



This publication is to be distributed exclusively to all employees of In-Pact. For information in regards to this newsletter, contact Toni at the In-Pact office (219) 662-1905.

GROUP HOME SERVICES

Submitted by: **Traci Hardesty**

Have you ever wondered that the difference is between a weather watch, warning or advisory? I have, so I looked it up! Here is what I found:

Winter Weather Terms

Watches

Winter Storm Watch: Issued for the possibility of severe life-threatening winter weather conditions including: heavy snow, heavy ice and/or near blizzard conditions. Forecasters are typically 50 percent confident that severe winter weather will materialize when a watch is issued.

Blizzard Watch: Issued for the possibility of blizzard conditions. Forecasters are typically 50 percent confident that blizzard conditions will materialize when a blizzard watch is issued.

Lake-Effect Snow Watch: Issued for the potential for heavy lake effect snow.

Wind Chill Watch: Issued for the potential of wind chills of -25F or less, which can cause rapid frostbite and increase the risk of hypothermia.

Warnings

Winter Storm Warning: Issued for a combination of heavy snow and/or ice, of which, at least one exceeds or meets warning criteria. Winter weather is expected to cause life-threatening public impact for a combination of winter hazards including heavy snow, ice, near blizzard conditions, blowing and drifting snow and/or dangerous wind chills.

Heavy Snow Warning: Issued when 7 inches or more of snow is expected in 12 hours or less, or 9 inches or more is expected in 24 hours or less. Heavy Snow Warnings are issued when there is a high degree of confidence that the entire event will be snow.



Ice Storm Warning: Issued for a ½ inch or more of ice accumulation which causes damage to power lines and trees. Ice Storm Warnings are issued when there is a high degree of confidence that the entire event is expected to be ice.

Blizzard Warning: Issued when blizzard conditions are imminent or expected in the next 12 to 24 hours. Blizzard conditions include sustained or frequent gusts of or above 35 mph AND considerable falling, blowing and drifting of snow reducing visibilities frequently 1/4 mile.

Lake-Effect Snow Warning: Issued for 7 inches or more of lake-effect snow.

Wind Chill Warning: Issued when the wind chill is expected to be -25F or less. Frostbite can occur in less than 10 minutes.

Advisories

Winter Weather Advisory: Issued for a hazardous combination of snow, and ice of which neither meets or exceeds warning criteria. Issued for winter weather that will cause significant inconveniences or could be life-threatening if the proper precautions are not taken.

Snow Advisory: Issued when an average of 4 to 6 inches of snow is expected in 12 hours or less. Snow advisories are issued when there is a high degree of confidence that the entire event will be snow.

Freezing Rain Advisory: Any accumulation of freezing rain that can make roads slippery. Freezing rain advisories will only be issued when there is a high degree of confidence that the entire event will be freezing rain only.

Snow and Blowing Snow Advisory: Sustained wind or frequent gusts of 25 to 34 mph accompanied by falling and blowing snow, occasionally reducing visibility to a 1/4 mile or less for three hours or more.

Blowing Snow Advisory: Widespread or localized blowing snow reducing visibilities to a 1/4 or less with winds less than 35 mph.

Lake-Effect Snow Advisory: Issued for an average of 4 to 6 inches of lake effect snow.

Wind Chill Advisory: Issued for wind chills of -15F to -24F. Frostbite can occur in less than 30 minutes.

Please remember that this weather may affect our consumers differently than it would affect us. During the winter months, use common sense and err on the side of caution when making decisions. Drive slowly, dress warmly and plan ahead!



Submitted by: **Sheila O' Dell**

Group Home of the Month

Submitted by: **Sheila O' Dell**

This month, the management staff reviewed the group homes' budgets, staffing hours and overtime for the past quarter and financially Heavilin had the best overall numbers. So, the group home of the month for December goes to...**Heavilin!!** Congratulation! Keep up the good work! BRAVO!!

January Supported Services Employee of the Month

She knows her consumers inside and out, she is always there for her peers and she makes sure that vital information is passed to those who need it. Most staff tend to be nervous around a State Surveyor, she was not only calm while being grilled by the surveyor, but she gave very thorough and correct answers. Virginia knew everything about her consumer that the surveyor wanted, and then some. Virginia is not only a good go-to staff for surveys, she is also very willing to adjust her schedule to help provide staff for our consumers, and help keep overtime down. She also has shown a willingness to work at houses that she is not even scheduled at to cover for other staff and avoid overtime.

That's why the November Employee of the Month is...

Virginia Twitdy!

The Supported Service Employee of the Month receives a Gift Card for use at a local establishment! As an added bonus three of the Supported Service Employees of the month for this calendar year may attend the IN-ArF conference in Indianapolis next Spring.



Training Corner

Submitted by: **Ruth Fields**

Money, Money, Money...

Like it or not, part of our job is the responsibility of assisting in the day to day workings of our consumers' money. Errors in a consumer's finances can lead to a lot of problems not only for the consumer and agency, but for the staff who was supposed to be overseeing a transaction. A missing receipt, a few pennies under or even a couple dollars over all are big issues that can easily lead to problems for you, the consumer and the agency. February's monthly training will examine the responsibilities staff members have in assisting the people supported with their money. This interactive training will focus on how to assist in good spending choices; helping in personal budgets; maintaining a checkbook; and proper documentation.

MONEY!

According to a recent study, 95% of companies are victims of theft. Only 10% of that theft is ever discovered. Theft in the workplace results in over 600 billion dollars of loss for US companies each year. February's management training will focus on ways to prevent and recognize theft and how to properly investigate missing or misused money. February's management training will be held on Wednesday, the 9th from 10 am-12 pm.

Friendship Union News

The next meeting will be held on Monday, January 24th from 6 pm-8 pm at the main office.



January Training Opportunities

Tue, the 4th: Defensive Driving 10 am-12 pm

Thu, the 6th: Crisis Intervention Refresher 1 pm- 3pm

Fri, the 7th: Management Training 10 am- 12 pm

Mon, the 10th: Teachable Moments 10 am- 12 pm

Tue the 11th: Teachable Moments 5 pm- 7 pm

Wed, the 12th: Current Employee Review 9:30 am –3 pm

Mon, the 17th New Employee Orientation 9 am-5 pm

Tue, the 18th: New Employee Orientation Med Core 9 am- 1 pm

Wed, the 19th: New Employee Orientation 9 am-5 pm

Thu, the 20th: New Employee Orientation Crisis Intervention 9 am- 5 pm

Tue, the 25th: November NEO Review 10 am -12 Pm

February Training Opportunities

Mon, the 7th: Managing Consumer Money 10 am-12 pm

Tue, the 8th: Managing Consumer Money 5 pm-7 pm

Wed, the 9th: Management Training on Theft in the Workplace 10 am-12 pm

Mon, the 14th: New Employee Orientation 9 am-5 pm

Tue, the 15th: New Employee Orientation Med Core 9 am-1pm

Wed, the 16th: New Employee Orientation 9 am-5 pm

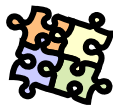
Thu, the 17th: New Employee Orientation Crisis Intervention 9 am-5 pm

Tue, the 22nd: December NEO Review 10 am-12 pm (This is for staff who attended NEO in December).

Tue, the 22nd: Crisis Intervention Refresher 1 pm-3 pm

Wed, the 23rd: Current Employee Review 9:30 am-3 pm

Mon, the 28th: Defensive Driving 1 pm-3 pm



For your Information:



Submitted by **Ray Giacomini**:

Holiday Raffle:

We would like to thank everyone who purchased a ticket in this year's Holiday Raffle.

This year's raffle was very successful.

And the winners are:

First Prize	Lynn Phillips	50" Samsung Plasma TV
Second Prize	Frances DuPey	LG Blu-Ray Disc Player
Third Prize	Frances DuPey	\$75.00
Fourth Prize	David Spitler	\$50.00



TIPS FROM TOM

Submitted by **Tom Atchison**:

Developing Our Customer Service
The consumer is our customer at In-Pact.

Hiring people who are inclined to go the extra mile is the first step to creating a service culture within our company. The following are key traits to focus on with our staff. Chances are that current employees have many of the qualities necessary for providing excellent customer service. Our goal is to nurture these traits and help our employees realize their full potential.

Teach employees to treat each consumer as a unique individual, not like just another undifferentiated member of the crowd. Personalized service makes the consumer feel special, important and valuable.

Customer Service: The "Recipe" of Important Traits

- **Empathy**, Train our workers to see things from the consumer's perspective and understand his or her unique priorities and needs. This type of empathy will enable staff members to anticipate rather than merely react to consumer concerns. Nordstrom is famous for its customer service, and part of the reason the company excels is because, as The Nordstrom Way explains, "Nordstrom salespeople put themselves in the shoes of their customers.
- **Long –term perspective**. Encourage our employees to view every transaction as an opportunity to foster a long-term relationship with that consumer. Even if a consumer's first experience with our company is less than perfect (e.g., the consumer has a longer wait-time than anticipated), explain to our employees how to turn the situation around and lay a solid foundation for an ongoing relationship. For example, our employee should acknowledge the delay, apologize and offer something to make up for it. Make sure our staff understands they should apply the same long-term investment approach to internal consumers and colleagues within the organization.
- **Openness to feedback**. Make it easy for consumer questions and to give their opinions about company's services. While a quick fix may not be possible, teach our employee to solicit and act on consumer feedback, and provide channels for doing so.



- **Responsiveness.** Customer service superstars over-communicate when responding to a consumer request, complaints and concerns.
- **Customer appreciation.** Implement a variety of ways to thank consumers for their business from a simple verbal "thank you" to special consideration for long-term consumers. Use all available methods to actively and consistently let our consumers know we value their business and appreciate their loyalty. Solicit ideas from the team to encourage them to come up with creative ways to show consumer appreciation.
- **Focus on solutions.** Train our employees to see our company not merely as a provider of a service but also as a company that offers solutions to help our consumers achieve their goals. When our staff members see themselves as "solution providers," they'll immediately look for ways to offer the kind of attentive, quality service consumers deserve.

Do whatever it takes to exceed consumer expectations. It goes a long way toward retaining business and creating new opportunities.

From: The Robert Small Business Series: GO THE EXTRA MILE• 1



Winner of Congratulation Card Drawing:

Submitted by: **Bettina Kilgore**

Donna Garza congratulations on your outstanding work. December 13, 2010 Donna came in to work during a snow storm when needed. The following staff received congratulations cards that were placed in the Congratulations Card drawing Shawna Dickerson. Marcus Allen, Sandy Phillips, Judah Washington, Phillip Phillipov. Melanie Good, Megan Parker, Dennis Kabara, Lasagna Ladd, Tony Mytas, Allison Willmore, Joe Bogaski, Anna Reilly, Angela Williams ,and Sue Combs **Congratulations** to you all for your outstanding work.



In- Pact, Inc. would like to

the following new staff

New Hires

Group Home

Heavlin
Judah Washington

Sullivan
Marcus Allen

76th
Catherine Snowden

4th St.
Michelle Gibson

Community Recourses

Stephen Vido- Volunteer

Supported Services

Brynn Shelton

Gurrida Sanders

Judy Lattanz

Kemesha Lawrence

Tangela Coleman



Muffins are just ugly cupcakes.



HAPPY January BIRTHDAY

Wilma King, Gloria Bodnar, Michael Hicks, Paula Crites, Brenda Smith, Freddie Mullins, John Szymkowiak, Michael Anaszewicz, Armeta Rutledge, Sarah Burrell, Sand Phillips, Donald Gruszka, Virginia Stewart, Kelli Gail, Zereida Lee, Katie Rock, DeeNoel Clayton, La Donna Scott, Morgan Swank, and Quentin Washington



Benefit for Josh

Donna Garza's son Josh is progressing nicely. The swelling of his brain has gone down and doctors are preparing to do the second surgery in an attempt to remove what remains of the bullet. He is now able to speak but because of his foggy memory of the incident he has not been able to be much help to the police. Some of you may know that Josh performs Hip-Hop under the name Bile with the group T.I.M.E.. Of course he's been out of work since October 5th, and his parents have had to miss a great deal of work as well.

Now you have the chance to help Josh and his family.

On January 9th 2011 from noon until 8:00 pm there will be a benefit for Josh at Gino's Steakhouse in Dyer. There will be raffles, door prizes, free appetizers and wine and beer tastings. There is a five dollar minimum donation at the door and all ages are welcome, Gino's restaurant is located at 1259 W Joliet St in Dyer.

Some people have commented about the end of the In-Pact Holiday Party. Maybe this is a way to have In-Pact people get together for a good cause. It could be sort of an unofficial In-Pact Holiday Party, not paid for by In-Pact but paid for by us for one of our family.

Think about it.