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Valley's Voice

Valley Services, Inc. *(801)965-8145*
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www.valley-services.org

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Valley Services, Inc. Is Turning 20

Valley Services was incorporated as a non-profit organization on December 22, 1992 with Jon Gilbert as the registering agent. Valley Services, Inc. began with 16 employees in the custodial and grounds departments to provide services to properties owned by Valley Mental Health.

Since 1992 we have weathered many obstacles, including a major fire at the corporate office in Feb. of 2009. Despite such difficulties we have shown our persistence and have continued to grow and achieve our company goals.

Today, we currently have approximately 300 employees in 11 different departments. We have recently been recognized in our community by the Utah Salt Lake Area Public Affairs Council of The Church of Jesus Christ of Latter-day Saints. In June our CEO, Jeremy Christensen, was a finalist for the Utah Region Ernest & Young Social Entrepreneur of the Year. We also received the 2012 Utah Diversity Connections Midsize Company of the Year Award, and just this month Valley Services received the Utah State Homeless Coordinating Committee 2012 Partnership Award.

We are thrilled that each of you are a part of our organization and with your continued teamwork and dedication we are looking forward to providing our community with another 20 years of service.

Dietary Finds a New Home

Valley Mental Health recently sold the South Campus building making it necessary for our dietary department to move from that location. It was decided that VMH's North Valley building at 1020 South Main Street would be the best place for them to call home.

On October 31st Kelly and her staff cooked their last meal for Highland Ridge Hospital. They quickly packed up their belongings and kitchen equipment and were ready to move.

With the help of grounds, maintenance, and paint departments they were able to relocate and resume business as usual on November 1st from their new home.

Congratulations to everyone involved in helping make this a smooth and seamless transition.

Be sure to stop by and check out the new kitchen if you are in the area.

(Top Picture: Sheri Sorenson and Kelly Woolsey. Bottom Picture: Tammy Morrow)

"Thank you to everyone who returned their Employee Satisfaction Survey"

Message from the CEO

Jeremy Christensen

What a great year so far! Sure, some bumps and bruises along the way, but overall employment positions increase, our recognition in the community grows as a leader in social enterprise employment.

Thank you to everyone who returned their Employee Satisfaction Survey and wrote comments and ideas to help us improve. We have compiled the results and are working in management to continue doing the things we do well, and reconsider ways to improve based on the feedback employees gave.

One of the things that stood out in comments from our employee survey is that we can do a better job complimenting and recognizing employees for a job well done…and of course pay more☺ I have heard you. I intend to work to improve in this area myself and encourage us all to do the same.

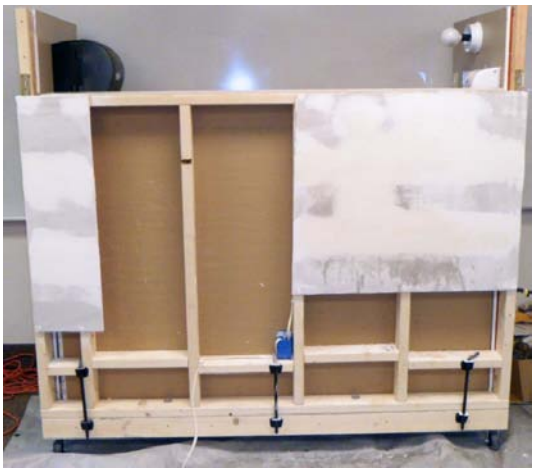
We have many exciting and new prospects on the horizon, and I am personally very grateful for the opportunity to be a part of Valley Services and work daily with all of our dedicated employees. Please feel free to drop by and say hi anytime, submit ideas for improvement and continue delivering exceptional customer service!

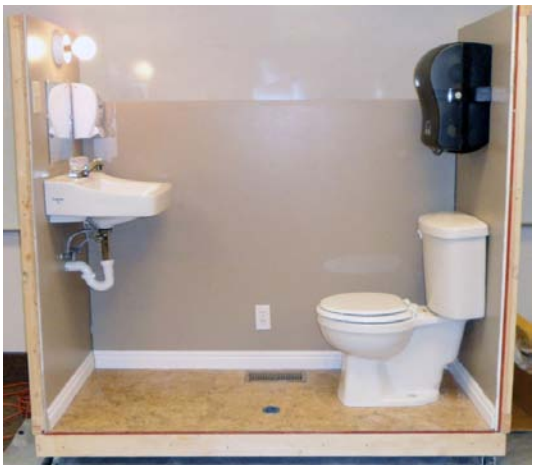
Education Department Puts Expertise into Training Refugees

Rob Ferris

The Education Department received a contract with the Department of Workforce Services to conduct a 12-week training program for refugees in five general labor fields that Valley Services specializes in: Custodial/Janitorial; Landscaping; Maintenance/Handyman; Painting/Dry Walling; Food Safety/Food Services. Our task was to provide 6 weeks of classroom instruction and 6 weeks of on-the-job training to refugees from: Bhutan, Thailand, Sudan, Iran, Rowanda, Brundi, Ethiopia, and Berma. Valley Services partnered with the Granite School District, Housing Authority of the County of Salt Lake, Palmer Court and other community partners to provide actual worksites for our students to train.

The program has been a great success through the consolidated efforts of the grounds department, custodial department, maintenance department and the painting department who not only provided equipment and guidance in development of the of the course curriculum; but a special "***Thank You***" goes out to the painting department who also provided instructors to train and supervise our refugees on the various job sites.





(Pictures on the right are of the training module constructed in the classroom by students to learn basic construction, plumbing, electrical, dry walling and painting and also used to train on custodial and janitorial.)

Going the Extra Mile

"In every moment we have a choice to excel" – Marilyn Suttle

We continue to receive many compliments from our customers regarding excellent customer service. Here are a few:

"I just want to tell you how AMAZING the tile looks at Admin. When we came in yesterday everyone commented on how great the tile looked. Last night when I left, they were working on the tile on the second floor and I let the guys know how many compliments I heard yesterday. Just wanted to share this with you. Thanks for all you do!" Mendi W (VMH Administration)

"I would just like to take a moment and commend Gaelee for her dedication and thoughtfulness in performing her duties at North Valley. She has exhibited exceptional dedication and professionalism in taking care of any requests or needs we have here at JDOT…she has been cooperative and fast in helping me solve whatever problem exists... I hope Gaelee knows how much she is appreciated." Teddy W. (VMH North Valley)

"I just wanted to let you know what a great job your crew did when they delivered and set up the tables and chairs for our banquet. They were very helpful and went the extra mile to provide excellent customer service. Thanks!" Cindi P (VMH Valley Woods)

"I have been reviewing the cleaning done by your staff. My inspections have turned up no unattended to details. All the staff members at the Landfill are pleased with the work done." Dan (Landfill)

"I just want you to know "again" how wonderful Kelly Woolsey is. She is so responsive to me even when I have to increase orders at the drop of a hat. I can tell she really works hard for Valley Services…The creativity Kelly and Winter put into our themed Board Meetings has been really great. My husband was even impressed with the high quality of your box lunches that I took home after a recent meeting. Thanks to all that you do!" Cyndi F (VMH Administration)

"We are so happy. Our ramp in the garage is a work of art. We are so grateful to your men for the wonderful job they did… Your organization has always been number one in the quality of work that they have done for us and we thank all of you very much." Mark and Claudia R.

Grounds Concludes Busy Summer

Russ Herlin

The Grounds Department has just finished up a very busy summer season. VMH has kept us on the "move" as South Campus and other programs have changed buildings. We were awarded some new contracts with West Jordan City, Project Reality, and Salt Lake City Housing. We added some new employees: Austin J., Matt B., James F., RD H., Jason H., Ricky L., Chris S. and Casey N.

With some long days and hot temperatures our employees have done a great job. Thanks to everyone for your hard work.

Employment Mentor Training Continues

Marla Hampshire

Our Employment department has been getting more work and is becoming more self-sustaining. We love working at Midvale Station and appreciate all of the support we get from Rob and his team.

We appreciate all the support that everyone has given to us in attending and participating in the mentor training classes. If people have suggestions on subjects for the coming year, they are very welcomed.

Upcoming Events

Annual Awards Party	Sat., December 15th
Christmas Holiday	Tues., December 25th
Valley Services Inventory	Mon., December 31st
New Years Holiday	Tues., January 1st
Martin Luther King, Jr. Holiday	Mon., January 21st
Presidents' Day Holiday	Mon., February 18th

SAVE THE DATE: Annual Awards Party December 15th

HAPPY BIRTHDAY

DECEMBER
ISAAC MCDONALD
RODNEY SLADKY
DAVID HOWELL
JAY MILLER
DARRYL BROWN
KENNETH ELLINGTON
ELJAK BIAR
JOYCE EDWARDS
LEAH WALLACE
AMBER BARTLETT
MICHAEL JENSEN
OMAR ROJAS
JOYCE SALIPOPO
KEVIN PACK
DEBORA LEE
RICHARD RUNYAN
KEVIN SCHOFIELD
CHRISTOPHER WICKHAM
BRANDON BULLOUGH

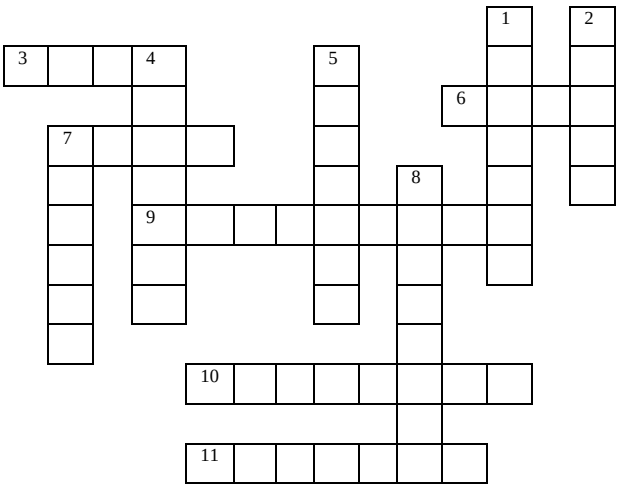
HAPPY BIRTHDAY

JANUARY
HARMONIE BUTCHER
LUKA KANG
JAMES FARR
ANTONETTE ROSENBERG
JOHN CHADWICK
CHANDLER BIRD
RANDALL PARSON
KERRY DALY
CRYSTAL BELL
CHRISTER HAUGSOEN
JOHN HICKMON
RONALD THOMPSON
JACK FUENTES
JUSTIN HEPTING
JOSEPH RANSON
TODD NAPIER
DIXIE MEMMOTT
SUSAN MOORE
RANDY JOHNSON
DAVID LOWE
DAVID REINKRAUT
KIRK YOUNG

HAPPY BIRTHDAY

FEBRUARY
ROBERT FERRIS
STEVEN FLATTRE
BREAUNA THATCHER
CHRISTIAN HERMAN
DOROTHY ACUNA
GERALD CLARK
JONATHAN GURR
SCOTT SORENSEN
DUSTIN VINCENT
BRIAN NEILSON
LANCE STUDEBAKER
IOLA BERRETT
MICHAEL GUSTA
JOHN TURNER
MICHAEL CAMPBELL
CAROL PREWITT
MICHAEL GUYMON
CURTIS WILLIAMS
DION LEE
TAMMY NORTON

CHRISTMAS PUZZLE



ACROSS
3 Children like these kind of gifts
6. French for Christmas
7. Flakes from the sky
9. Holiday plant that if you stand underneath it, you might get kissed
10. Time away from school or work
11. Wishes

DOWN
1. A treat for Santa with milk
2. Plant used as Christmas decoration
4. Frosty is one
5. Reindeer with a shiny nose
7. Time of year
8. Hung for Santa to fill

ACKNOWLEDGEMENTS

Valley Services, Inc. would like to recognize the following organizations for their generous grant contributions:

American Express
Ashton Family Foundation
Bank of the West
R. Harold Burton Foundation
Community Foundation of Utah
King Family Foundation
Masonic Foundation of Utah
Salt Lake Rotary Foundation
Sorenson Legacy Foundation
United Way Basic Needs Grant

Answers to Christmas Puzzle

ACROSS	DOWN
3. TOYS	1. COOKIES
6. NOEL	2. HOLLY
7. SNOW	4. SNOWMAN
9. MISTLETOE	5. RUDOOPH
10. VACATION	7. SEASON
11. TIDINGS	8. STOCKING