



A successful man is one who can lay a firm foundation with the bricks others have thrown at him.

– David Brinkley

I don't know the key to success, but the key to failure is trying to please everybody.

– Bill Cosby

Mix a little foolishness with your prudence: It's good to be silly at the right moment.

– Horace

Start every day off with a smile and get it over with.

– W.C. Fields

April 7, 2009

Randy's Note

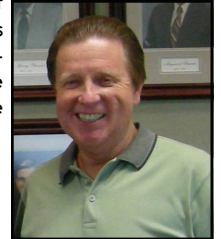
As you probably know, the cuts proposed to services for individuals in the Department of Economic Security/ Division of Developmental Disabilities were prevented from implementation by a lawsuit filed by the Arizona Association of Providers for People with Disabilities (AAPPD). This organization represents most of the statewide community providers. The "stay" imposed by the Superior Court remains in place. The final outcome is not yet decided, however, and no one thinks that a lawsuit is the long-term solution to the budget crisis.

In the meantime, families continue to experience the anxiety of an uncertain future. Will services be available? How long will these services continue?

Also, experience teaches me that some of you might want to contact state legislators. If you do, please maintain your civility. You have every right to contact an elected official to let them know your opinion. On behalf of Marc Center and me, I merely ask that if you do, you do so politely. If you need email addresses or phone numbers, please contact Barbara Smith-Odum.

Finally, as we all wait the deliberations of the legislature, I have requested analysis of our benefit plans, including our 401(k). My goal will be to preserve the key protections we need in the plan: for example, the medical and dental services. We will be reviewing all of our benefits, including our 401(k) program, if necessary. When the employee satisfaction survey is released likely in May, I have asked the HR Department to include at least one question about our benefits.

Keep up the good work!



Inside this issue:

Randy's Note
Training Opportunities 1

March Anniversaries
March New Hires 2

Health Tip
TRP Winner 2

Employee Tenure
Poem about Safety
Kickball Tournament 3

Brain Buster
Aggressive Drivers 4

Spot Awards
NAMI Walk 2009 4

TRAINING OPPORTUNITIES

The month of April holds many training opportunities for Marc Center employees.

SUPERVISORY and LEADERSHIP TRAINING

Based on feedback from the management team and Direct Care staff, there is a need for supervision and leadership training for **all** Marc Center staff that are in or will assume a supervisory position.

Randy Gray, President and CEO of Marc Center, is a nationally recognized trainer in the industry. Randy has assembled a training manual on Supervision and Leadership which addresses Corporate precepts; Mission Principals; Core Values; Visioning; Communication; Continued Improvement; Leadership Competency; Teamwork; Conflict Resolution; Managing Stress and Coaching.

Randy will conduct the initial training seminars; cover these topics and others over a two and half hour time period. Most of the information has been included in a manual which will be distributed at the training.

More information will follow as to time and location(s).

We encourage and expect all existing supervisors to

participate in this training.

Your feedback also will be needed as we consider further manual revisions to strengthen training for our future supervisory training and our incoming supervisors.

Creating a Healthy Workplace April 21, 2009 3:45pm-5:45pm

This training empowers all employees to take an active role in focusing on the positive by using respectful communication, problem-solving skills, valuing differences and actually having fun.

Respect and Positive Interaction April 29, 2009 10am-12pm

This training will help cultivate a positive and successful working environment that enhances the bottom line.

There will be employees who will need the permission from their supervisors to attend training on April 21 & 29.

If you have any questions or want to register for classes please contact Fran or Neil in the Human Resources Department.

March Employee Anniversaries

16 Years

Darleen Taylor, CLS

11 Years

Melany Taylor, HCBS

9 Years

Travis Cade, CLS

7 Years

Christine Kouame, ERS

6 Years

Claudia Avila, ERS

Steve Hilger, BHS

Alice Wilkinson, BHS

5 Years

Lisa Gaylord, BHS

4 Years

Denise Covey, BHS

Dan Allmond, BHS

Orest Krawec, CLS

Michael Hughes, CLS

3 Years

Richard Broch, HR

2 Years

Corliss Chatman, CLS

Jennifer Stead, CLS

James Davis, BHS

Rose Donnat, CLS

Emmanuel Abah, BHS

Michael Reeves, CLS

1 Year

Janelle Vollertsen, ERS

Roxanne Snodgrass, ERS

Elaine Tchakounte, CSL

Juniper Holmes, HR

Melissa Glashagel, ERS

Kendra Parra, CDS

Carol Pendleton, ERS

Michelle Pressley, CLS



Welcome March New Hires!

Shawna Barber, CLS

Roxanne Brown, CLS

Elvis Dickson, BHS

Denise Fierro, CLS

Norma Hanson, CSS

Lester Jones, BHS

Bryce Kapr, CLS

Althea Loomer, CLS

Nockyeya Lynch, CSS

Nicole Pollock, CSS

Richard Post, CSS

Ulrick Turnier, BHS

Shirley Winston, BHS



Health Tip

According to WebMD every can or bottle of sugared soda adds hundreds of calories to your diet with no nutritional value and represents 7% of a person's calories.

Multiple studies have linked excessive soda consumption with obesity. A study of Massachusetts schoolchildren found each additional sugary drink a child drank per day, increased his odds of becoming obese by 60%.

Soda has been linked to many other health problems such as damaging tooth enamel, possible osteoporosis and diabetes.

Have you been drinking too much soda? Is switching to diet soda safer? A study published in the journal *Circulation* in January 2008 found that people who drank one diet soda a day faced a 34% higher risk of developing metabolic syndrome, and would still cause health problems of overweight and high blood-sugar levels.

Studies in animals indicate diet sodas can boost the craving for sweets, but human studies haven't backed this up.

How do you beat the craving for soft drinks? Know what not to switch to. Sales of sports beverages and energy drinks are rising, but are just as



calorie-loaded as Coke and Pepsi.

You can start slowly by replacing sugared sodas with diet ones. They're not that great for you in terms of obesity, says one doctor but it is better than sugar.

Cut down gradually: replace one regular soft drink or one diet soda per day with an alternative drink. The best choice: water. If you really need something with a boost of flavor, try calorie-free flavored waters and seltzers. If it's the caffeine you crave, you're better off with tea or coffee, with minimal sugar; or milk, don't forget your milk.



Go to www.webmd.com for more information on weight loss.

Remember only you can control your health!



Marc Center TRP!

The winner for March TRP is.....

Melissa Alvarado

Thanks for all you do to help keep our Air Clean!



Marc Center Employees Recognized for Tenure

Committed, loyal employees are a company's greatest asset. They are at the heart of efficient business operations. Marc Center understands this and appreciates employee loyalty and commitment. Marc Center also believes that employee recognition is important. Letting workers know they are appreciated reflects Marc's pride in their hard work, dedication and tenure. Randy Gray presented these employees their plaques and gift catalogs, congratulating and thanking them for their years of dedication.



Randy, Linda Viamille, Ricardo Garza, Sally Barthiba, & Lisa Gaylord



I chose to look the other way

*I could have saved a life that day,
 But I chose to look the other way.
 It wasn't that I didn't care,
 I had the time, and I was there.
 But I didn't want to seem a fool,
 Or argue over a safety rule.
 I knew he'd done the job before,
 If I called it wrong, he might get sore.
 The chances didn't seem that bad,
 I've done the same, he knew I had.
 So I shook my head and walked on by,
 He knew the risks as well as I.
 He took the chance, I closed and eye,
 And with that act, I let him die.
 I could have saved a life that day,
 But I chose to look the other way.
 Now every time I see his wife,
 I'll know I should have saved his life.
 That guilt is something I must bear,
 But it isn't something you need to share,
 If you see a risk that others take,
 That puts their health for life at stake.
 The question asked, or thing you say,
 Could help them live another day.
 If you see a risk and walk away,
 Then I hope you never have to say
 I could have saved a life that day,*

by Don Merrill

2013-2014
 2015-2016
 2017-2018
 2019-2020
 2021-2022
 2023-2024



Congrats
 To our
 Westside Warriors
 They placed
 2nd!



Marc Center is an equal opportunity employer.



Everyone who submits correct answers by the 15th of the month will be entered into a drawing and the winner will receive movie tickets. You can submit your answers by telephone (ext. 257) or by e-mail maria.larsen@marccenter.com

1. How many Leprechauns' were in last month's employee newsletter?
2. How much blood does the human body contain?
3. How many oceans are there in the world?
4. Tonsurphobia is the abnormal fear of?

Good Luck!

**PROFILE of an
"AGGRESSIVE DRIVER"**
by Richard Broch



Have you ever noticed that a person's psyche is often manifested in their driving? For instance, do you drive in the same manner if you're angry at someone or something? It seems like some people are mad all the time. How about if you feel under pressure regarding some aspect of your life? Check it out – a person under pressure might be pressing harder on the gas pedal. Aggression can become more evident when a person grabs a steering wheel and starts the engine.

We've put together some characteristics of what is commonly referred to as the "aggressive driver" (henceforth entered as A.D.'s). A.D.'s believe they are "special", like having a permanent hall pass, when it comes to speed limits. Their thought is it's o.k. to drive ten, or more, mph over the limit because the limit doesn't pertain to them. Sometimes people act like animals. A.D.'s drive like animals – jackrabbits – jerky, in the true sense of the word. Pedal to the metal starts, barreling away, braking at the last moment to stop. Brake shops and gasoline companies love them. A.D.'s can be very intimate with other drivers, and show it by riding closely on their rears. It's called "tail-grating".

A.D.'s don't bother to use turn signals because they think they are the only drivers on the planet.

But A.D.'s are great communicators, and they don't hesitate to signal other drivers, who become #1 when getting in their way. Plus it's easy to read their lips. So, what's a professional Marc Center driver to do upon encountering an A.D.? Stay the heck away from them! Let'em go. Adios!



Billy, Mike, & Angela

If we catch an employee doing an excellent job...
Going above & beyond the call...
You may just get an
"On The Spot" Award!



Cheryl C. & Cheryl A.



Cheryl A. & Jen.



Sheila & Bob



Tim, Donna, & Tracy



Sheila & Russ

NAMI Walk 2009

We had a great walk this year. We would like to thank all of the people who walked with Team Marc Center. A special thanks goes out to following people who really worked hard at getting our team together and for their support and assistance: Marc Center Board of Directors, Randy, Michael, Lisa, Tina, Steve, Donn, Becky, Rob, Mark and Lou. Together we did it. We look forward to seeing all of you next year. As for those of you who couldn't attend this year, we look forward to seeing you next year.

