Tomatoes Plum	21 Roast Beef Sandwich Chick Peas Blackberries	22 Ham Sweet Potatoes Green Beans Cranberry Sauce Pie
25 <b>CLOSED</b> <b>MERRY</b> <b>CHRISTMAS</b>	26 Hoagie Radishes Blueberries	27 Beef Pot Pie Clementine	28 Pulled Chicken Sandwich Cherry Tomatoes Raisins	29 Hot Dog Baked Beans Watermelon

**Wellness & Recovery Center**  
**Morning Snack (9:00am-9:30am)**  
**December 2017**

<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>
				1 Hard-Boiled Egg Toast
4 Pancake Milk	5 <b>NA</b>	6 Bagel Applesauce	7 <b>NA</b>	8 French Toast Juice
11 Cottage Cheese Pineapple	12 <b>NA</b>	13 Apple Milk	14 <b>NA</b>	15 Waffle Pears
18 Oatmeal Milk	19 <b>NA</b>	20 Cinnamon Toast Milk	21 <b>NA</b>	22 Plum Biscuit
25 <b>CLOSED</b> <b>MERRY</b> <b>CHRISTMAS</b>	26 <b>NA</b>	27 English Muffin Banana	28 <b>NA</b>	29 Cereal Milk



# ADVISORY COMMITTEE MEMBERS NEEDED!



Archway's Advisory Committee (AC) made up of people who use our services, has openings and we need YOU!! Standard agenda items through the year include:

- Review of complaints received
- Review of surveys
- Health and Safety review and audit
- Strategic Planning
- Financial review
- Hiring review
- Accessibility issues
- HIG action items

The AC meets 5x a year, the week before the regular meetings of the Board of Directors.

If you are interested, tear out this page, fill in the back, and forward to Geri at the 408 N. Centre Street office. Geri will be in touch if we choose you. We choose a committee that best represents the people we serve.

Yes, I am interested in being a member of the new Advisory Committee. I commit to attending all of the scheduled meetings.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

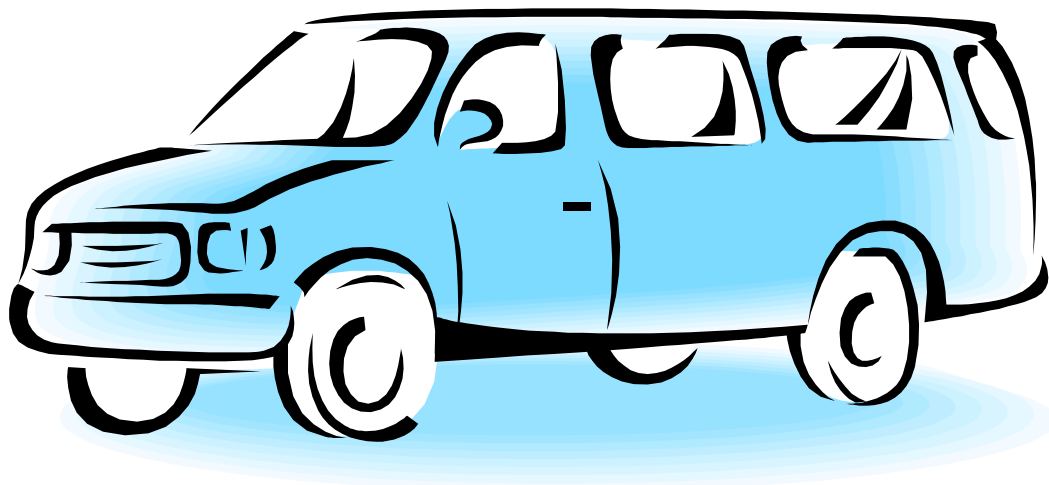
Email: \_\_\_\_\_



Please send to Geri at 408 !!

Allegany County Transit will not be running  
on 12/25, 12/26 & 1/1/18.

The W&R Program will be closed on 12/25  
& 1/1/18. Lunches can be ordered on  
12/26.



# DRIVERS NEEDED



dreamstime.com

**From time to time people have out of town appointments, and they need a ride. We are trying to make a list of people who would be interested in providing rides for a fee. If you are interested in having your name added to this list, please call Sue at the W&R Center @ 301-724-2582 Ext. 105.**



# GETTING AHEAD

In a

## Just-Getting-By World



### **SHARE**

Your experiences

### **BUILD**

Your resources

### **CREATE**

A new future

*You think there is nobody out there that cares. You feel down on your luck. You go to this class and you get the knowledge and it changes your life. I didn't feel like I was in a class and it was something I wasn't stressed about going to. I thought I was going to sit in a room and be taught by a teacher and instead I felt like I was the voice and they listened. It was something to have fun at and also get the know-how of going from poverty to where you want to be. "-*

*Getting Ahead Graduate*

**Join a small group of people once a week for 20 weeks.**

**Transportation and childcare are available if needed.**

**Incentive will be provided to active participants**

**Day/Time:** Wednesdays, 9-11:30am  
**Dates:** August 16, 2017 -January 3, 2018  
**Location:** Centre Street United Methodist Church

**Day/Time:** Tuesdays, 1-3:30pm  
**Dates:** October 10, 2017 – February 27, 2018  
**Location:** Jane Frazier Community Room

**Day/Time:** Wednesdays, 3:30-6pm  
**Dates:** January 3, 2018- May 16, 2018  
**Location:** Allegany College of Maryland

**Day/Time:** Tuesday, 9-11:30am  
**Dates:** February 6, 2018-June 19, 2018  
**Location:** Downtown YMCA

**To register, call 240-964-8422.**

# November Trivia Answers

- 1) What is November's Birthstone?
  - a) topaz**
  - b) amethyst
  - c) ruby
  
- 2) What is November's Flower?
  - a) Daisy
  - b) Petunia
  - c) Chrysanthemum**
  
- 3) What major holiday is celebrated in November?
  - a) Easter
  - b) Veteran's Day
  - c) Thanksgiving**

# December Trivia

- 1) What is December's birthstone?
  - a) turquoise
  - b) ruby
  - c) sapphire
- 2) Where does December fall on the calendar?
  - a) tenth
  - b) eighth
  - c) twelfth
- 3) What is the birth flower for December?
  - a) daisy
  - b) narcissus
  - c) rose
- 4) This Holiday is found in December.
  - a) Hannukah
  - b) Christmas
  - c) A&B
- 5) The winter solstice begins on what date?
  - a) December 21
  - b) December 25
  - c) December 6

# November Word Scramble Answers

1. BLACK FRIDAY
2. SHOPPING
3. SALES
4. ELECTRONICS
5. GIFTS
6. MALL
7. WAITING
8. LONG LINES
9. JOY
10. DISCOUNTING



# **December Word Scramble**

1. SSTMHRCIA

2. SSTRPNEE

3. SNTAA SLCAU

4. YFMLIA GGTHRNIEA

5. SSTMHRCIA NNRDIE



# Christmas



C N L E F W T C Q H P K O D P B U G  
F A P I D J G N U P P T L U N K I U  
R W N V G A P W N C S H A L I S I D  
W E M D W H A W R S T N E S E R P A  
N R B B Y I T E O H C A R O L S H O  
A U K M D C I S G O A K Z L E E R I  
M D F V E N A I S A N T A C L A U S  
W O Z Y D C N N G M C J T V Z Y Y D  
O L W E L T E K E L C X E L A L X X  
N F E P N L P D I S H S A I I N B P  
S R O E B T X S V I R V J M V R E K  
Q S L E T W D S I L I H A S L F C H  
T I H E E R F D Z Z S F F B C O Y M  
S X A I H R B D R Q T D Z D K J Q B  
S L L E B A T U Y Q M B N J Y R H K  
C U K Z T U S J U L A A C D A N E G  
R U U I D V W B M G S D R M B O A T  
J P E N M F Z P E R C H M Y C A F E

BELLS

CANDY CANES

CAROLS

CHRISTMAS

DECEMBER

ELVES

FAMILY

LIGHTS

PRESENTS

REINDEER

RUDOLF

SANTA CLAUS

SILENTNIGHT

SNOWMAN

TREE

# **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 777-1700 Ext. 125*

## **Summary of Complaints December 2017**

**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.