



The bi-weekly newsletter of the Montgomery County Intermediate Unit

# MCIU CONNECTION

www.mciu.org

March 20, 2009



## Golf Classic to Support Special Needs Children: Your Help is Needed!

The 10th Annual Golf Classic hosted by the

Montgomery County Intermediate Unit Education Foundation (MCIUEF) will be held Monday, May 11th at the Blue Bell Country Club. This is one of two annual fundraisers the Foundation hosts to benefit special education students.

In order to support this great initiative, the Foundation NEEDS YOUR HELP. There are a number of ways in which you can help:

1. While shopping, if you see something which could be used in a gift basket, please purchase it and donate it to the Foundation. This donation is 100% tax deductible.
2. Please “re-gift” any gift(s) you don’t want to the Foundation.
3. Solicit shopkeepers for donations. When you are in the market, or a small boutique, or at the hairdresser, favorite restaurant, autoshop, even your dentist (who may want to donate a tooth whitening), simply ask for a gift certificate. It helps to take a brochure and letter with you. Sometimes the company will keep these letters for their tax purposes. Call Debbie Conaway at ext 110 to request a few brochures and letters.
4. If you have a friend who is a CEO, CFO or owner of a company, ask if he/she would be interested in sponsoring a golf hole, golf balls, making a donation, etc. If you make the solicitation to this individual and he/she is interested, contact Jeanmarie Mason and a member of the Foundation Board will follow up.

If you have a gift to drop off and are able to come into the MCIU, there will be a box in Supervisor, Howard Levy’s office, located in the Special Education Department. If you don’t come in to the MCIU, please ask your supervisor or another MCIU employee to bring the gift in to the Administrative Offices.

Remember all donations to the Foundation are tax deductible because it is an approved 504(c)(3) organization.

Please help to make this the best year ever for the children we serve!



As a follow-up to the customer service trainings in late January, *MCIU Connection* will include a series of tips to help staff provide excellent service to those we serve.

## What to Do When Things Go Wrong

- ☺ Offer an unequivocal apology. Indicate what you will do to solve the problem and ensure that this problem will not happen again.
- ☺ As much as possible, try to bring to the customer a solution rather than dwelling on the problem.
- ☺ Do not share your problems, no matter how legitimate they might be...it is only an excuse from the customer’s viewpoint.
- ☺ Practice and rehearse what you plan to say to your customer to earn back his/her confidence. Praise yourself for remaining calm and focused on your goals.



John Hampton, MCIU Field Service Technician, built an MCIU Pontiac Grand Prix model car complete with the MCIU’s logo and designated number, 23. John’s hobby is building antique model trains and cars. It took him about 40 hours to create the MCIU car, which he bought as a finished car, stripped it down to bare metal, and redesigned. John says he was motivated to build the car by “cold weather and boredom.”



**MONTGOMERY COUNTY  
INTERMEDIATE UNIT**

*An Educational Service Agency Supporting School Excellence*

**MCIU Connection**

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**Questions? Comments?  
Story Ideas?**

Contact Kristen Rawlings  
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**Collect your Labels to Support EI Students**



**W**ould you like to support our early intervention students with new instructional materials and educational toys?  
With your help, the Montgomery County Intermediate Unit can obtain FREE merchandise for our students through the The Labels for Education™ program. Organized through the MCIU's Business Office and Special Education Division, this program will help with the purchase of materials that are not covered under the general operating budget, such as new computer games for toddlers. The IU currently serves nearly 2,000 children, ages 3-5 years old, in Montgomery County.

Participating in the program is easy — simply save proofs of purchase from participating Campbell products and deposit them in one of the Campbell's soup collection bins located in the MCIU lobby and lunch rooms.

Some of the products eligible for redemption during the 2008-2009 program year include Campbell's® soups; SpaghettiOs® Pasta and Pepperidge Farm® breads, cookies, crackers, and frozen products.

Campbell's also has made it easier for the MCIU to reach our collection goals with products worth 5 points! These include 26 varieties of condensed soup in specially marked cans among other products.

The labels on eligible products will be displayed as such:



Visit [labelsforeducation.com](http://labelsforeducation.com) for a complete list of eligible products and point values. Help multiply our efforts by asking your friends and family to collect proofs of purchase on behalf of our students.

**MCIU Snapshots**



Channel 10 and the *Times Herald* provided coverage of the Academic Competition hosted by the MCIU on February 26th. The *Times Herald* online story included a video clip of an interview with Maria Johns, event coordinator. Channel 6 also covered the kick-off event for the Reading Olympics on March 9th.

A total of 1,085 teachers were nominated for the MCIU and Freedom Credit Union's 3rd Annual Voices of Inspiration Award for Teaching Excellence. Nominations came from all 21 districts, the MCIU and 8 private schools. Last year's nominations totaled 759. The awards ceremony will be held on May 7, 2009 at Normandy Farms.



**Luck of the Irish to ya!**

Staff turned out in green to enjoy Salad Bar Day sponsored by the SPIRIT Committee on St. Patrick's Day.

**Holiday Schedule 2009-2010**

July 3	Independence Day	Jan. 18	Martin Luther King Jr. Day
Sept. 7	Labor Day	Feb. 15	Presidents' Day
Nov. 26-27,	Thanksgiving Break	April 2	Spring Break
Dec. 24, 25, 31 & January 1	Winter Break	May 31	Memorial Day