

Hi Everyone,

Happy New Year! I hope you had some relaxing and much needed time with family and friends over the holidays! Please allow me to thank all who worked at Edendale House, Memphis House or otherwise.

I am looking forward to 2024 and all it will bring! At the end of last year, some members of the team made resolutions which we will focus on and highlight at the Agency, in our emails and in all that we do while also keeping a focus on our core values. If you have ideas for Agency resolutions, please be in touch with me directly.

I would like to kick off the year with a few reminders and requests for feedback:

- Please remember to keep your personal property put away while at work. This may include bags, keys or other items; it is easy for things to become lost or even confused by others. If you find items on the floor or mistakenly take property that belongs to others, turn them into the front desk. Do not forget that we have a zero-tolerance theft policy.
- Park in your designated lot. Last year, you received a new colored tag that indicates your assigned lot. All violations will result in disciplinary action (you will only receive one warning).
  - Individuals assigned to the Chester lot will soon be 'moved' to the garage attached to the Artisan Apartment Building immediately across the street from the current surface lot. You will receive a new pass with bar code for access. UCP will be assigned specific spots on the third and fourth floors of the structure. More information and a timetable will be shared when available. Nothing will change until further notice.
- With the beginning of 2024, we also start our training sequence again (which will include new topics). This means your annual training and annual paperwork signoffs will be due at stated times throughout the year. Pay attention to due dates and complete on time! Not only are these important to keep abreast of educational topics, procedures, and policies they are also required by accreditation, licensure, and funding bodies.
  - We will be kicking off a new *safety training series*. Some topics are already addressed while others (including simulations and drills) will be added. Please contact me directly (email, call or stop by) with ideas. As previously requested and stated, we will address *general safety and active shooter training* utilizing outside trainers, however, there are others that may be beneficial or of interest.
- I will be attending department and program team meetings this year to gather feedback about all topics, including training. Surveys will again be distributed next month.
  - In addition to employee surveys, we annually send surveys to employers and partners in the community. If you have anyone you think we would benefit from hearing their perspective, please send their names along to me directly. We will of course be surveying program participants and families as always.
  - Brunch with Beth will continue monthly (where team members are chosen at random to meet with me and individuals from different departments to discuss topics of interest).
  - We will be kicking off new employee engagement activities, events and communications. If you would like to be part of an expanded Employee Engagement Committee, please be in touch with Desiree.

Thank you in advance for your attention to these matters and for your feedback as we seek to create a better UCP of Greater Cleveland for team members, program participants, families, and the community at-large!

As always, my door is open.

Beth

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