

The Desert Voice

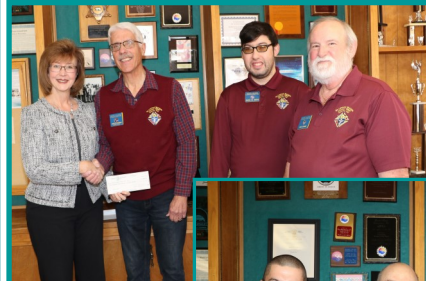
Published by consumers of Desert Haven Enterprises for persons living with developmental disabilities

Desert Haven Enterprises
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Second Half Issue
2019 - 2020

DESERT HAVEN'S CHRISTOPHER ST. MARIES' SERVICE AS A KNIGHT OF COLUMBUS



Christopher St. Maries and his fellow Knights of Columbus have donated more than \$80,000 over the years to Desert Haven through the Tootsie Roll Drive.



Started in 1882, the Knights of Columbus is the largest organization made up of "lay persons" in the Catholic Church. A lay person is someone who is not a member of the clergy, like a priest, for example.

The values of the Knights are charity or kindness toward others, unity, and brotherhood. The group is very active in supporting the community and raises money each year for people with intellectual disabilities...through the "Tootsie Roll Drive." During this event, members

of the Knights stand outside local supermarkets handing out tootsie rolls, while people walking by donate money.

For many years, the Quartz Hill Knights have been donating the money they raise through the drive to Desert Haven and for several years, Christopher St. Maries has participated in making the donation. When asked how he got involved in the Knights, Christopher said that he did it on his own. He was very proud of that fact. He added that he likes what they stand for and he enjoys feeling welcomed and a needed part of the group. Christopher also enjoys helping out with the "Tootsie Roll Drive". In fact, Christopher has been a part of the event for the past six years and has helped to raise a lot of money for Desert Haven.

Great work for your community and for Desert Haven, Christopher!

STAY SAFE DESERT HAVEN

Wear a clean mask that covers your nose and mouth.

Avoid touching your face, including your nose, eyes, and mouth.

Wash your hands often, with soap and water. Use hand sanitizer when soap and water are not available.

Keep your social distance - No less than 6 feet apart

GREAT NEWS!!! We Did It!!!

Thanks to the literally tens of thousands of calls, emails, tweets, and faxes to the Governor and to members of the California State Legislature, Governor Newsom has signed a budget deal that has removed

all proposed cuts to services promised by the Lanterman Act to the I/DD community for the 2021-21 fiscal year!!



Way to Go!!!

Mavis

Consumers of the Month

Congratulations to our fellow coworkers selected by the staff as Consumers of the Month January-June 2020

Work Readiness-EST

Christina Castle
Kristian Moore
Lauren Greppin
Anthony Michaels

Project Independence

Michael Hoffman
Jennifer Clifford

Supported Employment Individual Placement

Justin Hacsi
Stater Bros Mkts (East Palmdale)
January - March

Diego Salmon
Stater Bros Mkts (West Lancaster)
April - June

Great Job and Congratulations!



ATTENTION **2020 Snowflake Ball** **Cancelled**



Unfortunately, due to the continuing pandemic, the Snowflake Ball will not be held this year. However, we already have the ballroom reserved for Saturday night, December 3, 2021 for our next in-person Snowflake Ball and it is going to be a great one!!

Our DJ, Kevin Dobbs of Global Spinners said he will really miss seeing you this year. He is already getting ready for an even BIGGER party next year when we can all get together and dance the night away!

Stay tuned for details on a possible virtual Snowflake Ball sometime in December 2020.

We want to hear from you!

The Desert Voice is a newsletter for and about consumers of Desert Haven Enterprises. If you are interested in sharing a story, poem, photo, artwork, joke...or anything else you would like to see printed in the newsletter, please contact one of the Consumer Advisory Committee facilitators:

Tye Fulton, Lorraine McKesson, or Joey Martinez.

*We want to hear from you...
the amazing and gifted consumers of
Desert Haven Enterprises!!*

CUSTOMER SERVICE TIPS

Featuring: Ian Simpson



During the first Safer at Home order, when most of us were not yet back at Desert Haven, our very own Ian Simpson sent to us a video he had made on Customer Service. Ian has been with Desert Haven for many years. He has worked in the cafeteria and he has worked on the crews out in the community. He has also served as an usher at our Installation and Awards Ceremony. Since January 2019, Ian has been working as a stocker at Walmart Neighborhood Market. So excellent customer service is very, very important in his job.

Ian has learned a lot both at Desert Haven and while working in the community and decided to share his top five customer service tips:

1. **Always Smile** - Ian knows that this is essential in any position in any business. It is important to smile because it shows people that you are passionate about your job and that you enjoy being around others.
2. **Listen with Your Ears and Your Eyes** - Ian said that it is very important to listen to what a customer needs with your ears and always make good eye contact. He knows that if you listen well and really hear what a customer needs, then you can react and take the right action to help the customer.
3. **Learn and Use People's First Names** - Ian likes to introduce himself to others and will politely ask their name. Then, the next time a customer comes to the store, he is able to greet them by name.
4. **Make a Great Lasting Impression** - Ian said that it is helpful to find something in common with others during a conversation and talk about it. Whether that is a hobby or a favorite sports team, finding something in common with someone and talking about it will help them to remember you and to make a good, lasting impression.
5. **Say Thank You** - Ian said that it is very important to say Thank You to the customers every time they come into the store. He added that it is also important to always be polite.

Way to go, Ian!!!

Thank you for reminding all of us of the importance of great customer service!

If you would like to watch his training video, you can find it at <https://www.youtube.com/watch?v=UBo7AWvZXhI&t=123s>. Just type that "address" into the search bar at the top of your internet browser and hit enter.