



S.T.E.P. News

Building on a Foundation of Quality News

Number 60

www.stepagency.com

Fall 2009

Contents

Living the Principles: Community Membership.....	1
Scott's Successes.....	2
H1N1 and Flu Season	3
DJ's Confidential Services	4
Way to Go Sandee!	4
Deaf SLS Unit.....	5
What's up in Yuba City	6
CPR and First Aid	7
Certification	7
Day Program Update.....	7
Community Resource Corner	8
ILS Team Report.....	8
Benefits and Compensation Corner	9
STEP Stars	9
In Times of Crisis.....	10
Yuba City PA Training	11
Professional Judgment; Dress Code.....	12
Autumn Word Search	14

S.T.E.P. News is published four times a year by S.T.E.P. Inc., 5945 Palm Drive, Carmichael, CA 95608. Copyright © 2009 by S.T.E.P. Inc. All rights reserved.

Editor-In-Chief, Design and Production: John Foss

Production Assistant: Jen Jones

Printing: Carmichael Printing

All views expressed in these pages are those of the respective authors and do not necessarily reflect the views of S.T.E.P. Inc.

We invite editorial submissions of all kinds. Stories, pictures, milestones, events, art, poems! Send your materials to the address above, or via e-mail to melanieb@stepagency.com

Copy deadlines: We try to follow these deadlines for receiving your stories for the next issue.

Spring – February 1

Summer – April 15

Fall – July 15

Winter – October 15

Living the Principles: Community Membership



Scott Navarro cashes his check at Mechanics Bank

Enhancing customer service while improving peoples lives is not an understatement at Mechanics Bank, where STEP consumers learn the principles of banking and get something money cannot buy: self-empowerment.

Through recent educational sessions and specialized account start-up efforts by Mechanics Bank, STEP consumers are achieving a higher level of independence and self-assurance in the sometimes daunting world of financial services.

Integrating every segment of our society is indicative of how a community bank should operate, said Amy Mathews, Vice President and Corporate Banking Manager for Mechanics Bank. When given the opportunity to serve STEP, and help the organization and its consumers meet some of their annual goals, we knew we were in for an incredibly rewarding experience.

Continued on next page

Continued from page 1

Mathews and her team met with STEP's staff and consumers to answer a wide range of questions about banking. Subsequently, some consumers went to Mechanics Bank to open their own accounts.

Historically, opening a checking or savings account has presented high hurdles for STEP consumers who do not have a driver's license or some other standard form of identification. Mechanics Bank worked with each consumer to find alternative forms of I. D.

We found a way to make the process work efficiently and without discouraging our new customers, said Mathews.

You often hear the term community banking, but family-owned Mechanics is banking its reputation on it.

That article came from the fine folks at Mechanics Bank, STEP's new bank. They have been wonderful for our consumers and we're proud to work with them. But there's more to the story in our cover photo; read on...

Scott's Successes *by Angela Olson*

Scott Navarro! What an Awesome guy. Scott's been with us a little over three years. He used to live in his mom's large three bedroom home, retrofitted for safety with plexiglass and alarms. The staff supported Scott as he became familiar with his transition to supported living.

He communicated verbally with basic two to three word sentences and the PECS system, which he'd learned in school. At the beginning, we thought one to two goals with recreation and communication as a guideline would be our ELP focus. We had a solution circle and did brainstorming. What we did not know was that it would be so successful.

With a strong team and follow-through, Scott has done really well. We never thought we would see a day where Scott would go into the bank, say hello to the teller, say Money please, sign his check, wait patiently for the teller to count the money, and then say Thank you and walk out. ...Without thrashing the place.

Scott has recently made the transition to a new home with flying colors and minimal bumps



Scott Navarro at his nearby park



in the road, adjusting well. He now lives in a cute 2-bedroom where he has the run of the house and everything is visible and accessible to him. Instead of the extensive retrofittings of his old home, the precautions are lessened and it's working. Scott is comfortable, smiling more, outgoing, and seems to enjoy his new home. He accesses the community more as well. There is a park/school within walking distance and Scott visits it often.

And now Scott has made a community connection at the bank. Being able to cash his check there was a very big step for him. He enjoys this with a shopping trip afterward, to a place he chooses.

Engaging Scott in activities of his choice is very rewarding. Our rewards are his smile and laugh. As his support team it is a privilege to see those smiles and hear the laughter every day! Supported living is awesome. We do make a difference it's a great feeling!

H1N1 and Flu Season

Worried about the flu this season? The Centers for Disease Control and Prevention want you to stay healthy. Here are their list of 8 Ways to Stay Healthy at Work Protect yourself and others by following these key action steps:

1. Maintain a healthy lifestyle through rest, diet, exercise, and relaxation.
2. Wash your hands frequently with soap and water for 20 seconds or use an alcohol-based hand cleaner if soap and water are not available. Be sure to wash your hands after coughing, sneezing, or blowing your nose.
3. Avoid touching your nose, mouth, and eyes. Germs spread this way.
4. Cover your coughs and sneezes with a tissue, or cough and sneeze into your elbow. Dispose of tissues in no-touch trash receptacles.
5. Keep frequently touched common surfaces clean, such as telephones, computer keyboards, doorknobs, etc.
6. Do not use other workers phones, desks, offices, or other work tools and equipment. If you need to use a co-worker's phone, desk, or other equipment, clean it first.
7. Don't spread the flu! If you are sick with flu-like illness, stay home. Symptoms of flu

include fever (100 degrees Fahrenheit or 38 degrees Celsius) or chills and cough or sore throat. In addition, symptoms of flu can include runny nose, body aches, headache, tiredness, diarrhea, or vomiting. CDC recommends that sick workers stay home if they are sick with flu-like illness until at least 24 hours after they are free of fever without the use of fever-reducing medicines.

8. Get vaccinated against seasonal flu, when vaccine is available in your area. If you are at higher risk for 2009 H1N1 flu complications you should receive the 2009 H1N1 flu vaccine when it becomes available. People at higher risk for 2009 H1N1 flu complications include pregnant women and people with chronic medical conditions (such as asthma, heart disease, or diabetes). For more information about priority groups for vaccination, visit www.cdc.gov/H1N1flu/vaccination/acip.htm

For more information:

- Visit: www.flu.gov
- Contact CDC 24 Hours:
- 1-800-CDC-INFO (232-4636)
- TTY: (888) 232-6348
- cdcinfo@cdc.gov

DJ's Confidential Services

Dominic Papa has his own paper shredding business, called DJ's Confidential Services. We can be reached anytime at 916-502-5979. Or you can reach us online 24 hours a day:

www.DJs.freebyte.us

Don't want to pick up the phone? Schedule a pickup on our web site, or send an e-mail.

Why pick DJ's? Lots of reasons. Price? We will beat any competitor's documented price. Besides our unbeatable prices we would like to remind you we are a local company, based in Fair Oaks/Citrus Heights. We support the community, contribute to local charities and have an economic impact here.

We are also the most flexible people in the business. We will work with you on price, pick-up, drop-off and/or contributing to your local fundraiser or charity. We cater to individuals and businesses large and small. We are licensed, we recycle all paper post-shredding, and you can schedule your pickup on our web site. We respect your time, giving you timely pickups and instant drop-offs. What more can we say, but *satisfaction guaranteed!*

DJ's Promotions:

- *Volume Discount* Got more than 10 boxes to shred? Have it done for \$5 a box
- *Starbucks Gift Card* Refer a friend with \$20 or more

of shredding and get a \$5 Starbucks card

- *Refer-a-Friend Discount* Get 10% off your next shredding job when you refer a friend
- *Cancer Society Promo* Have 10% of the proceeds from your shredding job given to the Cancer Society
- *Charity Drive Promo* Have a shredding drive for your charity! Gather as much shredding as possible from your charity's members and friends and have 40% of the proceeds go to your favorite charity. (\$100 shredding job minimum)

All promos and discounts must be requested at shredding pickup time or requested in the scheduling form on the web site. Valid Thru. 09/31/09

Thank you and best wishes in all you do. Sincerely, Dominic Papa - Owner of DJ's Confidential Services.



DJ: Ready to Shred!

Way to go, Sandee Nieves!

by Sandy Jones

It's a story of sweat, grim determination and years of effort; ultimately, it's a story of accomplishment and success.

Ayren Gabrielson and I went to Kovars Satori Academy on Saturday, August 5th to celebrate Sandee Nieves, SLS Director for the Hearing unit, getting her black belt in karate. We were prepared for a light testing and a cute little ceremony. We were *NOT* prepared for what we saw in a test that lasted more than 2 hours and involved special protective headgear, weapons, and a whole bunch of sweat and yelling.

It started with Sandee and her class assembling and doing some warm up exercises while the Sensei (Drill Sergeant seems to say it better) yelled instructions. It seemed to me

that I saw Sandee do at least a hundred push-ups as part of the test. During this 2 hours, there was sparring, karate "forms", floor work (meaning they have to defend themselves while lying on the floor) and a really cool set of sparring with escrima (really cool weapons). I was really impressed with how graceful the moves were and I was very impressed with the principles that the students there are expected to follow, not only when they are training, but at all times.

After this grueling 2 hour test, we then witnessed a very moving and inspirational ceremony in which the successful students were given their new black belts and status as true students of the martial art form.

We (STEP) are very proud of Sandee's accomplishment in Karate and want to offer her a big **congratulations!**

Share your clients' and/or employees' accomplishments! If you have a story to share, please tell us so we can celebrate with you. And don't forget the pictures! Send your stories and pictures to John Foss, johnf@stepagency.com



Deaf SLS Unit

by Diana Miller

Wow, time has gone by fast and summer is almost over, with Fall just around the corner. I wanted to say a big THANK YOU to everyone for your teamwork through the spring and summer. I looked back and asked myself Where has the time gone? I am sure time will continue to go by fast.

As always, we must all continue to focus on the Five Principles, GEM and HeartRight ..Always. It is very important that we remember to use them and we can help our consumers achieve their goals.

We especially want to thank all SLS coordinators for their hard work and teamwork. They showed their passion, flexibility, professionalism, and support to their consumers and other staff. They showed their HeartRight ..Always.

We welcome Tim Riker to our new SLS team. He's been with STEP a year and a half and has lots of experience. We know he'll offer wonderful teamwork for our Deaf SLS unit.

Also, thanks to all PA staff for working together. We couldn't do it without you being the center for the people we support. It is important that we always think of people we support at the center to achieve, and then be proud.

Also I want to welcome new people in our SLS unit: Mirja S., Jenny V., Starlett L., Cory R., Lawrence L., Brian R., Dwight W., and Jackson S.

What's Up in Yuba City

by Tracy Cummins,
Program Manager

July is over and we're in the middle of August and I do see a light at the end of the tunnel. Whew! Have we had a crazy month and a half. Since our last newsletter, Yuba City has gained 14 new clients and 35 new staff. Talk about growth!

We would like to welcome Steven Beales, Debbie Campbell, Debra Consulo, Monique Cook, Rachael McAfee, Scott Phillips, Adam Miller, Michael Stanchfield, Patty Wallace, Kelly Ware, Lindsey Wells, Andy Zamora and all the new staff. We look forward to a long and supportive partnership.



Lindsey Wells

Of course with all these new clients we needed some coordinators. Congratulations to Vanessa Castorena for your promotion to SLS Coordinator and Welcome Jan Smith and Sarah McCullough to STEP as SLS Coordinators. I would also like to congratulate Tamara Mann for becoming our newest ILS instructor.

On September 4th we had a picnic to welcome all the new

clients, staff and their families to STEP so look for some great pictures in our next issue.

I want to introduce some new people who have chosen STEP to support them:

Lindsey Wells is a board member for IHSS and QUEST. Great job in being a member of your community Lindsey. Her hobbies are reading, music and collecting butterflies. Lindsey also works in our office on Wednesdays and Fridays answering the phones, filing, copying and just about anything Georgie asks her to do.

Debbie Campbell loves Hannah Montana and the color purple. Her bedroom is decked out with Hannah Montana items and a purple refrigerator, when



Debbie Campbell

you walk into Debbie's home, you get the true meaning of A home of one's own.

She is pictured here with her staff Margie Bates, who is helping her find affordable



Debra Consulo

tickets to see Hannah in concert soon. Debbie also loves licorice and donuts and makes sure they are on her shopping list every week. Debbie attends Community Re-source Services Art Center M-F and enjoys shopping at the dollar store.

Debra Consulo loves to buy and wear different hats, do word puzzles and hang out with her boyfriend. Debra is seen here with her staff Danielle Gogerty (who is also new to STEP). Debra attends Community Resource Services Art Center Monday-Friday and really enjoys making her crafts.

Welcome
Everyone!

Also a big shout out to Georgie, Shelly, Donna and Vanessa for all your hard work during this transition. **Thanks!**

CPR and First Aid Certification

Are you up to date?

Having your current CPR/First Aid Certification is a **BONA FIDE OCCUPATIONAL QUALIFICATION**. What that means is, you cannot do your job here without a current certification.

It's up to you to maintain your current CPR/First Aid certification and to know when it expires. This can be found by looking at your current CPR card, or reviewing the list outside Amanda Lee's cubicle. No further notice will be given.

If your certification expires, you will be SUSPENDED WITHOUT PAY from that day until you bring in proof of certification. You could even lose your job, as you cannot work with a client without current certification.

Day Program Update

by Debbie Waters

What a year we've all had. Summer has gone by so fast and now soon fall is coming. We've been very busy lately with a lot of changes in Day Program, and all of you have hung in there and stayed strong for the consumers, being willing to help out in any way you could. You've been wonderful **Team Players** and we want to thank you all for helping and being there for us.

I'd like to recognize some new clients and staff at Day Program:

1. Jackson Scram he came from Choices and has adjusted with us very well. He's a cool guy and his job coach is Jamie Powell. She and Jackson work at All Shook Up Java Coffee doing dishwashing. Welcome to STEP.

2. Nina Smith she lives at Jean Martin home #2 and has adjusted well in Day Program. She works as a volunteer at The Wall doing janitorial work. Also at the end of the month she helps with mailers. Welcome to Day Program.

3. Doua he is an ILS consumer and started with Day Program doing afternoon janitorial at Purples. A warm welcome him to Day Program.

4 Kyle Cole he lives with his grandma and is with Extra STEP. He came to us from Choices and he's an amazing man who knits all sorts of things. You may have seen his wall of knitting. If you don't like those designs and want something else, contact Ada Torres: ada12@tmail.com. A big, warm welcome to Kyle from Day Program.

Staff

1. Dennis Smith works with 2 consumers and at the Hostel doing laundry. He also will work extra afternoon shifts if other staff go on vacation. He works at Purples doing janitorial. I want to offer him a warm welcome to STEP again.

2. Lynn Freestone works

1-to-1. She and her consumer work on mailers once a month. Warm welcome to STEP.

3. Ann McEwen also works 1-to-1 and has opened up a pet service with her consumer. If you want your pet to be groomed or pampered, contact Dah2os@tmail.com. A Warm welcome to Day Program.

4. Sarah she's starting as a substitute Job Coach, then has requested to work full time. Welcome to STEP.

5. Patrick he works as a day porter with his consumer and still has a ways to learn about them. Warm welcome to Day Program.

6. Donnette Reins she continues to work with different clients every day. She's been wonderful subbing for our depts. Welcome to Day Program.

Day Program would like to say goodbye to a wonderful, strong and supportive staff, Ashley Snodgrass. But she will continue to be on our sub list. We surely want to offer a **BIG THANKS** for helping your consumers and our dept. We will surely miss you.



Sunshine (see p. 8)

Community Resource Corner

by Lisa Barrows

During this time of financial instability and the overwhelming concerns of the state budget we must all collectively work together to achieve our common goal of being as financially responsible as possible. As STEP employees and consumers the expectation is to utilize every community resource to its fullest. One of the most important of these resources is In Home Support Services (IHSS). It is everyone's responsibility to utilize all IHSS hours per month.

As STEP supervisors and employees you must:

Have a consistent work schedule and stick to it, work all hours you are scheduled to work and avoid last minute schedule changes. When it cannot be avoided and there are mid-month changes, contact me to make the adjustments for the IHSS immediately.

Assure that within the first 5 days of receiving SLS services the consumer has phone assessment with IHSS.

Assure all IHSS, SSI, Medi-Cal and housing information is submitted to me or the proper person in a timely manner. Delays cost money and possibly loss of that resource.

As STEP Consumers:

Assure that you are attending your annual IHSS assessments on time, and during your assessment be very clear with the IHSS social

worker about the services and assistance you are receiving from your PA staff, and that your IHSS hours are needed.

Contact your IHSS social worker if you do not have your IHSS Notice of Action Forms (NOA) - this helps assure STEP has the correct IHSS hours assigned to your staff it also lists when your assessment is due.

Check your mail daily and make sure all important paperwork such as SSI, Medi-Cal, Section 8 and IHSS is given to the proper person; all of these forms of mail are *VERY* time sensitive and can have a drastic impact on your services.

Following these simple steps can help assure the full implementation of your IHSS and other community resources. At any time if you have any questions about any of your community resources contact me at 916-679-1555 ext 120.

Lisa Barrows, Community Resource Manager

Summertime and the living is easy...."

By Michelle B. Meek, ILS Team

This summer has been quite busy for the entire ILS Department and we'd like to officially welcome the many new clients we've started working with in the Yuba and Sacramento areas. A special *Welcome to the family* for our new Parenting clients Erica and Stephanie, who both welcomed healthy,

happy new babies in June (girl and boy, respectively).



We continue to take on additional SLS 7 arrangements and have several current Instructors taking the Supervisor Training Course, which ends in a final exam in mid-September. Best of luck to the Instructors taking the challenge: Vanessa Castorena, Janice Smith, Sarah McCoullough, Jason Skinner, Anissa Fernandes and Nicola Summers.

We welcome the gentlemen of the Catalina House: Leonard, Buddy, Bob and Doug, with whom we will be working officially as of October 1st. Thanks to both Doug Findlay and Mike Martin, who will be helping these gentlemen transition from a group home arrangement into an SLS arrangement.

We are currently in the process of distributing Emergency To Go Backpacks for each of our ILS consumers, per the current Emergency Preparedness Plan of ACRC. These backpacks contain several important items

including, flashlights, transistor radios, water, food, duct tape and a first aid kit. These clever backpacks will help our clients to be prepared in the event of a natural disaster.

Benefits and Compensation Corner

by Patti Dixon

Fun Fact: The total premiums paid for health and welfare benefits in 2008 for STEP employees were \$1,428,428.00, WOW! Health and welfare benefits include medical, dental, vision, life insurance, and LTD. This does not include any payments to the 401(k) by STEP, workers comp coverage, Medicare, Social Security or tax payments. The trend for 2010 medical insurance is looking to be a 10% increase this year.

Healthyroads: For those of you that have WHA medical coverage, there is a program available to you called Healthyroads. It provides online tools for health and wellness. To sign up, go to westernhealth.com and use your medical number.

Money Saver: Both Target and Walmart offer low cost generic prescriptions, many of them as low as \$4.00. Anyone is eligible to participate, regardless of insurance coverage. I have more information on the bulletin board outside my office if you are interested, or you may check out their web sites.

Michael Long talking to Jacquie after giving his presentation at the recent PA Training in Yuba City



STEP Stars

Michael Long: Thank you for sharing your gifts with everyone at STEP! From your involvement in new employee orientation to PA training to the Public Speaking Class to STEP Consumer Advocate...you are having such a profound impact. Thank you- I am learning from you and it is such a pleasure to work along side you! - Melanie Bazile

Lisa Barrows: You put the resource in Community Resource Manager! I just want to thank you for being so flexible and for tailoring your work to the specific needs of each person. You have grown your knowledge base and I appreciate how you take each new challenge on with such passion. - Anonymous

Charlene at Dr. Garcia's Office: You are HeartRight!

Recently there was an issue with paying for lab work for a consumer. You pulled out your personal checkbook to cover the cost. Thanks for being willing to do that and for really putting his needs first! We greatly appreciate the relationship we have with you. -Accounting Department

Renata Spencer: I wanted to recognize your follow-through and your recent commitment to Flexible and Tailored Services and Supports. You have taken the initiative to call medical professionals, to relay important information and to follow through on important items for Starlett. Please continue to assist Starlett and more importantly, to teach her to take the same initiative for her life! -Melanie Bazile



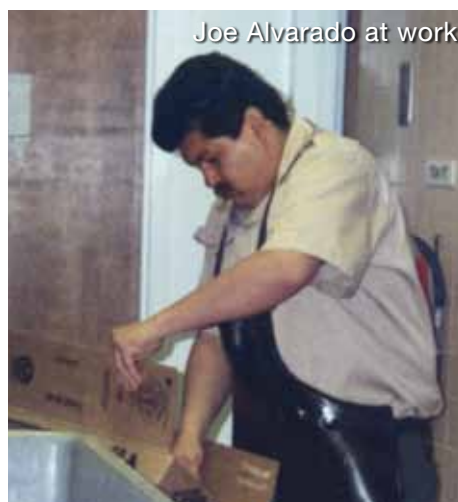
Many of the STEP family have been involved over the years with a not for profit organization called Joe's Joint. I know the name is somewhat unorthodox but it has great meaning to those who were there for its creation. Many years ago, STEP supported a bright, enthusiastic young man named Joe Alvarado. He received ILS services and he was one of the first hardworking landscapers for Next Step Vocational.

After work and the support from his ILS Instructor were over, he would get lonely. Even though he was Deaf, he found that shared language wasn't necessary in a party atmosphere. One morning, after Joe had spent the night partying with some neighborhood friends, his job coach came to

pick him up for work but instead found him lying face down in his bed, motionless. He had passed out face down, and died from a contra-indication of alcohol and his seizure meds.

Joe's passing rocked our group and immediately we felt compelled to address the need for connections within our community. Joe's Joint became an official 501 (C) (3) public benefit corporation in 2002 with tax exempt status.

Our original purpose was to provide educational and leisure enrichment services to individuals with developmental disabilities. We intended to



meet the needs of a traditionally under-served group of people with services in the areas of education, training, advocacy, support, recreation therapy and housing assistance.

Joe's Joint functioned as a face-to-face social networking vehicle for many years. We

offered social gatherings, educational classes, guest speakers, therapies, trips and special opportunities to folks with developmental disabilities.

Joe's Joint has always been completely volunteer run which, while admirable, was at times ineffective. The events attracted large numbers but lacked the vision to assist people to develop their own circles of support and community connections beyond the Joe's Joint walls. A few years ago we cut back the event calendar and began operating as more of a resource distributor, granting individual scholarships based on need.

The recent crisis of funding in California has created greater need than we ever anticipated in our friends with developmental disabilities. In the beginning of the year, Joe's Joint assisted some people who moved quickly into SLS when their skilled nursing facility was closed abruptly. They needed to secure all sorts of items for their new homes. Most recently, Joe's Joint paid for one woman to have the dental work she desperately needed under general anesthesia when the State terminated optional dental benefits to Medi-Cal recipients.

There has been steady crisis in our state and in our community. But in crisis, there is opportunity for those who seek it. There have been many conversations recently about how Joe's Joint can revitalize its mission and profoundly impact individuals with great need.



We are now recruiting board members and those willing to assist us in fulfilling our original mission with a newfound passion.

We want to thank the family members who have made recent, generous donations to Joe's Joint and have helped to make these recent scholarships a reality. Donations to Joe's Joint are tax deductible and are used exclusively for the benefit of adults with developmental disabilities in the greater Sacramento area.

What can you do? You can volunteer for Joe's Joint as a board member. You can make a tax-deductible donation. Employees of STEP can set up a payroll deduction just see Claudia. You can organize or participate in Joe's Joint fundraisers. You can assist in funding retention. You can share resources and contacts with the Joe's Joint board. You can contact Melanie Bazile, the current Joe's Joint Treasurer, for more information:

melanieb@stepagency.com
916-679-1555 ext 108.

Yuba City PA Training

On August 27th Yuba City had our first PA training since doubling in size. We combined a client training with the PA and

it turned out wonderful. After a couple of team buildings, the atmosphere got a little lighter and everyone seemed to relax.

Michael Long came and presented a training about the rights of the individuals we support; Thank You Michael. Also a big thanks to Jacquie, Melanie and Anna for doing your parts in making this training a very memorable time for all who participated. To everyone: What a team!

Tracy Cummins
Program Manager



“Use of Professional Judgment and Behavior” and Why That Means How You Dress is Important

by Sandy Jones, HR Director

“In all of your day to day work and dealings as an employee and representative of S.T.E.P. and its clients, you are expected to use good professional judgment and behavior in your conduct, communication, and personal appearance. This policy applies in all situations, whether you are working with your client in their home, out in the community with your client or coworkers, or attending a function associated with our company or the work that we do.”

That’s how the policy reads. Can you see how that impacts everything you do, say, and how you look when you’re working or representing your client and your company? Maybe it got confusing when we changed the handbook and that extensive list of information on appropriate language, dress, attendance, etc. was taken out. Does that mean we no longer expect you to dress appropriately? Or that now it’s okay to show up late because there isn’t a specific *policy* about that? Of course not. We still have those expectations in place; we just call them *procedures* or *practices* now.

You are expected to dress appropriately for your position whenever you are working—even on the weekends. There are many reasons why that is very important. If you have a picture of Satan on your shirt, do you think that makes you seem positive and friendly? What about Scarface with “It’s all about the money” written on your shirt? How do those images uphold any of the Principles that guide our work? How does it support our Mission? How will that make people respect you as a Professional?

So that everyone has the correct information, here are the Dress Codes (procedures) for every position at STEP. If you have questions, comments or concerns about this, please feel free to ask your supervisor, your manager or director, or Human Resources. We are all happy to assist you.

Just one more reminder:

We are all expected to be familiar with these codes, and we are each held accountable.

All STEP Employees:

At any time, you may be STEP’s initial contact with the community. You are expected to present yourself in a professional manner. Daily hygiene and attention to your appearance are crucial elements in meeting this goal. Keep in mind that all clothing items should be clean, in good repair, and should not have inappropriate slogans, sayings, or pictures on them.

If your outfit is found to be inappropriate, you will be asked to change into appropriate clothing.

Personal Attendants:

The following are ***acceptable*** types of dress:

T-shirts

Jeans, including Overalls

Sweatshirts, Sweatpants,
Sweat Suits

Shorts (“Fingertip Rule Applies”)

Casual Wear

Tennis or Athletic Type Shoes

The following are ***unacceptable*** types of dress:

Tube Tops or Halter Tops

Cut-Off Shorts (all clothing must be hemmed)

Flip-Flop Sandals

Clogs, Slip-on Shoes, Slippers, Heels more than 2” high, Sandals (nothing with an open toe or heel)

Miniskirts, dresses, or shorts that do not meet the “Fingertip Rule”

Spandex or “workout” clothing

Torn or Dirty clothing
Revealing or “too-tight” clothing

Fingertip Rule:

When you are standing normally with your hands at your sides, your shorts, skirt, etc must be below the end of your longest finger.

ILS Instructor, SLS Coordinator and Job Coach:

At those times when you will be attending a professional meeting as a representative of our agency or your client, we expect you to dress appropriately. The following are **acceptable** types of dress for those occasions:

New looking, clean, unwrinkled jeans, corduroys, or khaki-style pants

Dress shorts (“Fingertip Rule” applies)

Slacks and pantsuits

Polo shirts

Dress-Casual style clothing

When you are working in the field with your clients, the following items are **acceptable**:

T-shirts

Sweatshirts, sweatpants, or Sweat suits

Jeans, corduroys, and khaki-style pants

Shorts (must be hemmed, “Fingertip Rule” applies)

Tennis or athletic shoes, boots, or loafer-type shoes

Shoes must enclose the foot with a closed toe and heel. Heels cannot be more than 2” high. Sandals, flip-flop sandals, slip-ons, clogs, or other footwear of this type cannot be worn when you are in the field or with your clients. If you are spending the day in our office and are not working with clients, all of these are acceptable footwear choices, except for flip-flop sandals.

The following are **unacceptable** types of dress in the field, at meetings, and in the office:

Tube tops or halter tops

Cut-off shorts

Flip-flop sandals

Miniskirts, dresses, or shorts



Contest:
What's wrong with this picture? How many “issues” can you find? The best/funniest responses will win! Send your responses to sandyj@stepagency.com

that do not meet the “Fingertip Rule”

Spandex or “workout” clothing

Torn or Dirty clothing

Revealing or “too-tight” clothing

Office Staff:

The following are **acceptable** types of dress:

New looking, clean, unwrinkled jeans

Dress shorts (“Fingertip Rule” applies)

Slacks and Pantsuits

Skirt sets and Dresses

Polo shirts

Khaki Pants

Dress-Casual type clothing

The following are **unacceptable** types of dress:

Tank tops

Sweatpants

Sweatshirts*

Coveralls and Overalls

Tube tops and halter tops

T-shirts*

Cut-off shorts

Flip-flop sandals

Miniskirts, dresses, or shorts that don’t meet the “Fingertip Rule”

Baseball, boating, fishing, or other casual or sports-type hats

Spandex or “workout” clothing

Torn or Dirty clothing

Revealing or “too-tight” clothing

*On Fridays only, you may wear a STEP or Next STEP T-shirt or sweatshirt that is clean and in good repair.

Director/Manager Team Dress Code:

You are expected to follow the Office Dress Code when the majority of your day will be spent in the office. If the majority of your day will be in the field, the following types of dress are acceptable:

T-shirts

New looking, clean, unwrinkled jeans, corduroys, or khaki-style pants

Shorts (“Fingertip Rule” applies)

Casual Wear (Note: only closed-toe shoes may be worn in the field; no clogs or slip-ons)

And don’t forget to enter the contest (see page 13)!

Random Photos!





***Get STEP News
Early, via E-mail!***

Want to get your copy of STEP News before it's even printed? In a version that will never tear, fade or get coffee stains on it? Sign up for our e-subscription list and make sure you don't miss a single issue. Just contact johnf@stepagency.com and you will be added to the STEP News e-mail list. This will help cut printing and mailing costs, and save trees!

Jen s Colorful Autumn Word Search!

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

ACORN
 APPLE
 AUTUMN
 BONFIRE
 CORNUCOPIA
 CRISP
 FOLLIAGE
 FOOTBALL
 HALLOWEEN
 HARVEST
 HAYRIDE
 LEAVES
 MIGRATION
 NOVEMBER
 OCTOBER
 PUMPKIN
 RAKE
 RIPE
 SCARECROW
 SEASON
 SEPTEMBER
 THANKSGIVING
 TRICK OR TREAT
 TURKEY



S.T.E.P.

STRATEGIES TO EMPOWER PEOPLE

S.T.E.P. Inc.
 5945 Palm Drive
 Carmichael, CA 95608
 916-679-1555
www.stepagency.com