

Archway Station Short Takes December 2021

**Check out Short Takes on the web @ <http://archwaystation.net>
choose “Resources | links” located at the top, right of the page,
then select Archway Short Takes”**

Archway Station
Wellness &
Recovery Center
121 Memorial
Avenue
Cumberland, MD
21502
301-724-2582
Ext. 5118
Website:
archwaystation.net

Special Points of Interest:

Health Home Notes

Hope Station
Calendar

Hope Station
Pantry on the Go

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Recovery Center
Information

Menu/ Activity
Schedule

Games & Puzzles

Complaint Process

MAINTAINING MENTAL HEALTH DURING THE HOLIDAY SEASON (AND A PANDEMIC)

ADAPTED FROM: [HTTPS://NAMICA.ORG/BLOG/HANDLING-STRESS-DURING-THE-HOLIDAY-SEASON/](https://namica.org/blog/handling-stress-during-the-holiday-season/)

The holidays can be a joy-filled season, but they can also be stressful and especially challenging for those impacted by mental illness. A National Alliance on Mental Illness (NAMI) study showed that 64% of people with mental illness report holidays make their conditions worse. “For many people the holiday season is not always the most wonderful time of the year,” said NAMI medical director Ken Duckworth (in an interview before the pandemic). For individuals and families coping with mental health challenges, the holiday season can be a lonely or stressful time, filled with anxiety and/or depression. If you’re living with a mental health condition, stress can also contribute to worsening symptoms. Examples: in schizophrenia, it can encourage hallucinations and delusions; in bipolar disorder, it can trigger episodes of both mania and depression. The COVID-19 crisis has made maintaining mental health more challenging for so many.

Here are some suggestions for how you can reduce stress and maintain good mental health during the holiday season:

- **Take steps to stay safe.** As COVID-19 continues to pose a severe risk to communities the Centers for Disease Control (CDC) have released guidelines for holiday gatherings. The safest way to gather is to spend time with people living in the same household or to gather virtually.
- **Accept your needs.** Be kind to yourself! Put your own mental and physical well-being first. Recognize what your triggers are to help you prepare for stressful situations. Is shopping for holiday gifts too stressful for you? What is making you feel physically and mentally agitated? Once you know this, you can take steps to avoid or cope with stress.
- **Write a gratitude list and offer thanks.** As we near the end of the year, it’s a good time to reflect back on what you are grateful for, then thank those who have supported you. Gratitude has been shown to improve mental health.
- **Manage your time and don’t try to do too much.** Prioritizing your time and activities can help you use your time well. Making a day-to-day schedule helps ensure you don’t feel overwhelmed by everyday tasks and deadlines. It’s okay to say no to plans that don’t fit into your schedule or make you feel good.
- **Set boundaries.** Family dynamics can be complex. Acknowledge them and accept that you can only control your role. If you need to, find ways to limit your exposure.
- **Be realistic.** Even pre-pandemic, the happy lives of the people shown in those holiday commercials are fictional. We all have struggles one time or another and it’s not realistic to expect otherwise. Sometimes, it’s simply not possible to find the perfect gift or have a peaceful Zoom family gatherings can be stressful!

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



On Thursday, December 30, 2021 we
will be celebrating Recognition Day by

SHOPPING AT COUNTRY CLUB MALL


We will leave the W & R Center
at 9:30 am and return around 11:00 am

Many thanks go out to Clara & Cindy
who will be making lunch & dessert
(to celebrate birthdays).

Wellness & Recovery Center Lunch

December 2021



Mon, Wed, & Fri - Lunch served at W&R Center with Bread & Milk between 11am-11:45am.
Tue & Thu - Packed Lunches can be picked up at W&R and/or delivered to Frederick St. Bus Stop or Hope Station at Noon, if ordered the day before at 301-724-2482 ext. 5100.

Mon	Tue	Wed	Thur	Fri
		1 Fiesta Chicken Black Beans Blueberries	2 Turkey Sandwich Asian Salad Strawberries	3 Leftovers
6 Cheeseburger Steak Fries Pears	7 Hoagie Broccoli Raspberries	8 Cheesy Chicken Corn Chowder Cantaloupe	9 Tuna Salad Sandwich Green Peppers Apricots	10 Leftovers
13 Meatloaf Butter Beans Orange	14 Ham Sandwich Baby Carrots Plum	15 Hot Roast Beef Mashed Potatoes Peaches	16 Chicken Salad Baby Carrots Kiwi	17 Leftovers
20 Ham Mashed Potatoes Green Beans Pie	21 Roast Beef Sandwich Broccoli Clementine	22 Leftovers	23 Turkey Wrap Cherry Tomatoes Tropical Fruit	24 CLOSED
27 Pork Chop Sauerkraut Corn Pie	28 Bologna Sandwich Celery Sticks Fruit Cocktail	29 Leftovers	30 Sloppy Joe Coleslaw Blackberries Dessert	31 CLOSED

DECEMBER 2021

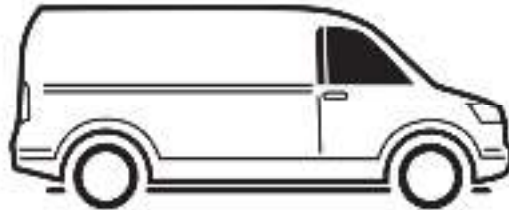
W&R Center **ACTIVITY** Schedule

MONDAY – FRIDAY FROM 9AM – 1:30 PM.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:30-11:00 <hr/> 11:00-11:45 <hr/> 11:45-1:00			1 Short Takes Review <hr/> Lunch <hr/> Recreational Activity – You Choose	2 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	3 Sleep Disorders <hr/> Lunch <hr/> Recreational Activity – You Choose
9:30-11:00 <hr/> 11:00-11:45 <hr/> 11:45-1:00	6 Diabetes Awareness w/ Pam <hr/> Lunch <hr/> Recreational Activity – You Choose & Monthly Progress Review	7 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	8 Armchair Travel/Rec. Activity & Monthly Progress Review <hr/> Lunch <hr/> Recreational Activity – You Choose & Monthly Progress Review	9 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE. <hr/> CLOSING AT 11:30	10 Movie/Rec. Activity & Monthly Progress Review <hr/> Lunch <hr/> Recreational Activity – You Choose & Monthly Progress Review

9:30-11:00 <hr/> 11:00-11:45 11:45-1:00	13 Emergency Drill <hr/> Lunch <hr/> Recreational Activity – You Choose	14 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	15 Dealing with Cold Weather w/ Lisa <hr/> Lunch <hr/> Recreational Activity – You Choose	16 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	17 Holiday Traditions <hr/> Lunch <hr/> Recreational Activity – You Choose
9:30-11:00 <hr/> 11:00-11:45 11:45-1:00	20 Sense of Winter <hr/> Lunch <hr/> Recreational Activity – You Choose	21 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	22 Healthy Recipe <hr/> Lunch <hr/> Recreational Activity – You Choose	23 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	24 CLOSED For CHRISTMAS HOLIDAY 
9:30-11:00 <hr/> 11:00-11:45 11:45-1:00	27 Men & Women's Group <hr/> Lunch <hr/> Recreational Activity – You Choose	28 COMMUNITY INTEGRATION THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	29 New Year Resolutions/ Setting Goals <hr/> Lunch <hr/> Recreational Activity – You Choose	30 Country Club Mall <hr/> Lunch <hr/> Recognition Day	31 CLOSED For NEW YEARS EVE 

W&R Van Run



Pickup by Request in the Cumberland Area

To schedule a pickup please call by 8:30am

301-724-2582 Ex. 5118

REMINDER:

As winter weather approaches the Wellness and Recovery Center runs by the same schedule as the Allegany County Transit system. When weather conditions become unsafe, service may be suspended, delayed, or cancelled. So, for example, if they are on a 2 hour delay we will open at 11:00am, if they are not running we will be closed. Announcements of bus service interruptions will be announced on local radio stations WCBC, WTBO, and Magic 100.5. Also, notices can be received by text and email if you subscribe to Transit Alerts. **Text TRANSIT to 888-777.**



Behavioral Health Services Transportation Opportunity

The Allegany Health Department Behavioral Health Services is offering free transportation to individuals meeting the qualifications below. These individuals will be picked up and dropped off for appointments with the Behavioral Health Services.*

To qualify, you must meet one or more of the following criteria:

1. Mothers of drug-addicted infants
2. Parents of children in need of assistance
3. Hospital emergency room admittees
4. Needy families receiving Temporary Cash Assistance
5. Foster care children and parents
6. Children in after-school programs and their parents, including children and parents in programs supported by the Maryland After-School Opportunity Fund
7. Adolescents
8. Parents subject to arrearage in child support payments
9. Drug offenders under the supervision of the Division of Parole and Probation
10. Pretrial correctional inmates
11. Pre-release correctional inmates
12. The general inmate population within county-managed correctional facilities
13. Parents of children entering out-of-home placements, or at risk of entering out-of-home placements
14. Drug offenders under the supervision of the problem-solving courts

****NOTE: Must utilize existing transportation services if available before contacting the Health Department for transportation.***

**FREE TRANSPORTATION
Don't Miss an Appointment!**

Contact us to place a transportation request.

**Allegany County Health Department Behavioral Health Services
12503 Willowbrook Road SE, Cumberland, MD 21502**

301-759-5050

December Health Home Notes

December is Seasonal Depression Month, National Influenza Vaccination Week, and Crohn's and Colitis Awareness Week.

People may start to feel "down" when the days get shorter in the fall and winter and begin to feel better in the spring, with longer daylight hours. In some cases, these mood changes are more serious and can affect how a person feels, thinks, and handles daily activities. If you notice these changes, reach out to your doctor, therapist, a friend, or staff.

Call your doctor to schedule your influenza vaccine or ask your Pharmacist.

There are currently new programs available to those diagnosed with Diabetes and Pre-Diabetes.

Informational discussion on **Monday, December 6th at 9:30 a.m. at the Wellness and Recovery Center!!!**

Did you know... White turkey meat, plain vegetables, roasted sweet potatoes, mashed potatoes and thin gravy tend to be the best bets because they are lower in fat and calories. However, if you keep your portions small, you can enjoy whatever you like.

Any questions or concerns about your health or just need your blood pressure checked? Stop by or call Nina Likens, Health Home Nurse Care Manager or Bob Nair, Health Home HSW3.

Office: 301-724-2582 ext. 5117 or ext. 5110

Merry Christmas from
the Health Home staff!

COVID Corner

- *Everyone 5 years of age and older is now eligible to get a COVID-19 vaccination.*
- *If you have been fully vaccinated with a Pfizer, Moderna or Johnson & Johnson vaccine, you may be eligible for a booster shot.*

Vaccine Clinics: Walk –in

Allegany County Fairgrounds

Call for updated dates and scheduling.

Booster Clinics:

Must have been vaccinated 6+ months ago and have one of the following.

-65 years and older

-Age 18+ who have underlying medical or mental health conditions

-Age 18+ who work or live in high-risk settings

Call (301) 759-5000 to schedule your appointment!

2021 National Influenza Vaccination Week

Influenza vs. COVID

Influenza Symptoms

***fever* or feeling feverish/chills • cough • sore throat • fatigue (tiredness) • runny or stuffy nose • muscle and body aches • headaches • sometimes diarrhea and vomiting, though this is more common in children than adults *It's important to note that not everyone with flu will have a fever.**

COVID Symptoms

***fever or chills * cough *shortness of breath or difficulty breathing *fatigue *muscle or body aches *headache *new loss of taste or smell *sore throat *congestion or runny nose *nausea or vomiting *diarrhea**

What can you do to protect yourself and reduce the spread of germs?

- **Try to avoid close contact with sick people.**
- **While sick, limit your contact with others as much as possible to keep from infecting them.**
- **Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.**
- **Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.**
- **Avoid touching your eyes, nose and mouth. Germs spread this way.**
- **Clean and disinfect surfaces and objects that may be contaminated with germs like flu.**
- **For flu, CDC recommends that people stay home for at least 24 hours after their fever is gone except to get medical care or other necessities. Fever should be gone without the need to use a fever-reducing medicine.**
- ***For COVID, CDC recommends that people stay home for 14 days after your last contact with a person who has COVID-19. Watch for fever (100.4°F), cough, shortness of breath, or other symptoms of COVID-19. If possible, stay away from people you live with, especially people who are at higher risk for getting very sick from COVID-19. Watch for symptoms until 14 days after exposure. If you have symptoms, immediately self-isolate and contact your local public health authority or healthcare provider.**

*****Health Home staff is currently looking for ideas for educational seminars/classes to be held upstairs at the Wellness and Recovery Center, if you have any ideas or requests please let staff know!**

HOPE Station
Wellness & Recovery Center
*A Program of the
Office of Consumer Advocates*

**Monday – Friday
10 – 4**

- Peer Support & Advocacy
- Groups
- Washer & Dryer
- Computers
- Food Pantry (9:30 – 1:30 by appointment only)
- **Lunch Served daily: 12:00 to 12:30**



632 North Centre St
Cumberland MD. 21502
240-362-7168

HOPE Station

A program of the Office of Consumer Advocates

632 North Centre St.
Cumberland, MD 21502
240-362-7168
240-362-7170 Fax

By Appointment Only:
Laundry: Mon. – Fri.: Last load @ 2
Lunch served daily.
Food Pantry:
Monday - Friday 9:30 – 1:30

DECEMBER 2021

Mask's Required & Social distancing Observed

Monday	Tuesday	Wednesday	Thursday	Friday
		1 Men's Group w/ Larry @ 10:30 Trivia Fun: Holiday Edition	2 Rachel Sprout RDN, LDN of UPMC w/Healthy Holiday Eating @ 10:30 Christmas Movie: A Christmas Story @ 1:30	3 Hometown History w/ Us @ 10:30 Make Hard Tack Candy
6 Tawinisha Arthur of UPMC Western Md. Wellness Center Intern on Affirmations @ 10:30 Mindful Art Day	7 Lisa Moran CHA, PP MCO of Priority Partners w/ Asthma 101 @ 10:00 Food Pantry pick up @ 12:30	8 Round Table Discussion w/ Joy 10:30 Game of Charades	9 Celebration Day Christmas Movie: Elf @ 1:30	10 Center Closed Staff Development
13 Mindful Art Day: Gingerbread House Competition Depression Support w/ Abby @ 2:00	14 Hot Chocolate & Conversation w/Abby @ 10:30 Women's Group w/ Joy @ 2:00	15 Share Your Story w/ Jim Murray @ 10:30 Scavenger Hunt Fun	16 Pantry on the go 11-3 Christmas Movie: Jingle All the Way @ 1:30	17 Mental Health and Why it Matters brought to us by Potomac Case Management @ 10:30
20 Mindful Art Day: Cookie Decorating <i>Wear an Ugly Sweater</i> Coloring w/ Us	21 Lisa Moran CHA, PP MCO of Priority Partners w/ Choices & Chances @ 10:00 Peer Choice	22 Men's Group w/ Larry @ 10:30 Crossword Puzzle Day	23 <i>Christmas Celebration</i> <i>Karaoke Fun</i> Christmas Movie: White Christmas @ 1:30	24 Center Closed <i>Merry Christmas Eve</i>
27 Mindful Art Day: Thank you cards Depression Support w/ Abby @ 2:00	28 Hot Chocolate & Conversation w/Abby @ 10:30 Women's Group w/ Joy @ 2:00	29 Round Table Discussion w/ Joy 10:30 GAMEDAY	30 HOPE Station Meeting @ 11:00 New Year's Resolutions @ 2:00 w/Abby	31 Center Closed <i>New Year's Eve</i>

COMMUNITY ASSISTANCE PROGRAM



HOPE Station Wellness & Recovery

A Program of the Office of Consumer Advocates



Next food drop will be held on

Thursday, December 16th

11:00 – 3:00

Sponsored by

The Western Maryland Food Bank



632 N. Centre Street

For more information call

240-362-7168



Helping those in need!



HOPE Station Wellness & Recovery Food Pantry

632 North Centre St. Cumberland MD. 21502

NOW OPEN!!!

Monday – Friday 9:30 -1:30

BY APPOINTMENT ONLY

CALL:240-362-7168



***Food pantry is available once monthly.
No food bank card needed.***



Angel Food Christmas Candy Recipe

Ingredients

- 1 cup of sugar*
- 1 cup of dark corn syrup*
- 1 tbsp of white vinegar*
- 1 tbsp of baking soda*
- 1 lb of milk chocolate candy coating, melted*

Directions

- 1) In a heavy saucepan, combine the sugar, corn syrup, & vinegar.*
- 2) Cook over medium heat, stirring constantly, until sugar dissolves.*
- 3) Once sugar is dissolved, cook without stirring until the temperature reaches 300 degrees F (hard-crack stage) on a candy thermometer, do not overcook.*
- 4) Remove from the heat & quickly stir in baking soda.*
- 5) Pour into a buttered 13x9 inch pan & do not spread candy, mixture will not fill pan.*
- 6) When cool, break into bite-size pieces & dip into the melted chocolate.*
- 7) After dipping into the melted chocolate, place on wax paper until the chocolate is firm.*
- 8) Be sure to store the candy in a tightly covered container.*

Thanksgiving Trivia Answers

November 2021

- 1) Thanksgiving occurs on the?
 - a) **4th Thursday in November**
 - b) 3rd Thursday in November
 - c) November 26th each year

- 2) The first Thanksgiving lasted?
 - a) 1 day
 - b) 2 days
 - c) **3 days**

- 3) Which of the following was not served at the Pilgrims Thanksgiving meal?
 - a) **Cranberries, corn, & mashed potatoes**
 - b) Rabbit, chicken, wild turkey, & dried fruit
 - c) Venison (deer meat), fish, & goose

- 4) Which Indian tribe taught the Pilgrims how to cultivate the land & were invited to the Thanksgiving meal?
 - a) Apache
 - b) **Wampanoag**
 - c) Cherokee

- 5) Approximately how many turkeys are eaten each year on Thanksgiving in the United States?
 - a) 100 million
 - b) **280 million**
 - c) 500 million

- 6) Which southern state was the first to adopt a Thanksgiving Day tradition in 1855?
- a) South Carolina
 - b) Virginia**
 - c) Georgia
- 7) What is a snood?
- a) The loose skin under a male turkey's neck**
 - b) A hat worn by a Pilgrim
 - c) A hot cider drink served at Thanksgiving
- 8) What utensil was not used by the Pilgrims to eat Thanksgiving Dinner?
- a) Knife
 - b) Fork**
 - c) Spoon
- 9) The best place to put the meat thermometer in the turkey is?
- a) The breast
 - b) The middle of the back
 - c) Thigh**
- 10) Which president is believed to be the first to pardon a turkey & start this annual tradition?
- a) President Lincoln in 1863
 - b) President Roosevelt in 1939
 - c) President Harry Truman in 1947**

Christmas Trivia

December 2021

- 1) What is the name of the most famous Christmas Ballet?
 - a) Rudolph's Surprise
 - b) The Nutcracker
 - c) Mr. & Mrs. Claus
 - d) Frosty Goes To New York

- 2) Where was mommy kissing Santa Claus?
 - a) In the kitchen
 - b) On the forehead
 - c) Under the mistletoe
 - d) On the porch

- 3) Who wrote the song "Here Comes Santa Claus"?
 - a) Michael Jackson
 - b) Gene Autry
 - c) Persy Douglas
 - d) Leroy Jones

- 4) What does Alvin want for Christmas?
 - a) An iPod
 - b) A bicycle
 - c) A hula hoop
 - d) A new car

- 5) What should little children leave out for Santa on Christmas Eve?
 - a) Cookies & milk
 - b) Ice cream
 - c) Chewing gum
 - d) Cheddar cheese

- 6) What is Frosty the Snowman's nose made of?
- a) A carrot
 - b) A potato
 - c) A button
 - d) A rock
- 7) Who is Ebenezer?
- a) The milk man
 - b) The 23rd president
 - c) The Scrooge
 - d) Mrs. Claus's secret friend
- 8) What color is the Grinch?
- a) Green
 - b) Blue
 - c) White
 - d) Black
- 9) Which reindeer's name starts with a "B"?
- a) Bart
 - b) Burt
 - c) Barney
 - d) Blitzen
- 10) Which reindeer does not belong below?
- a) Dancer
 - b) Comet
 - c) Roger
 - d) Dasher

Thanksgiving Word Scramble Answers

November 2021

ykuert

turkey

ddiacne amys

candied yams

rrreacbiens

cranberries

gghntnksiiva lmea

thanksgiving meal

yrgav

gravy

onrc

corn

ffistugn

stuffing

ppael rcied

apple cider

egern nabe sseerloac

green bean casserole

dmesah ttoopsae

mashed potatoes

December Word Scramble

December 2021

sshtmcria

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owns

WINTER WORD SEARCH



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

See how many of these words you can find in the puzzle. The words can be forward, backward or diagonal.

- | | | | |
|------------|--------------|--------------|--------------|
| 1. Snow | 5. Shovel | 9. Slippery | 13. Scarf |
| 2. Snowman | 6. Cold | 10. Slide | 14. Hat |
| 3. Winter | 7. Freezing | 11. Sledding | 15. Earmuffs |
| 4. Weather | 8. Snowflake | 12. Skating | 16. Mittens |



Holiday Word Search Challenge



Solve each clue to reveal the holiday-related words to find in the puzzle going across, down, and diagonal.

1. December 25th holiday: _____
2. Jolly man in red suit: _____
3. Hung by the chimney: _____
4. December holiday celebrating African-American heritage: _____
5. Family customs passed down to next generation: _____
6. Kwanzaa candle holder: _____
7. Hung on a door at Christmas: _____
8. Jewish Festival of Lights: _____
9. Special Jewish candelabra: _____
10. Red and white striped Christmas sweet: _____
11. A wax light that is used as a ceremonial symbol of many holidays: _____
12. Number of days of Hanukkah: _____
13. Santa's vehicle: _____
14. Kwanzaa feast: _____
15. Gifts given on the last day of Kwanzaa: _____
16. Christmas songs: _____
17. Potato pancakes: _____
18. They pull Santa's sleigh: _____



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

Bonus: Find 5 more holiday words hidden in the word search grid



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 to try to 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.2125*

Summary of Complaints December 2021

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.