

# Archway Station Short Takes May 2022

*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](http://archwaystation.net)

## Special Points of Interest:

Vote for Your  
Favorite Worker

Hope Station  
Activities

Mental Health  
Awareness Event

## Inside this Issue:

Wellness &  
Recovery Center  
Information

Menu/ Activity  
Schedule

Puzzles

Complaint Process

## May is Mental Health Month

adapted from: <https://www.allinahealth.org/HealthySetGo/SingleArticle.aspx>

### Five tips for good mental health:

**Take care of your body** - Your body is meant to be moved and nourished with healthy food. Exercise is one of the most effective treatments for depression and anxiety. Treating your body with appropriate nutrients and being active will reduce stress hormones, increase monoamines to improve your mood, and provide you with energy to face life's challenges and manage everyday stress.

**Feed your soul** - Engaging in activities that you are good at and enjoy will boost your confidence and provide you with a sense of purpose and accomplishment. Additionally, taking that time to do what you love reinforces the message for yourself and others that you are of value and deserving of time and care. Most importantly, laugh every day! Laughter decreases stress hormones and increases endorphins.

**Foster good friendships** - Whether you're a social butterfly or a wallflower, be mindful of your relationships. Develop a supportive social network and surround yourself with positive people who enjoy and appreciate you. Healthy relationships are essential for emotional health, particularly during times of misfortune and distress. Remember that different friends play different roles in your life and fulfill different needs, so don't rely on one person to be your "everything."

**Embrace your emotions** - There are no negative or positive emotions, but rather varying degrees of comfort or discomfort. Emotions are our best informants and motivators, letting us know what is and is not healthy and prompting change. Keeping feelings trapped inside, hidden, disguised, or denied generates internal tension and confusion. Expressing emotions communicates our wants and needs.

**The Platinum rule** - You are with yourself all day every day, so be good to yourself! Do unto yourself as you would do unto others. When someone is hurting, frustrated, anxious, or down, we tend to be skilled at providing comfort, giving advice, or offering relief. Remember to treat yourself with the same compassion, thoughtfulness and forgiveness.

## **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 Tuesday, 5/31/2022 we will be celebrating Recognition Day by visiting

**Rocky Gap**

We will leave the W & R Center at 9:30 AM and return around 1:00 PM.

In Celebrating the monthly Birthday's we will have dessert with lunch on Friday 5/27/22.

# Wellness & Recovery Center Lunch May 2022

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
2 Ham Roasted Potatoes Mandarin Oranges	3 Tuna Salad Sandwich Asian Salad Apple	4 Chicken Tenders Mixed Veggies Strawberries	5 Roast Beef Hoagie Baby Carrots Watermelon	6  Leftovers
9 Baked Fish Broccoli Apricots	10 Ham Salad Sandwich Chickpeas Plum	11 Sloppy Joe Sandwich Steak Fries Pineapple	12 Buffalo Chicken Sandwich Cauliflower Peaches	13  Leftovers
16 Hot Turkey Sandwich Green Beans Applesauce	17 Peanut Butter and Jelly Sandwich Cherry Tomatoes Clementine	18 Chicken Thigh Black Beans Rice Banana	19 Ham Sandwich Broccoli Raisins	20  Leftovers
23 Teriyaki Chicken Peas Tropical Fruit	24 Turkey Wrap Red Pepper Strips Raspberries	25 Spaghetti Meatballs Salad Pears	26 Crab Salad Sandwich Cheese Stick Celery Grapes	27  Leftovers Dessert
30 <b>Closed Happy Memorial Day!!</b>	31 Hot Dog Baked Beans Cantaloupe			

# MAY 2022

## W&R Center **ACTIVITY** Schedule

MONDAY – FRIDAY FROM 9 AM – 1:30 PM

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:30-11:00	2 Short Takes Review	3 CCM	4 HIG Meeting	5 FOOD BOX DELIVERY w/ HRDC	6 Video Games & Mental Health
11:00-11:45	<i>Lunch</i>	<i>Packed Lunch</i>	<i>Lunch</i>	<i>Packed Lunch</i>	<i>Lunch</i>
11:45-1:00	Recreational Activity – You Choose	THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	Recreational Activity – You Choose	THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	Recreational Activity – You Choose
9:30-11:00	9 Exercise Education & Movement w/ Mike (UPMC)	10 FISHING @ THREE PONDS	11 Movie/Rec. Activity & Monthly Progress Review	12 FARMER'S MARKET	13 Addiction Recovery Success Stories & Caring & Sharing
11:00-11:45	<i>Lunch</i>	<i>Packed Lunch</i>	<i>Lunch</i>	<i>Packed Lunch</i>	<i>Lunch</i>
11:45-1:00	Recreational Activity & Monthly Progress Review	THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	Movie/Rec. Activity & Monthly Progress Review	THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.	Recreational Activity – You Choose

<b>9:30-11:00</b>  <hr/> <b>11:00-11:45</b>  <hr/> <b>11:45-1:00</b>	<b>16</b> Healthy Hygiene Habits w/ Lisa  <hr/> <b>Lunch</b> <hr/> Recreational Activity – You Choose	<b>17</b> <b>COMMUNITY INTEGRATION</b>  <hr/> <b>Packed Lunch</b> <hr/> <b>THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.</b>	<b>18</b> Men & Women's Group  <hr/> <b>Lunch</b> <hr/> Recreational Activity – You Choose	<b>19</b> <b>COMMUNITY VOLUNTEER</b>  <hr/> <b>Packed Lunch</b> <hr/> <b>THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.</b>	<b>20</b> Guided Imagery  <hr/> <b>Lunch</b> <hr/> Recreational Activity – You Choose
<b>9:30-11:00</b>  <hr/> <b>11:00-11:45</b>  <hr/> <b>11:45-1:00</b>	<b>23</b> Emergency Drill  <hr/> <b>Lunch</b> <hr/> Recreational Activity – You Choose	<b>24</b> <b>COMMUNITY INTEGRATION</b>  <hr/> <b>Packed Lunch</b> <hr/> <b>THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.</b>	<b>25</b> Assertive, Passive, or Aggressive  <hr/> <b>Lunch</b> <hr/> Recreational Activity – You Choose	<b>26</b> <b>FARMER'S MARKET</b>  <hr/> <b>Packed Lunch</b> <hr/> <b>THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.</b>	<b>27</b> The B4Stage4 Philosophy  <hr/> <b>Lunch</b> <hr/> Recreational Activity – You Choose
<b>9:30-11:00</b>  <hr/> <b>11:00-11:45</b>  <hr/> <b>11:45-1:00</b>	<b>30</b>  <b>CLOSED HAPPY MEMORIAL DAY</b>	<b>31</b> <b>RECOGNITION DAY &amp; ROCKY GAP</b>  <hr/> <b>Picnic Lunch</b> <hr/> <b>THOSE WHO ATTEND WILL BE EXPECTED TO PARTICIPATE.</b>			

# Vote for Your Favorite Worker!

At a How's It Going? meeting, it was suggested that people have the chance to recognize workers who they think are doing a great job. So, here's your chance!

If you think someone is really great, tell us why. Fill out this form and send it to Sue Pyles at the Wellness and Recovery Center . Sue will bring all the forms to the HIG? Meeting on the appropriate month. The group will then review and pick one staff person to be recognized for the previous quarter.

Please pick someone who has not won in the past year.

Here's who has won:  
Rebecca Doyle

Person's name \_\_\_\_\_

Why I think this person  
is doing a great job:

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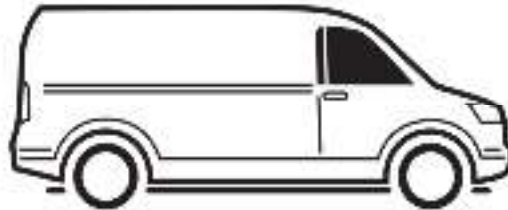
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Submitted by: \_\_\_\_\_

# **W&R Van Run**



**Pickup by Request in the Cumberland Area  
on Monday, Wednesday & Friday**

**To schedule a pickup please call by 8:30 am**

**301-724-2582 Ex. 5118**

**NO BUSES OR VAN RUNNING ON  
5/30/22**

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## **REMINDER:**

**Announcements of bus service interruptions and  
cancelations will be announced on local radio stations**

**WCBC, WTBO, and Magic 100.5.**

**Also, you can be notified by receiving a text and or email if  
you subscribe to Transit Alerts. Text TRANSIT to 888-777 or  
go to [www.gov.allconet.org/ACT](http://www.gov.allconet.org/ACT)**





# May Health Home Notes

## May is National Stroke Awareness Month

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### How can I make my lifestyle healthier?

Here are steps to take to be healthier and reduce your risk of stroke:

- Don't smoke and avoid second-hand smoke.
- Improve your eating habits. Eat foods low in saturated fat, trans fat, sodium and added sugars.
- Be physically active.
- Take your medicine as directed.
- Get your blood pressure checked regularly and work with your healthcare provider to manage it if it's high.
- Reach and maintain a healthy weight.
- Decrease your stress level.
- Seek emotional support when it's needed.
- Have regular medical checkups.

### What risk factors can I control, change or treat?

- High blood pressure. A leading risk factor for stroke and a leading cause of stroke. Know your blood pressure and have it regularly checked every year. Normal blood pressure is below 120/80.
- Smoking and vaping. These can lead to damages within the blood vessels, causing a stroke. Quit smoking and vaping, don't start and avoid secondhand smoke.
- Diabetes. By impacting your body's ability to make or use insulin correctly, diabetes can cause glucose (sugar) to build up in your blood. High glucose levels can damage the body's blood vessels, increasing the chance of stroke.
- High cholesterol. High cholesterol increases the risk of blocked arteries. If an artery leading to the brain becomes blocked, it can result in a stroke.
- Physical inactivity and obesity. Being inactive, obese or both can increase risk for heart disease and stroke. Aim to reach and maintain a healthy weight.
- Carotid or other artery disease. A stroke can occur when a carotid artery, which leads to the brain, becomes damaged or blocked by a fatty buildup of plaque inside the artery wall limiting or stopping blood flow.
- Transient ischemic attacks (TIAs). Recognizing and treating TIAs can reduce the risk of a major stroke. TIAs produce stroke-like symptoms, but most have no lasting effects. Know the warning signs of a TIA and seek emergency medical treatment immediately.
- Atrial fibrillation (AFib) or other heart disease. In AFib, the heart's upper chambers quiver rather than beat in an organized, rhythmic way. This can cause the blood to pool and clot, increasing the risk of stroke. AFib increases risk of stroke five times. People with other types of heart disease have a higher risk of stroke, too.
- Certain blood disorders. A high red blood cell count makes clots more likely, raising the risk of stroke. Sickle cell anemia increases stroke risk because the "sickled" cells stick to blood vessel walls and may block arteries.
- Excessive alcohol intake. Drinking an average of more than one drink per day for women or more than two drinks a day for men can raise blood pressure. Binge drinking can lead to stroke.

- **Illegal drug use.** Drugs including cocaine, ecstasy, amphetamines, and heroin are associated with an increased risk of stroke.
- **Sleep apnea.** Sleep disordered breathing contributes to risk of stroke. Increasing sleep apnea severity is associated with increasing risk.

#### **What are the risk factors I can't control?**

- **Increasing age.** Stroke affects people of all ages. But the older you are, the greater your stroke risk.
- **Gender.** Women have a higher lifetime risk of stroke than men do. Pregnancy, certain forms of birth control, history of preeclampsia/eclampsia or gestational diabetes, and certain types of hormone therapy pose special stroke risks for women.
- **Heredity and race.** People whose close blood relatives have had a stroke have a higher risk of stroke. Black and Hispanic people are at a higher risk of death and disability because they often have high blood pressure, a leading risk factor for stroke.
- **Prior stroke.** Someone who has had a stroke is at higher risk of having another one.

#### **F.A.S.T. Warning Signs**

#### **Use the letters in F.A.S.T to spot a Stroke**

- **F = Face Drooping** – Does one side of the face droop or is it numb? Ask the person to smile. Is the person's smile uneven?
- **A = Arm Weakness** – Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?
- **S = Speech Difficulty** – Is speech slurred? Are they unable to find words or speak?
- **T = Time to call 911**

#### **Other Stroke Symptoms**

##### **Watch for Sudden:**

- **NUMBNESS** or weakness of face, arm, or leg, especially on one side of the body
- **CONFUSION** trouble speaking or understanding speech
- **TROUBLE SEEING** in one or both eyes
- **TROUBLE WALKING** dizziness, loss of balance or coordination
- **SEVERE HEADACHE** with no known cause

#### **Women face higher risk of stroke - Stroke in U.S. Women by the Numbers**

- One in 5 women will have a stroke. About 55,000 more women than men have a stroke each year.
- Stroke is the No. 4 cause of death in women. Stroke kills over 80,000 women a year.
- Among women, Black Women have the highest prevalence of stroke.

**Ischemic Stroke:** The majority of strokes (87%) occur when blood vessels to the brain become narrowed or clogged with fatty deposits called plaque. This cuts off blood flow to brain cells. A stroke caused by lack of blood reaching part of the brain is called an ischemic stroke. High blood pressure is a leading risk factor for ischemic stroke.

Transient Ischemic Attack (TIA): A transient ischemic attack (TIA) is often called a mini-stroke, but it's really a warning stroke. TIA and stroke symptoms are the same, although most TIA symptoms last only a few minutes (but up to 24 hours). While TIAs generally do not cause permanent brain damage, they are major warnings and should not be ignored.

- A TIA occurs before about 15 percent of all strokes.
- About 240,000 Americans experience a TIA every year.
- Mini-strokes are often followed by more severe strokes.
- About one-third of the people who have a TIA go on to have a more severe stroke within a year.
- People who have severe strokes often report having earlier warning strokes.

Hemorrhagic Stroke: About 13 percent of strokes happen when a blood vessel ruptures in or near the brain. This is called a hemorrhagic stroke as shown at right. When a hemorrhagic stroke happens, blood collects in the brain tissue. This is toxic for the brain tissue causing the cells in that area to weaken and die.

Information obtained from the American Heart Association website. [www.stroke.org](http://www.stroke.org) on 04/21/2022

**\*\*Always note the time of symptom onset also referred to as 'the last known well time'. When was the last time the victim had no signs/symptoms of a stroke?\*\*\***

**If you see these signs or symptoms CALL 911 immediately!!!**

COVID Vaccines, boosters, and tests are still available through the Allegany County Health Department by calling 301-759-5000 or at the walk-in clinic at Allegany County Fairgrounds on Wednesday's from 9a – 1a

Any questions and/or concerns about your health stop by or call the Health Home office and speak with our staff.

Nina Likens RN-BSN, Health Home Nurse Care Manager

301-724-2582 ext. 5117 or 301-876-1477

Bob Nair, Health Home HSW3

301-724-2582 ext. 5110 or 301-876-1857

# **Save the Date**

## **May Mental Health Awareness Event**



**May 6, 2022**

**9 a.m.–1 p.m.**

The Maryland Department of Health's Behavioral Health Administration celebrates our Peer Recovery Specialist workforce with a virtual event. The event will include keynote speaker Dr. Pat Deegan and a presentation from On Our Own of Maryland.

CEUs for Peer Recovery Specialists will be made available for those who attend the event in its entirety.

**Registration link to come**



# HOPE Station


A program of the Office of Consumer Advocates

632 North Centre St.  
Cumberland, MD 21502  
240-362-7168  
Fax: 240-362-7170  
**Center Hours:**  
Monday – Friday 10-4

**By Appointment Only:**  
**Laundry:** Mon. – Fri.: Last load @ 2:00  
**Lunch Served Daily @ 12:00**  
**Food Pantry Hours:**  
Monday - Friday 9:30 – 1:30

## MAY 2022

Social distancing, and masks optional

Monday	Tuesday	Wednesday	Thursday	Friday
2 <b>Mindful Art Day</b> with <b>Carl in the AM</b> <b>Cindy in the PM</b>	3 Men's Group w/ Chris @ 10:30 Women's Group @ 2:00	4 Lisa Moran CHA, PP MCO of Priority Partners Speaking on Women's Health @ 10:00	5 <b>Self- Development</b> w/ Carey Moffatt Health Coach, Wellness Center of UPMC @ 10:30	6 <b>Morning Conversations w/ Todd</b> @ 10:30 <b>Power of Positive Thinking w/</b> <b>Bonnie &amp; Abby @ 2:00</b>
9 <b>Mindful Art Day</b> with <b>Carl in the AM</b> <b>Cindy in the PM</b>	10 Melissa & Catie of AHEC West Speaking about the services they provide @ 10:30	11 <b>Bingo</b>	12 Rachel Sprout RDN, LDN of UPMC with a food demo Banana Wraps @ 10:30	13 <b>Celebration</b> <b>Day</b>
16 <b>Mindful Art Day</b> with <b>Carl in the AM</b> <b>Cindy in the PM</b>	17 Men's Group w/ Chris @ 10:30 Women's Group @ 2:00	18 Lisa Moran CHA, PP MCO of Priority Partners Speaking on Men's Health @ 10:00	19 <b>Pantry on the go</b> <b>11-3</b>	20 <b>Morning Conversations w/ Todd</b> @ 10:30 <b>Power of Positive Thinking w/</b> <b>Bonnie &amp; Abby @ 2:00</b>
23 <b>Mindful Art Day</b> with <b>Carl in the AM</b> <b>Cindy in the PM</b>	24 Men's Group w/ Chris @ 10:30 Women's Group @ 2:00	25 <b>GAME</b> <b>DAY</b>	26 <b>Peer Choice</b> <b>Morning</b> Round Table Discussion w/ Eric @ 2:00	27 Aetna Community Development Coordinator, Sarah Bush @ 10:30 <b>Memorial Day Cookout</b>
30  <b>Center Closed</b>	31 Men's Group w/ Chris @ 10:30 Women's Group @ 2:00			

# COMMUNITY ASSISTANCE PROGRAM

## HOPE Station Wellness & Recovery

*A Program of the Office of Consumer Advocates*



**Next food drop will be held on**

**May 19<sup>th</sup> from 11:00 – 3:00**

**Sponsored by**

***The Western Maryland Food Bank***



**632 N. Centre Street**

**For more information call**

**240-362-7168**

EatingWell

# No-Bake Berry Cheesecake Bars

★★★★☆

As if no-bake weren't tempting enough, consider that the graham cracker crust for these berry cheesecake bars has pecans in it. Ooh la la! In the filling, nonfat Greek yogurt and reduced-fat cream cheese cut the calories and saturated fat.

Carolyn Malcoun

**Total:** 2 hrs 20 mins**Active:** 20 mins**Servings:** 16

## Ingredients

7 ounces graham crackers, broken into large pieces

½ cup toasted pecans

¼ teaspoon salt

⅓ cup canola oil

2 (8 ounce) packages reduced-fat cream cheese, softened

2 cups nonfat plain Greek yogurt

⅔ cup confectioners' sugar

1 teaspoon lemon zest

1 tablespoon lemon juice

5 cups fresh berries

## Directions

Pulse graham crackers, pecans and salt in a food processor until finely ground. With the motor running, drizzle in oil, then pulse to combine. Press into a 9-by-13-inch baking dish.

Add cream cheese, yogurt, confectioners' sugar, lemon zest and lemon juice to the food processor. Puree until smooth, about 1 minute. Dollop the mixture over the crust, then gently spread into an even layer. Cover and refrigerate until cold, at least 2 hours and up to 1 day.

To serve, top with berries and cut into 16 squares.

## Tips

To make ahead: Refrigerate for up to 1 day.

## Nutrition Facts

**Serving Size:** 1 square

**Per Serving:** 245 calories; protein 6.4g; carbohydrates 22.7g; dietary fiber 2.5g; sugars 13.1g; fat 14.5g; saturated fat 4.8g; cholesterol 8.4mg; vitamin a iu 222.1IU; vitamin c 7.8mg; folate 25.9mcg; calcium 69.1mg; iron 0.8mg; magnesium 17.5mg; potassium 151.5mg; sodium 223.9mg; added sugar 9g.

**Exchanges:** 3 fat, 1/2 fruit, 1/2 other carbohydrate, 1/2 starch

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# Easter Trivia



## ANSWERS

Name \_\_\_\_\_ Correct Answers \_\_\_\_\_

1. How do the majority of children eat their chocolate bunnies?

- A. Broken into pieces
- B. Tail first
- C. **Ears first**
- D. Feet first

2. How did eggs come to be associated with Easter?

- A. Edible treat easy to decorate
- B. Came from a chicken that is a symbol of Easter
- C. Because it was inexpensive
- D. **It was considered a symbol of life**

3. What is the most popular jellybean flavor?

- A. **Cherry**
- B. Strawberry
- C. Lime
- D. Grape

4. What kind of bread is associated with Easter?

- A. Bagel
- B. **Hot cross buns**
- C. Banana bread
- D. Biscuit

5. What is the name for the traditional Ukrainian craft of egg decorating?

- A. Scratched eggs
- B. Etched eggs
- C. **Psysanka**
- D. Paschal eggs

6. From which country the Easter Bunny was brought to America?

- A. Italy
- B. **Germany**
- C. Ukraine
- D. Hungary

7. The Easter Bunny was not a rabbit at first. What was it?

- A. A dove
- B. **A hare**
- C. A cat
- D. A possum

8. Where is the world's largest collection of Easter eggs?

- A. **Poland**
- B. Ukraine
- C. Canada
- D. United States

9. On which day is a tradition to make pancakes?

- A. Ash Wednesday
- B. Easter Monday
- C. Good Friday
- D. **Shrove Tuesday**

10. Which flower is associated with Easter?

- A. Rose
- B. Dahlia
- C. Tulip
- D. **Lily**

11. Where is the world's largest decorated Easter egg?

- A. **Canada**
- B. United States
- C. Germany
- D. Ukraine

12. What are the Easter colors?

- A. Pink and Purple
- B. Yellow and Pink
- C. **Purple and Yellow**
- D. Green and Purple





## Cinco de Mayo Trivia



1. Why is Cinco de Mayo celebrated?

- a. It is Mexico's independence day
- b. It celebrates the Mexican army's victory over France at the Battle of Puebla
- c. It is Mexican New Year

2. Which American President helped bring Cinco de Mayo celebrations to the U.S.?

- a. Franklin D. Roosevelt
- b. Dwight D. Eisenhower
- c. Theodore Roosevelt



3. When was Cinco de Mayo recognized as a national holiday in the U.S. ?

- a. 1995
- b. 2001
- c. 2005



4. Which state holds running of the Chihuahuas?

- a. California
- b. Washington D.C.
- c. Los Angeles




5. What is the name of traditional Mexican folk dance?

- a. Baile folklórico
- b. Salsa
- c. Flamenco

6. What country tried to invade Mexico on "Cinco de mayo"?

- 
- a. USA
  - b. France
  - c. England

7. What does "cinco de mayo" mean in English?

- 
- a. Fifth of May
  - b. Spicy Mayonnaise
  - c. Five days in May

8. What are the colors of the Mexican flag?

- a. Red, green and blue
- b. Red, yellow and white
- c. Red, white and green



9. Where is the biggest "Cinco de Mayo" celebration held?

- a. Washington D.C.
- b. Denver, Colorado
- c. Arizona

10. What is one of the most consumed foods on "Cinco de Mayo" during celebrations?

- 
- a. Enchiladas
  - b. Tacos
  - c. Hotdogs



HAPPY  
CINCO  
DE MAYO



[www.MyPartyGames.com](http://www.MyPartyGames.com)



# SPRING

## Word Scramble

### Answers



1. UARBMEEL      Umbrella
2. UESFBTRTEIL      Butterflies
3. RLSOFWE      Flowers
4. UNSYN      Sunny
5. IPLSTU      Tulips
6. EISNSNUH      Sunshine
7. OLOSSBM      Blossom
8. OIAWNRB      Rainbow
9. CICNIP      Picnic
10. NGEARD      Garden

# MEMORIAL DAY

word scramble

BREVA \_\_\_\_\_

REIDP \_\_\_\_\_

GLAF \_\_\_\_\_

ESCAPE \_\_\_\_\_

SETUAL \_\_\_\_\_

ROWLD \_\_\_\_\_

YUTD \_\_\_\_\_

DRSIOEL \_\_\_\_\_

TYBIREL \_\_\_\_\_

NOHRO \_\_\_\_\_

MAYR \_\_\_\_\_

FREIG \_\_\_\_\_

DAGUR \_\_\_\_\_

EPRADA \_\_\_\_\_

REYMOM \_\_\_\_\_

VIESL \_\_\_\_\_





APPRECIATE  
BEAUTIFUL  
CELEBRATE  
COMFORTING  
DEVOTED  
FLOWERS  
GIFTS  
HUGS  
JEWELRY  
KISSES  
LOVING  
MAY  
MOM  
MOTHER  
NURTURE  
PROTECTS  
WONDERFUL

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



<https://www.etsy.com/shop/WhenIsDinner>

# 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 May 2022

**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.