

Arc of Steuben names 'Team of Quarter'



The Arc Steuben's Oaklawn home has been named the Team of the Fourth Quarter. [PHOTO PROVIDED]

Oaklawn home associates manage turbulent year

Staff reports

BATH — The Arc Steuben's Oaklawn home has been named the Team of the Fourth Quarter.

Associates who work in the home are Rebecca Miller, Michelle Thompson, Terry Bedard, Brittany Williams, Trina Sullivan, Jordana Schoolcraft, Meghan Williams, Sara Broadus, Karen Tadder, Diane Costello, Amanda Fenn, Patricia Horgan, Erinn Smith, Linda Atwood, Tanya Wray, Darren Abrams, Shannon O'Brien, James Heath, Katie Gillette, Curtis Rice, Leslie Moon, Michelle Peacock, Kriggy Porter, Mykaela Webster, Shanna Camera, Courtney Shull, and Ann Barkalow. The team was nominated by Schoolcraft for their time management skills and ability to juggle multiple responsibilities during times of stress throughout the seasons.

Throughout the winter, the Oaklawn home was managing turnover between associates and residents. In December and February, two people moved out of the home to be closer to their families. Early February brought a freezing winter storm which caused associates to take on half hour shifts shoveling the sidewalks and driveway; switching between team members to get warm only to head back outside. Associates were tasked with providing around the clock care for a resident. During this time, associates were working 12 hour shifts to cover all the needs of the home. In February a person within The Arc Steuben family, who was deeply cared for and loved by all, passed away. By the end of February, the Oaklawn home had three residential openings and one person enrolled in the residential respite until mid-spring;

along with an opening for a medical assistant.

By April, the Oaklawn home had four new residents and an additional 20 shifts for one-on-one coverage. Oaklawn had received four new residents in a span of 18 days. With four new residents, associates had to communicate effectively as a team and build a whole new rapport with four new residents.

"Collectively, associates collaborated to figure out what worked and what didn't work. The four new people who moved into the Oaklawn home helped our team improve communication on a daily basis," says Schoolcraft.

In May, associates were told the Oaklawn home and apartment would be merging event calendars and shift scheduling. After the merger, the home suffered an associate turnover rate of 50 percent with associates transferring to other locations at The Arc Steuben or moving on to new agencies.

"(The merger) was a true test for Oaklawn team members on who truly wanted to be here, and who didn't. With the merger we were down 11 full time positions, which meant our 20 open shifts for one-to-one coverage tripled to 60 open shifts for coverage alone," says Schoolcraft.

By June, the Oaklawn home started implementing community habilitation to support a person to be more involved with the community and the team began piloting a program that uses positive approaches and encouragement to create a more productive environment for both associates and the people we support. The organization's day habilitation service and residential home, West Street, have also been piloting this program. Schoolcraft says that positive changes were noticeable within the home after only three weeks.

"It's not just a program at the Oaklawn home that we are piloting; it's more

of a movement of change," says Schoolcraft.

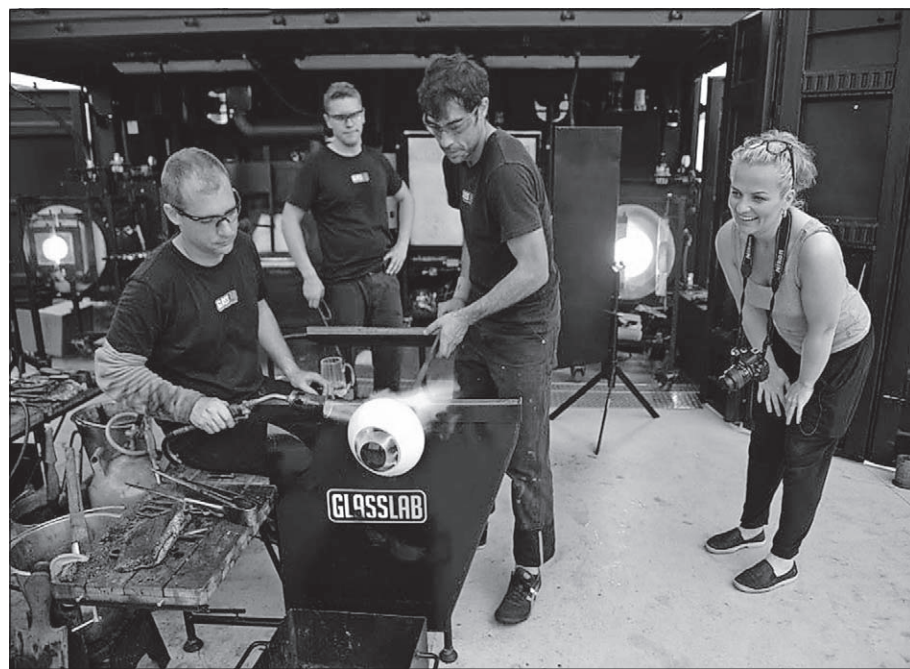
Summer was a busy season for the Oaklawn home whose residents went on numerous trips including Roseland Waterpark, Darien Lake, SplashTown Waterpark, Sea Breeze, and zoos across the state. Schoolcraft says some people even had 'their very first experience on The Viper and Grizzly Run rollercoasters'. Also in the summer season, Oaklawn hired a new residential coordinator assistant, direct support professional, nurse, and medical assistant.

"The hiring process was on fire for recruitment at Oaklawn. They did a fantastic job at hiring eight new associates who shadowed, and received clearance to work alone [sic]," says Schoolcraft.

Schoolcraft recognized multiple associates in her nomination for their contributions to the Oaklawn home during times of stress including Keli Machuga for coordinating relief and to associates Kriggy Porter, Mykaela Webster, Shanna Camera, Michelle Peacock, and Erinn Smith for accepting full time positions. Schoolcraft says without the relief associates helping pick up any or all extra shifts none of our success would have been possible'.

"There is no other team that I would want by my side to help me and the (people who) we take care of on a daily basis...for that I'm extremely grateful for the compassion, empathy, trust, and growth that are shown within this team," says Schoolcraft.

The Arc Steuben currently provides services to more than 950 people in Steuben and surrounding counties. Services include job-readiness training, community employment, residential, transportation and in-home services. For more information, visit www.arcofsteuben.org



Renowned structural design artist Sigga Heimis oversees work in the CMOG Glas Lab. [PHOTO PROVIDED]

Guest artists heats up CMOG

Staff reports

CORNING — The Corning Museum of Glass Guest Artist Program, featuring Sigga Heimis, will take place on Dec. 5-6 at the Amphitheater Hot Shop.

Guest Artist demonstrations are included in the cost of admission. Heimis will join the Hot Glass Demos

team as they collaborate on creating large-scale human organs.

Sigga Heimis is no stranger to working alongside the Museum's Hot Glass Demos team. Heimis has collaborated with the Museum's GlassLab program on multiple occasions, and visited Corning in 2013 to continue working with

the Museum's gaffers on her organ series to bring awareness to organ donation.

Heimis currently works on industrial and product design in Sweden and Iceland. She was an in-house designer for IKEA and worked as design manager at Fritz Hansen in Denmark before opening her studio in 2010.

O'Mara: Remember, shop small and buy local



Tom O'Mara

This year's ninth annual "Small Business Saturday" was a record-setting success, according to the National Federation of Independent Business (NFIB), generating an estimated \$17.8 billion in consumer spending nationwide.

Nevertheless, it was wedged between all of the hype that comes with Black Friday and Cyber Monday, and so the underlying message bears repeating as the holiday shopping season kicks into high gear: Small businesses are the backbone of the economy and local job creation. Shop Small. Buy Local.

There is no denying that consumers increasingly go online to do their holiday gift buying nowadays. Nevertheless, the closer we get to Christmas Day the more shoppers still return to "brick-and-mortar retail." Fortunately, there's still a shop down the street or around the corner that can turn out to be the best destination for finding that perfect (and meaningful) gift.

Here's hoping we all do our best to support small

businesses on Market Street, Main Street, Water Street, the Commons, or wherever they happen to be found in your own community.

The head of the federal Small Business Administration (SBA) has defined the idea of shopping small this way: "Small businesses are the fabric of our communities. By shopping small...we can support the men and women who are building these amazing small businesses. It's a chance to say thank you to the small business owners who do so much for our communities."

Small business owners - in many instances, small business families - play fundamental roles in local economies here at home and, collectively, across New York State and the nation. The SBA notes that over the past two decades small businesses have been responsible for creating two out of every three net new jobs in the country. More than one-half of all of America's working men and women, according to federal statistics, own or are employed by a small business.

I always look forward to this annual chance to recall the following words from the National Federation of Independent Business/NY, "It's about the entrepreneurs and families who have put everything into

stores that offer what the chains and e-commerce companies don't - something different, something special, from handcrafted gifts to genuinely friendly service...When you shop at a small business, you're supporting your hometown, your neighborhood and your neighbors."

There is no better way to say it.

A National Retail Federation survey has found that by mid-December, the average consumer has only completed less than half of his or her holiday shopping. With this in mind, as we head out the door in the busy days ahead, there's nothing to keep us from setting aside at least one stop along the way to support a local small business somewhere across the Southern Tier and Finger Lakes regions.

I look forward to seeing some of you out there, including at one of our local tree farms to give a boost to this vital, locally grown industry. The Empire State is one of America's largest producers of locally grown and cut Christmas trees. It's an estimated \$8-million statewide industry.

Consequently, I'll close with a reminder for everyone who has not yet put up a holiday tree. The website of the Christmas Tree Farmers Association of New York (CTFANY) makes it convenient to find a nearby farm, <http://www.christmastreesny.org>

— Tom O'Mara represents the 58th NYS Senate district

Free Concert

by world-renowned trio Attesti, Bozzi & Cucchi



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