

ACAP UPDATE 10-09-20

Dear ACAP Members,

We are about a month into our “new normal” of full-day onsite programs and virtual offerings. We are continuing to adjust to new practices and procedures onsite, and to refine and improve our virtual approach.

Please note these reminders about making your experience at ACAP successful:

- Please attend during your scheduled days at ACAP, both onsite and virtually. Please err on the side of caution if you are feeling ill during these days of COVID. However, if you are well, please attend ACAP as you are scheduled. ACAP does not receive funds for missed days or classes. In these challenging times, we need our members to commit to participating in ACAP programming as scheduled.
- ACAP strongly advises that all onsite members receive flu vaccinations this year. For more information on flu vaccinations, please click this link: [flu information](#).
- We have sped into fall here in Wisconsin, which means changeable weather. If you attend onsite, please remember to dress for the weather with lots of layers. We are going outside whenever possible, so be sure to plan for staying warm while outside.
- Please put labels on your clothing. Every year, our lost and found overflows. Labels help us get items back to their owners.
- Please adhere to ACAP’s 30-minute windows for drop-off and pick-up. Drop off is from 9:00-9:30 am. Pick-up is from 2:30-3:00 pm. Arriving and departing outside of these timeframes affects programming and staffing. If you are late, please call to let ACAP know. If you must leave early, please also call the office to make arrangements.
- Below is new information that will be included in Member Handbooks moving forward:

ACAP COORDINATORS

Each member at ACAP will have a staff member assigned to them as a coordinator. ACAP coordinators will be our “resident experts” on their respective members. Among other things, Coordinators are asked to:

1. Be the first line of communication to members about ACAP programming, activities, and procedures.
2. Facilitate and monitor member experiences at ACAP.
3. Troubleshoot or help members problem-solve concerns about their ACAP experience.



ACAP values the adult relational skill of being able to work with a variety of personalities and interests. To that end, we ask our members to make good faith efforts to get along with everyone at ACAP.

In the rare occasion that conflict emerges between a member and ACAP staff that we are unable to bring to an acceptable level of mutual comfort, we will allow members to request a change in coordinator. These requests should be directed to the Executive Director, who will schedule a conversation to discuss the impasse and make a judgment about proposed changes. In a related way, if ACAP members express discomfort with any staff providing personal cares or other personal service that cannot be mediated, ACAP will allow members to choose staff for these services, within reason. Again, the first step in this process is to speak with the Executive Director.

Please see our Grievance Process in the Member Handbook for related information.

Thank you for your support,

Sandra Gines, Executive Director