

Explore the Careers that Interest You with Michigan Works!

When Ben Poquette tells people about his Michigan Works! Summer work experience, it is sure to turn a few heads. Ben has been working at Tondin Ross and Freeman Funeral homes as a culmination of months of preparation and planning within the Michigan Works! system.

It all started earlier this winter when Tanya Maki, a Career Development Consultant with Michigan Works!, visited the Iron Mountain high school to give a presentation about the opportunities available to help youth learn what it takes to become successful in a career of their choice.

Ben was interested because it was a chance for him to learn what future employers expected from their employees, and to learn some of the basic job seeking and job retention skills in an area of interest to him. Over the next couple of months, Ben participated in the Michigan Works! Ready for Work workshop, and other various ca-

reer preparations activities through Michigan Works!. These activities helped Ben to determine what he wanted to achieve, and then to set goals to guide his career exploration. In determining his goals, he decided that he would like the opportunity to learn about a somewhat unconventional career field for youth. Ben was interested in learning about the career of a funeral director.

Tanya and the Michigan Works! Staff set out to find a suitable business in which to place Ben for a summer internship. Several area funeral homes were discussed, but in the end, Tondin Ross and Freeman Funeral Home was determined to be the best location. Plus, Tondin Ross and Freeman already had previous experience working with youth, and guiding the development of their career goals, so the location was excellent for a summer internship.

In his summer internship, Ben was given

immediate opportunities to learn about the majority of the business. His activities were very hands-on, and involved much more than one would have guessed. Ben was taught the various aspects of sales because he was involved with helping families to make funeral arrangements, like choosing a casket. He learned an enormous amount about customer service because he was often tasked with helping to console the grieving families and friends of the deceased. In addition, he learned about some of the behind the scenes aspects of the business.

By accessing the Youth Works! Services of Michigan Works!, Ben was able to gain quite a bit more than he would have through the average youth summer job. He had the opportunity to plan for his future career, and was given an intense, hands on look into his career field of interest. Opportunities like these best prepare our area's youth for the workplace because the



Ben Poquette spent his summer working with Tondin Ross and Freeman Funeral Home

youth truly know what will be expected of them in the workplace, and are therefore able to plan accordingly from the very beginning of their career progression. Michigan Works! and Tondin Ross and Freeman Funeral Home was a winning team in guiding Poquette down his career path, but what can we do for you?

For more information about the Youth Works! Services of Michigan Works!, please contact your local Michigan Works! service Center.

Treating Everyone With Equal Respect is the Key to Success!

Is your business making itself available to all of your possible business customers? Of course, the ideal business situation is to make as much profit as possible, and to access all the customers who are interested in purchasing your business's products and services.

The United States currently has a vast pool of roughly 53 million individuals with disabilities who together represent an estimated \$800 million in spending power. For such a vast group of individuals, with such a large sum of money to spend, one would think that businesses would be jumping at the chance to recruit these individuals to their stores and offices, but the harsh reality is that many business owners do not recognize individuals with disabilities as being our country's largest minority group, or they are insecure about the possibility of working with individuals with disabilities and therefore overlook the opportunity.

According to estimates provided by the 2000 census, 53 million, or 1 in five Americans currently has a disability. But this number is expanding. Due to the aging baby boomer population, it is expected that by 2010, 1 in 3 Americans will be an individual with a disability. That's an estimated 1 in 3 Americans who have jobs, work experience, retirement accounts, and money to spend on the items or services that your business supplies.

These individuals are also active members of your area's labor pool. Businesses often state that they find it difficult to find employees with the needed education or ex-

perience. Individuals with disabilities often have the required skills and the required education to do the job, and to do the job well. But often, these individuals find it more difficult to actually obtain the jobs for which they are eligible than would a person without a disability.

Overall, inexperience with disabilities is generally what causes problems. Businesses may fear costs, be afraid that they don't know how to work with the disabled, or may fear that they might inadvertently do or say something rude. Relax. Treat an individual with a disability with the same level of respect and courtesy that you would treat anyone else, and you will do fine.

Of the current 1 in 5 Americans with disabilities, 16% of these individuals use mobility devices like crutches, canes, wheelchairs, etc. These individuals face the greatest physical barriers in our community. Take a look at your business. Do you treat these individuals with the same respect that you would treat anyone else? You wouldn't place barriers in your office to inhibit individuals without a disability. Therefore, if you are treating everyone equally, you should remove the barriers that are inhibiting individuals with disabilities. Respect their mobility.

Does your staff know the proper etiquette when working with an individual who is using a wheel chair or other mobility device? The basic etiquette for these individuals is quite simple. Treat them with the same respect that you would anyone else. Look them in the eye when speaking,

which might require you to sit in a chair so that you are not "hovering" over them. Respect their personal space; the wheelchair is personal space. You wouldn't lean on the shoulder of a standing stranger, therefore, don't use a stranger's wheelchair to prop yourself up.

Of the individuals with disabilities, 49% have either vision or hearing impairment. Again, treat them equally. If a person has a hearing impairment, speak clearly and face them when you are speaking so that if they know how to read lips, they will be able to do so. Hire a sign-language interpreter if it's necessary. Businesses print signs for seeing individuals, why not treat everyone equally and have important signage include brail? Screen reading and zoom software is also becoming pretty good, and is readily available for public and office computers. Give these individuals the same respect in communication as you would individuals who do not have these disabilities.

33% of individuals with disabilities have a medical condition like heart disease or diabetes. If your employees or customers have medical conditions, be flexible with scheduling. You may need to change some schedules, or rearrange some projects to allow individuals to take the breaks they need for medication or rest. But when considered closely, the needed changes will have no effect on the final outcome, or productivity of your business.

Another item to be aware of is that the majority of people with disabilities have an "invisible" disability. These might consist

of medical conditions that are not outwardly visible, or of cognitive disabilities. Overall, remember to treat everyone with the same level of respect. If you allow an employee *without* a cognitive disability the time they need to read and understand a document, do the same for an individual *with* a cognitive disorder. It may take longer, or may require the use of an accommodation, but in the end, all that you have done is given them the same level of respect: nothing more.

Overall it is important to remember that these individuals might be the employees that you need, or the customers that will spend money with your business. Look at the person's abilities and not their disabilities, and treat them with the respect that they deserve. If you treat individuals with disabilities with respect, and make it known that they are welcome in your business, your business will do better.

Remember, as the saying goes, one dissatisfied customer will tell upwards of ten people about their negative experience, which will translate into lost customers. If you treat everyone with the same level of respect, hopefully your level of satisfied customers will increase.

However, if you treat everyone with the same level of respect, yet your customers are all still dissatisfied, then you have a completely different problem. If this is your situation, feel free to contact Michigan Works! and ask what services and workshops are available to improve your level of customer service.



NMU School of Nursing Reaccredited

The School of Nursing at Northern Michigan University has received full accreditation for 10 years from the Commission on Collegiate Nursing Education. The CCNE approval came with no recommendations.

“Accreditation is a choice, not a requirement, but we look at it as a form of quality assurance,” said Kerri Schuiling, associate dean for nursing education. “We also try to emphasize to students that, while it may not seem important to them now, graduating from an accredited program is a mark of distinction and achievement that can make a difference in their ability to secure future employment or admission to graduate school.”

As part of the accreditation process, the School of Nursing had to submit a thorough self-report. The CCNE followed up with an on-site visit by four representatives, including a nurse practitioner. They met with officials and staff from Marquette General Hospital, the Marquette



County Health Department and other community agencies. They also attended classes, met with NMU students and administrators, and toured campus facilities.

“They were especially impressed with our facilities in the New Science Facility, particularly our state-of-the-art Nursing Technology Center,” Schuiling said. “We also provided each visitor with a laptop while they were here, which allowed them to complete their reports in a timely manner from wherever they chose to work – on campus or in their hotel rooms. Our students explained how they use the computers in their classes. The visitors came away appreciating the fact that our nursing students are comfortable with technology, which helps prepare them for occupations that are becoming more high-tech all the time.”

The program was previously accredited through the National League for Nursing. Schuiling said the CCNE offers a more dynamic process that combines an emphasis on educational quality and outcomes with support for moving forward with new initiatives.

“The accreditation process requires a great deal of time and effort,” she added. “You can’t pull it off in isolation. We have a dedicated and committed faculty. This effort was only successful because of the combined work of the total faculty.”

Thinking About Graduate School?

Have you been thinking about strengthening your education and career by going to graduate school?

Graduate school can provide a whole new lease on your educational outcomes and quite possibly the most wonderful thing about graduate school is the movement into a setting with a smaller group of peers that share some of the same motivations as you. This allows you to be creative and think outside of the box.

Here are a few things to consider when looking into and applying for graduate school.

First, you need to decide in what area of your interests you want to specialize. For instance, do you want to work with wild-life in the field? Or do you want to perform your research in a lab? Do you want to be a scientist, working toward your Ph. D.? Or, do you want to be a practitioner, using your graduate education to improve your own marketability and increase productivity and understanding in your career?

Only after you decide what your specialty will be – and how you wish to use this information – can you begin to match your desires to a university program.

Hopefully, your search for an ideal graduate program will turn up multiple possibilities. If so, apply to them all. But, at the very least, make contact with three programs and fill out each university’s respective application forms.

The application process is essential to getting your information into the pool of applicants at that particular university. It also works as a vehicle to establish contacts at each university, whether they are counselors or faculty members. The contacts you make at each university you apply to will help you immensely in the final graduate school choice and continued selection process.

Members of the faculty and staff at each university can help you inquire about financial aid via both graduate assistantships and federal loans. They can also help steer you in the right direction with

Scholarship Established for Bay’s West Campus Students

A new scholarship fund to assist Bay College students attending the new West Campus in Iron Mountain has been established by William and Margaret Trudell of Iron Mountain.

“The new West Campus of Bay College is a milestone in higher education for the Iron Mountain/Kingsford area. Many students may choose other colleges for specialized training. However, others may not have that option and now can remain in the local area, gaining skills to better their employment opportunities. Our desire is to help the Bay West Campus grow by providing scholarship support for area students exclusively. The best statement we can give, referencing the ribbon cutting and quotes of last week, ‘One thing about Iron Mountain; you either stay here or you come back...with a love to help the hometown and encouragement for others to do the same,’ said Bill Trudell in establishing the fund.

The Trudells also cited the significant economic impact the campus will have for the Iron Mountain area, noting the Delta County area estimates an \$11 return for every \$1.00 of taxpayer support. This results in nearly \$30 million of business volume for Delta County.

William Trudell is a native of Iron Mountain,



questions about housing concerns for you and your family, and assist in answering questions about specific required testing to complete the application process.

One thing you must decide for yourself, however, is what balance you will need in your life while completing graduate study, considering everything from scholarship to family to career. Each graduate student needs to balance what his/her primary importance is—whether that is schooling or family—with secondary and tertiary needs.

But, if you know what you want and are willing to take the disciplined steps to reach that goal, most graduate school students say the experience will be like nothing you’ve ever experienced before.

Still curious? Then call the NMU College of Graduate Studies and Research at (906) 227-2300, or visit the website at www.nmu.edu/departments/Collgradstud.htm



tain, graduating from Iron Mountain High School in 1954. He graduated from Michigan Technological University in 1958 with a degree in mechanical engineering and spent his professional career employed by Quaker Oats, which is now a subsidiary of Pepsico.

Margaret Olson Trudell was born and raised in Gladstone, Michigan, graduating from Gladstone High School in 1955. The Trudells were married in 1959 and returned to the Iron Mountain area after his retirement from Quaker Oats in 1994. Both are actively involved in the community and with their family. The Trudells have three adult children, Dana Nunne, Ohio; William, Illinois, and Christine, Iron Mountain. They also have three grandchildren.

According to the Trudells, “We are committing over \$100,000 to establish a trust fund which will generate income sufficient to support an ongoing scholarship award program. To ensure immediate results, \$10,000 will be made available immediately to make awards for the fall 2003 semester.” Students from Dickinson, Iron, Menominee, Marinette, Forest and Florence counties demonstrating financial need may apply for the awards. Applications are available on the Bay College website at www.baycollege.edu or from the new West Campus facility located at 1401 South Carpenter Avenue in Iron Mountain, (906) 774-8547.

During the 2002-03 academic year, more than \$35,000 was awarded to Dickinson County residents attending Bay College. Scholarships dedicated specifically to Dickinson County students are supported through the Bay College Dickinson County Golf Outing Scholarship Fund, International Paper, Iron Mountain/Kingsford Woman’s Club, Dr. and Mrs. Ted Fornetti Scholarship Fund, the Jack L. Gingrass Scholarship Fund, and the Joyel Brule/Gary Latourelle Scholarship Fund (for nursing students) and the Alice Hooper Taylor Memorial Scholarship Fund. Endowments are administered by the Bay College Foundation, an independent 501(c)(3) non profit corporation established solely for the benefit of Bay College students.

For questions concerning the Bay College Foundation and scholarship program, contact Carolyn Bissell at 786-5802, ext. 1137 or call 1-800-221-2001.

New Scholarship Fund Established Through Bay College Foundation



The largest gift in its 41-year history has been received by Bay de Noc Community College Foundation. According to First Bank President, Michael Nardi, a new endowment from the estate of the late Arne J. Maki and Violet Maki has recently been established.

“It is with great honor that I am able to present to the Bay College Foundation this significant gift from the trust of Arne and Violet Maki. This bestowal attests to their strong support of education and will assist with the college education of students who may not otherwise have such an opportunity. As we remember Arne and Violet today, we acknowledge their great contribution to our community and to Bay College,” stated Nardi.

“Arne and Violet Maki have been ardent supporters of Bay College through the years,” said Carolyn Bissell, executive director of the Bay College Foundation. “This is a great tribute to their commitment to education and to the local community. We are deeply grateful for their generosity.”

Arne J. Maki was born in Marquette on May 5, 1910 and was a veteran of World War II. He graduated from numerous banking schools, including the University of Michigan, Northwestern University and the University of Wisconsin Graduate School of Banking. Throughout his life he had been employed in the banking industry, starting with Union National Bank in Marquette.

He left his position as assistant trust officer there in December 1948 to accept an officer’s position with First National Bank of Escanaba (subsequently MFC First National Bank and Trust Co., now Wells Fargo.) He retired as president of the bank in 1976 and from the Board of Directors in 1980.

Violet Wester Maki was born September 4, 1912 in Marquette and graduated from Graveraet High School. The Maki’s enjoyed their retirement in Stuart during the winter months and Escanaba during the summer. They devoted much of their time and attention to supporting local organizations, such as the Chamber of

Commerce, the American Red Cross, the United Way, and the Boy Scouts, as well as to the Escanaba Country Club and St. Stephen’s Episcopal Church.

Arne Maki was involved in numerous civic organizations throughout his lifetime. He served as president of the Chamber of Commerce, the Escanaba Noon Kiwanis, chairman of the Escanaba Planning Commission, Group One of the Michigan Bankers Association; member of the Economic Development Corporation, and as an investment officer for the Police/Fireman’s Pension Fund.

Arne Maki was also actively involved in Marquette Lodge 101 Free & Accepted Masons and an associate member of Delta Lodge 195. He also was a charter member of the Delta Shrine Club.

Violet Maki passed away on May 11, 2003 and was preceded in death by Arne Maki on July 29, 1995. The Maki’s are survived by one son, Stephen, of Escanaba.

According to trust officials from First

Bank’s Trust Department in Escanaba, the

endowment is established with a transfer of more than \$600,000 in assets. Eighty-five (85%) percent of the interest income generated from the endowment will be directed to financially needy students attending Bay College. The balance of 15% will be reinvested.

The Bay College Foundation was established in 1972 to manage donations and endowment for Bay College. The Foundation is a separate 501(c)(3) non-profit organization and is governed by a 13 member Board of Directors. The Foundation currently has assets over \$4 million and awards more than \$200,000 in scholarships to Bay College students each year.

For additional information about the endowment or the Bay de Noc Community College Foundation, contact Carolyn Bissell at 786-5802, ext. 1137.

Youth Works! Creates Learning Opportunities for Schoolcraft County Youth.

There is no doubt about it; the summer of 2003 has been a challenging one for teens who are seeking employment. In recent summers, the job market has afforded teen’s nearly limitless opportunities. Area youth could easily pick what job opportunities met their personal interests, educational needs, or preparation for future career goals.

With a National teen unemployment rate exceeding 19%, compared to an overall national unemployment rate of 6.4%, teens have found this year to be much more difficult to find employment opportunities. However, Michigan Works! in Schoolcraft County and its Youth Works! initiative have partnered with local business to provide work based learning opportunities to eight area teenagers.

These Youth Works! job opportunities are as varied as the motivated teens whom have been placed in them. Mandy Snyder,

a Manistique Area Schools Senior is working at the People’s Store in downtown Manistique. Mandy has been learning about retail merchandising; and building valuable customer service and problem solving skills that will last a lifetime.

A little further down the main street in Manistique, Mike Uptmor is working at Budget Dollar. Mike has been working with the store to manage new inventory as it arrives. Mike has been re-arranging current merchandise to make room for new merchandise displays.

Nearly 40 miles away in the resort town of Germfask Cody Anderson is working with Northland Outfitters. Northland Outfitters specializes in outdoor recreational experiences, which profile the beauty of Michigan’s Upper Peninsula. Cody is working with Northland Outfitters, primarily in their canoe and kayak livery. Mike oversees equipment rentals, ensures customers receive proper safety equipment, and provides advice to customers so they realize a great experience while canoeing or kayaking on the Manistique River.

Meanwhile, in neighboring Delta County, at Fayette State Park at the tip of the Garden Peninsula, Adam Dennis is working at this historic ghost town. Adam a Big Bay de Noc High School student, and resident of Cooks, MI is performing a variety of duties at Fayette. Adam said the part he likes best is “being able to work outdoors most of the time.” Adam rotates between

the maintenance and grounds work teams. Adam has been working to maintain the grounds including lawn mowing, and other maintenance functions. In addition, he works with the building maintenance crews. His supervisor, Randy Brown is very supportive of the Youth Works! program, and is pleased with the performance of Adam.

As you can see Youth Works! provides exciting opportunities for many of the areas youth. Equally important, is the involvement of the business community. The partnership local businesses create with The Job Force Board to facilitate the Youth Works! program are the vital building blocks to strong workforce development.

The business which participate, are providing an opportunity to area youth to not only earn a paycheck for 5 – 6 weeks during the summer, they are also providing a valuable learning experience to these youth. Many of the participants in the Youth Works! summer initiative noted that their work experience will assist them in their final years in high school, or as they advance in life.

“Michigan Works! has vast services available to our area’s youth,” said Will Carne, President of the Job Force Board. “Our youth are our future, and we feel privileged to provide services intended to prepare youth for the workforce, and to help youth find their first work experiences.”



Cody Anderson assists a couple renting a canoe at Northland Outfitters with another employee.

The Youth Works! Services are vast and range from workshops intended to increase soft skills, to helping youth find their first job experiences. If you would like to learn more about Youth Works! please contact your local Michigan Works! Service Center. The contact information for each is listed on the back page of this issue.



Mandy Snyder arranges a clothing rack at the People’s Store in Manistique, MI.



Adam Dennis, Youth Works! participant, and Randy Brown, Fayette State Park Superintendent.

COMMUNITY EVENTS



Ready for Work?

Ready or not, Michigan Works has unveiled a new and exiting initiative called "Ready for Work." This workshop series responds to the needs of the business community and helps provide businesses with quality entry level workers who have a solid understanding of workplace requirements.

For more information, contact your local Michigan Works! Service Center.



www.jobforce.org 1-800-285-WORKS!

Equal Opportunity Employer Michigan Relay Center (1-800-649-3777) Auxiliary Aids & Services Available to Individuals with Disabilities.

Benefit from workshops at Michigan Works!

Managing Change/Assessments- Easy to do assessments that help you bring your hidden skills and talents out. They also help you decide what interests you have. The workshop includes discussions on current issues.

Computer Basics- Learn basic computer skills, the components of the computer, and how they interact. Learn to use word processing software to create resumes and cover letters and how to use the internet as a tool for your job search.

Computer Lab- Utilize computer systems to do your job search, access educational websites, practice typing, OPAC, and follow up or complete any assignments.

Resume, Thank you & Cover Letter writing- Discussion and tips on how to write an effective resume and cover letter that will get you noticed.

Labor Trends/Job Search- Learn new techniques that you can apply to your job search, both online and in networking. Learn to use labor market statistics to help you decide what choice or employment your future has to offer.

Ready for Work- *Would you hire you?* Learn about employment issues and get tips for interviewing. Knowing the right things to do and say when job hunting can make you successful.

Budgeting/Self-Assessment Review and Occupational Outlook- We use this time to review assessments from Monday's class and also to present you with budgeting alternatives and forecasts for specific occupations.

Networking- Discover successful job search methods. Leave with a better understanding of the power of networking and how your own personal list of contacts can help you find employment.

August 25 & 26

MIOSHA-OSHA Construction 10 hour training

M-TECsm at Bay College
Call (906) 786-5802 x 1510 for more information

August 27

Business After Hours

Held at the Island Resort and Casino
Sponsored by RRN
Call the Delta County Chamber of Commerce
For more information (906) 786-2192

September 3

Lake Superior Partners in Educations

Holiday Inn
Call the Lake Superior Community Partnership
for more information (906) 226-6591

September 5

Forklift operator

M-TECsm at Bay College
Call (906) 786-5802 x 1510 for more information

September 12

Crane Inspection Training

M-TECsm at Bay College
Call (906) 786-5802 x 1510 for more information

September 15

Business Showcase

Northwoods Supper Club
Call the Lake Superior Community Partnership
for more information (906) 226-6591

September 19

Confined Space Training

M-TECsm at Bay College
Call (906) 786-5802 x 1510 for more information

September 24

Business After Hours

Log Cabin
Call the Delta County Chamber of Commerce
For more information (906) 786-2192

October 13

Business After Hours

Constant Training
Call the Lake Superior Community Partnership
for more information (906) 226-6591

Find us on the web at: www.jobforce.org
or call toll-free: 1-800-285-WORKS

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114 W Superior Street Suite 4
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2831 N. Lincoln Road
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