



Membership Orientation

Participation
Ownership Personal
Voice Education Belonging
Board Business Involvement
Benefits Rights Bigger
Active
Responsibilities
Support Vote
Democracy

What is Membership?

- Write down a few thoughts. What is it, what does it mean to you?

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The definition of Membership is:

- 1 : the state or status of being a member, as a society or club
- 2 : the body of members
- 3 : an organization with a large membership



What other kinds of organizations have memberships?

What is a Cooperative?

- Write down a few thoughts. What is it, what does it mean to you?

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A cooperative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly owned and democratically-controlled enterprise.

Simplified version: A cooperative is a democratically run business that employs formal management structures and generates profits for its worker owners.

Autonomous????

Autonomous:

- having the freedom to govern itself or control its own affairs
- having the right or power of self-government
- having the freedom to act independently
- existing or capable of existing independently

What is Cooperative Membership?

- Write down a few thoughts. What is it, what does it mean to you?

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- A cooperative is a **legal entity owned and democratically controlled by its members**. Members have a close association with the organization as its employees. Members vote on major decisions and elect the board of directors from among their own members.



How is this organization or business different from others?

MEMBERSHIP AT A GLANCE

REQUIREMENTS:

- Successful completion of a 90 day probationary period is required for the board of directors to consider membership.
- Upon acceptance of membership a non-refundable fee of \$100 is due. This can be paid in full or over 4 to 10 payments and payroll deducted.
- Completion of membership orientation.

Benefits:

- Members receive a \$100 bonus for every 500 hours they work.
- If members field hours are cancelled, members can make up lost time doing available office work or training in the office.
- AFLAC – Dental, Vision , Disability, Life Insurance and more.
- Discounts with a local Chiropractor, Cottage Motors (vehicle discounts) and Tickets at work.

Cultural Benefits:

- Voice and Voting ability - 1 equal share and 1 equal vote. Ability to choose your level of involvement. Ability to be on the board or committees.
- Togetherness and comradery. A greater appreciation, acknowledgement and support for being a caregiver.
- Quarterly meetings and other gatherings.



EVENTS, MEETINGS, GATHERING and INFORMATION:

- Members and employees are encouraged to use the Caregiver's Corner in the office. Stop in for refreshments. Meet, greet and visit with staff and caregiver/owners.
- Entire membership and employee meetings are held in June and December of each year. June is our by-law mandated annual meeting. December's meeting includes a Christmas Party. Two informational meetings are held in March and September for the membership only.
- Your Peer Advisors host events within the community.
- Other collaborative projects and events happen throughout the year including picnics, parade floats and organization booths.
- Monthly Newsletter.

Cooperative Buzzword Search

N I V B L V J T K O A M T Y X N W E
C O P A O M C S W X O T Z T F O V G
W B I I L E Z N M A N B D I Q I F T
Y Z C T P U E G N X E J E L T T M J
K E U S A R E Q W F R J B A U A S I
F L E Q S P X S N O G I R U Q R H X
D R H H R G I W Z Z H E C Q B E L H
Q P I T H A R C C E P J B E O D A X
Y P G R H C J C I O Y D G R A I T O
M C Q O N X N L O T M M S C R S V D
E T O V A O Z C I K R M O X D N U E
M E M B E R S H I P T A I N U O F M
X S O F W X W T C S B U P T O C Q O
Y T I L I B I S N O P S E R T T R C
E G A N O R T A P R I G H T S E U R
R Q B P P W T U K S P H A N M X E A
P V O V S D H C Q M E X C T K H D C
Z T H G V D V S J X M H K Q X E O Y

AUTONOMY
BOARD
COMMITTEE
CONSIDERATION
COOPERATIVE
DEMOCRACY
EQUALITY
MEMBERSHIP
OWNERSHIP
PARTICIPATION
PATRONAGE
RESPECT
RESPONSIBILITY
RIGHTS
VALUES
VOICE
VOTE

7 Cooperative Principles

- 1 • Voluntary and Open Membership
- 2 • Democratic Member Control
- 3 • Member Economic Participation
- 4 • Autonomy and Independence
- 5 • Education, Training and Information
- 6 • Cooperation Among Cooperatives
- 7 • Concern for Community

Cooperatives are based on the values of **self-help, self-responsibility, democracy, equality, equity, and solidarity**. In the tradition of their founders, cooperative members believe in the ethical values of honesty, openness, social responsibility and caring for others.

Cooperative Principles

The cooperative principles are guidelines by which cooperatives put their values into practice.

1. Voluntary and Open Membership

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

2. Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. Men and women serving as elected representatives are accountable to the membership. In primary cooperatives members have equal voting rights (one member, one vote) and cooperatives at other levels are also organized in a democratic manner.

3. Member Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing their cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

4. Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

5. Education, Training, and Information

Cooperatives provide education and training for their members, elected representatives, managers, and employees so they can contribute effectively to the development of their co-operatives. They inform the general public - particularly young people and opinion leaders - about the nature and benefits of co-operation.

6. Cooperation among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

7. Concern for Community

Cooperatives work for the sustainable development of their communities through policies approved by their members.

Cooperative Definitions

1.	Democracy	a. a group of people officially delegated to perform a function
2.	Participation	b. the act, state, or right of possessing something
3.	Autonomy	c. a particular opinion or attitude expressed
4.	By-Laws	d. involving mutual assistance in working toward a common goal
5.	Director/Board Member	e. the right or condition of self-government
6.	Community	f. a system of government by the whole population or all the eligible members
7.	Business	g. the action of taking part in something
8.	Committee	h. due regard for the feelings, wishes, rights, or traditions of others
9.	Values	i. a person who is in charge of an activity, department, or organization
10.	Cooperative	j. a feeling of fellowship with others, as a result of sharing common attitudes
11.	Voice	k. unity or agreement of feeling or action, especially among individuals with a common interest; mutual support within a group
12.	Respect	l. a person's regular occupation, profession, or trade
13.	Solidarity	m. a person's principles or standards of behavior
14.	Ownership	n. a rule made by a company or society to control the actions of its members

RIGHTS OF THE MEMBER

Financial Participation

Members have the...

- Right to some of the co-op's profits as laid out by the bylaws.
- Right to decide allocation of co-op's money including investments, buying new equipment or materials, and more (this falls into the responsibility of the board of directors or the management team).

Speech and Vocal Participation

Members have the...

- Right to propose agenda items to be discussed at co-op meetings.
- Right to speak at meetings of the worker-owners.
- Right to represent the co-op opinions in forums, conferences, and other venues.

Education

Members have the...

- Right to educational opportunities that will enable them to be responsible worker-owners who can effectively govern the co-op.
- Right to education on how the co-op works and their role in it.

Voting

Members have the...

- Right to participate in all discussions that happen before all-worker votes.
- Right to vote to add to, delete portions of, or change the bylaws with membership majority vote.
- Right to vote on candidates for the Board of Directors.

Governance Rights

Members have the...

- Right to be the highest power in the co-op. This pertains to the worker-owners as a whole cooperative body, not to each individual member.
- Right to run for the Board of Directors.
- Right to run for president, vice president, treasurer or secretary of the co-op if elected to the board of directors.
- Right to present resolutions to the Board if approved by a majority co-op vote.

Information Access

Members have the...

- Right to obtain and hold onto the co-op's bylaws.
- Right to access all Board Resolutions, Personnel Policy, and every document explicitly ratified by the Board or Worker-Owner body
- Right to timely and relevant information about the workings of the co-op business

Overall Rights

Members have the...

- Right to one non-transferable vote.
- Right to earn paid time off and holiday pay when worked.
- Right to refuse to carry out work they find morally objectionable.
- All workers have the right to due process if accused with an offense and if facing a reprimand or punishment from the co-op (including being fired). Members must be informed of their accused offense and also be given a fair hearing and an opportunity to appeal to the rest of the membership. However, members can be discontinued as workers and owners for cause. Here, "cause" means that the individual's membership in the co-op interferes with the smooth operations of the business.

RESPONSIBILITIES AND OBLIGATIONS OF MEMBER

Financial Responsibilities and Obligations

Members have the...

- Obligation to buy one member share (or stock) of the cooperative.
- Responsibility to take on some of the cooperative's net losses (if no surplus is made).
- Responsibility to make allocation decisions with the best interests of the cooperative and its long-term health in mind (done by the elected board of directors).

Responsibilities and Obligations of Participation

Members have the...

- Obligation to attend meetings of the co-op.
- Obligation to work in the co-op.
- Responsibility to participate in co-op votes
- Responsibility to review materials provided as background to discussions or votes
- Responsibility to participate in co-op activities
- Responsibility to mentor new staff

Conduct Responsibility

Members have the...

- Responsibility to Learn, Follow and Live the Cooperative Care Values

Education Responsibilities

Members have the...

- Responsibility to educate oneself about the cooperative and governance structure of their co-op.
- Responsibility to educate oneself about the business and other operations of the co-op.

Overall Responsibility

- Must work and successfully complete a 90 day probationary period before being offered membership by the board of directors.

RESPONSIBILITY OF THE COOPERATIVE

Responsibilities of the Cooperative

The cooperative as a whole also has responsibilities to the members. These include:

1. The responsibility to create a business based on the equalization of work and member participation.
2. The responsibility to make sure that the business retains its cooperative values and practices. Such as: maintaining that membership is preserved only for workers, and no member shall be allowed to own more than one share.
3. The responsibility to respect and carry out the decisions made by the worker-owner body.
4. The responsibility to a healthful workplace in accordance to the standards set forth by the members.
5. The responsibility to not discriminate on the basis of gender, religion, sexual preference, race, ethnicity, or physical ability.

Patronage Allocations

Once a year, a formal accounting determines the cooperative's income and expenses. The amount remaining after deducting all expenses from income is the amount that the Board of Directors can declare as income or loss. Income can be paid out to members based on the amount of hours worked as a Patronage Refund. This income is taxable.



BOARD OF DIRECTORS

Who is on your elected Board of Directors?



Board Basics

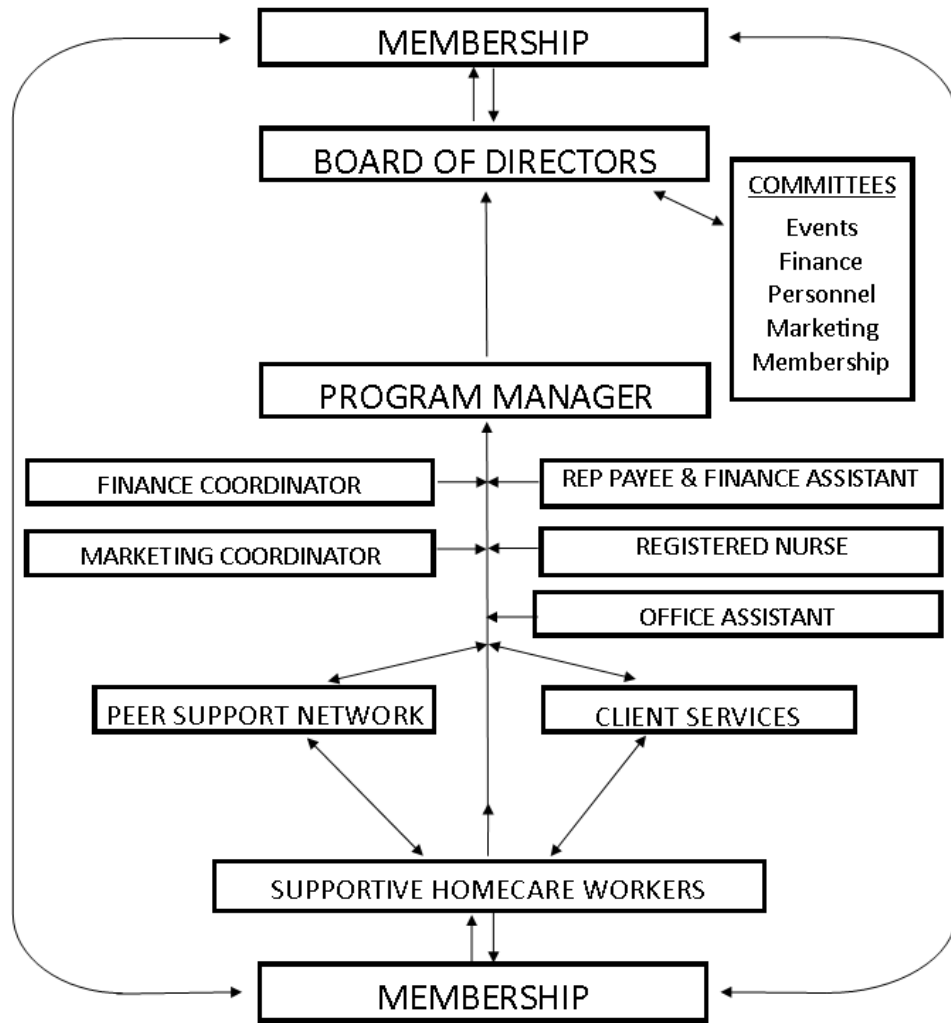


- 7 members are your elected Directors. Any member can run for the Board and/or sit on a Committee. Board positions are generally a 3 year term and vacancies are staggered. An announcement to run for the board happens in April, members state their intention and submit a short bio in May, elections happen in June at the Annual Meeting. During the first Board meeting after elections; officers are elected by the entire Board (President, Vice President, Treasurer, and Secretary).
- The Board is responsible for all Policy and Governance matters, and sets the strategic direction of the business. This includes pay raises, benefits and the general health and well-being of the business. Your management team carries out the direction given by the board in addition to daily operations.
- Committees are formed by the Board of Directors to work on strategic parts of the business such as Finance, Membership, Events, Personnel, etc.
- Board work and committee work is paid at \$11.00 an hour and can be scheduled within your availability. Board members receive a \$50.00 stipend for attending a board meeting.
- Comments, concerns, suggestions and requests can be brought to the board and/or committee meetings anytime. To have an item added to the board meeting agenda or speak at a board meeting yourself, contact the board president.
- Any member can attend board and committee meetings. The board meets once a month and committee meetings vary. Call the office for scheduled meetings. Board and committee meeting minutes, financials and the annual budget are available to view in the office anytime.

Run for the Board or Not????

Write down the pros and cons of being on the Board of Directors
Why would you run for the position or haven't run for the position?

Pros	Cons



BOARD MEMBERS
 President — Rebecca Koehler
 Vice President — Stacy Hodge
 Treasurer/Secretary— Michelle Thurley
 Director— Sharon Becker
 Director— Debra Schultz
 Director— April Stevens
 Director— Jordon Gabrielson

MEMBERSHIP COMMITTEE
 Debra Schultz
 Sharon Becker
 Stacy Hodge
 Becky Meyer
 Michelle Thurley

EVENTS COMMITTEE
 Rebecca Koehler
 April Stevens
 Jordon Gabrielson
 Becky Meyer
 Sherry Hughes

PERSONNEL COMMITTEE

FINANCE COMMITTEE

MARKETING COMMITTEE

PEER ADVISORS
 Stacy Hodge
 Sharon Becker

OFFICE ADMINISTRATION
 PROGRAM MANAGER — April Stevens
 FINANCE COORDINATOR — Debra Schultz
 MARKETING COORDINATOR — Rebecca Koehler
 REP PAYEE — Russ Nero
 OFFICE ASSISTANT —

CLIENT SERVICES
 Rebecca Koehler
 Debra Schultz
 April Stevens

Owner VS Employee

- Look to the long range health of the organization
Whereas, employees may be concerned only with their time working at the company
- Understand the impact of poor customer service on the organization
Whereas, employees may not see the impact beyond the immediate situation
- Put personal irritations or defenses aside in order to do what is best for the company
Whereas, employees may defend themselves or focus on personal issues
- Hold a broad view of what the company does in relation not only to customers, but to workers and the community
Whereas, employees may never think about how the organization fits into the community or government
- Look for ways to learn more about the company, its customers, its market, and the workers. They read the newsletter, attend meetings or join committees
Whereas, employees may want to take the shortest route to what they see as merely a paycheck
- Value everyone associated with the company: caregivers, administration, board members and new employees
Whereas, an employee may value only those who are in their immediate circle of making their job go well
- Refrain from placing self as the #1 priority and see the organization as #1
Whereas, an employee may be most concerned with getting out of the company all he or she can while they work there, even to the detriment of the company
- View themselves as a part of the whole
Whereas, an employee may hold a limited view of their impact on others and see them self as an island, not an important part of the whole
- Ask what they can do to solve a problem
Whereas employees may look to others to solve problems
- Work to build relationships with other owners
Whereas, employees may view others only in relation to making their job easier and only if they are in direct contact with them
- Take actions that are in the best interest of the company
Whereas, employees may only consider self-interests
- Consider how decisions effect other workers and the organization
- Develop themselves through training and personal development so they can become teachers and mentors to others



Members of Cooperative Care do their best to act in a manner that reflects the spirit of cooperatives. We are individuals joining together to support each other for mutual benefit. In order to do this, we promise the following values:

EQUITY:



We are all equals. None of us is better than the other in inherent worth. Our deep seated belief in this is the basis for our being able to respect each other.

<i>Equity</i>	Positive	Negative
I listen to others	I ask how others feel	I interrupt others
	I ask questions	I walk away while someone is talking
	I use good eye contact	I ignore others
I don't blame others	I take responsibility for my actions	I push off responsibility
	I ask what I can do to help solve a problem	I look for scapegoats to blame
	I look for solutions without having to place blame	I find reasons to blame others
	I don't leap to conclusions without all the facts	I imply to others that someone else is to blame and not follow the chain of reporting in a professional manner
	I let issues go instead of building them into bigger issues	
	I let go of control issues	
I do not gossip	I only pass on information on a need to know basis causing no harm.	I spread rumors
	I consider my motivation for passing on information before I do so. What would be my reason for talking to someone? If is not for good, I do not tell it	I pass on information that is not necessary to do my work or when my intent is not to help

RESPECT:



Each and every person deserves respect. We will not point fingers and or blame. We will not gossip or bad mouth. We will not belittle or criticize. We will work to resolve differences through orderly and mature means.

<i>Respect</i>	Positive	Negative
I keep information confidential	I refrain from talking about my clients' personal issues with other workers	I ask about clients or others who I do not have a reason to know about
	I refrain from talking about anyone else unless it is need to know information or, in social circles, in order to help the person	I pass on information that isn't needed by the other person to do his/her job
	I honor requests to keep something confidential	I am the town crier or newspaper by mouth
I treat others as I would like to be treated	I listen, I am patient, thoughtful, I see both sides, I give benefit of the doubt	I imply things about someone else, blaming, not listening, ignoring, yelling and name calling
	I call in as soon as possible if I can't work or can't be on time	
	If I need time off, I request it per company policy and in writing	I request time off on short notice
	I show up for work and return calls in a timely manner.	I do return calls



Listening:

Every person has the right to be heard. We will listen even when we disagree.

<i>Listening</i>	Positive	Negative
<i>I make eye contact when someone is talking</i>	I look at the person speaking	I am distracted by other things when someone is talking
<i>I process what someone has spoken before responding.</i>	I let someone finish what they are saying and I don't interrupt them	I interrupt and add my comments before someone has finished speaking
<i>I acknowledge what someone has spoken by repeating it back</i>	I use the skill of "I heard you say...."	I am thinking about my response before someone is finished speaking
	I show understanding and empathy	I disregard what someone has said

Fairness:



We will try to take into consideration all the issues affecting each circumstance or member. Being as fair as we can with the resources to make the cooperative stronger.

Fairness	Positive	Negative
I with hold any opinions I have until I hear everyone's perspective	I am non judgmental	
	I don't give my thoughts about something until I know that facts	I name call and I assume the worst about people
	I don't use a tone of voice to make others think the worst or that I think the worst	I use a tone of voice that implies negative things
I compromise when needed	I change my personal schedule on occasion to work	I get mad if things aren't exactly as I want them to be
	I meet people half way	I refuse to do anything but what I want
	I accept that I can not have things completely done my way	
I talk about my co-workers in a supportive manner	I go out of my way to say supportive and nice things about my co-workers	Instead of being clear and addressing concerns objectively, I do "end runs" to avoid the topic or situation
	I focus on positives	
	I remind others that someone may be going through a bad time or that there is another side of the story	
I try to pull my fair share of work	I work my schedule and don't call in unless absolutely necessary	
	I answer and return phone calls	I never return calls or answer the phone
	I accept extra shifts to help cover for others	I never help cover for others
	I serve on committees or participate in other ways to support the cooperative	I never participate or help with other work projects

Consideration:



We will consider others feelings, time, situation, and gifts as we do our work and interest as cooperative members.

Consideration	Positive	Negative
I accept other workers for who they are	I stop people who may criticize personal characteristics of co-workers	I have preconceived notions about people based on their appearance, speech, age or ethnicity
	I remain objective and think the best of people	
I am patient with others	I listen before speaking	I don't listen
	I help others understand issues without passing judgement	I get mad quickly before issues are known
	I refrain from showing anger and remain objective	I fail to remain objective and respectful
I support other members	I remind others that everyone has a right to speak	I interrupt. I don't give someone else a chance to speak. I talk over the other person
	I stop gossip and remind others to be kind	I enjoy knowing the drama of others
	I listen even if I don't agree	I don't listen

Thoughtfulness:



We will not jump to conclusions before we know that facts. We will try to consider the other side of an issue. We will be thoughtful in our work and interactions.

<i>Thoughtfulness</i>	Positive	Negative
<i>I help others in their time of need</i>	I help others in their time of need. I offer shift coverage and fill in hours when necessary	I don't pay attention to what's happening to others
<i>I return calls in a timely manner</i>	I call to see if people need help	I don't return calls. I pretend I didn't get calls

Welcoming:



New members are the lifeblood of the future. Uses of our services is why we exist. Open hearts build positive, strong relationships. We welcome new members, new users, and all visitors.

Welcoming	Positive	Negative
<i>I help new members in finding information</i>	I offer to help them. I seek out new members at meetings or educational sessions and offer to help them	I ignore new members. I don't offer help
<i>I introduce myself to new members</i>	I don't wait to be introduced, I initiate introducing myself	

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Professionalism:

We are a business. People buy our services. We show pride in our ownership by our interactions and appearance.

Professionalism	Positive	Negative
<i>I am courteous with all my business interactions</i>	I am polite and respectful to fellow members and with client interactions	I am rude and disrespectful. I pass judgement on members and the cooperative. Some clients irritate me and I let them know it.
<i>I speak highly about my cooperative and it's members</i>	I promote my cooperative in the community and in all my interactions	I talk poorly about cooperative care or certain members and clients

Determination:



It is hard to stay the course sometimes, but we are determined to give high quality service to people who need assistance and we are determined to do what it takes to make our services the best even if this means sometimes making ourselves uncomfortable.

Determination	Positive	Negative
I stay on task	I complete my work assignments. I don't do personal business on work time. I focus on the job at hand	I take personal calls on work time. I talk about personal business instead of focusing on the client. I don't complete all work
I provide the best service even when it may be difficult	I adjust to client's idiosyncrasies. I don't place my values on their lifestyle	I am not accepting of another's way of living. I get easily frustrated
I attempt to make every shift with my clients a positive one	I smile. I look for the positive things about the job and the person. I talk about positive things	I complain about the cooperative, co-workers, other clients and life in general. I act disgusted or I am short tempered

Openness:



We remain open to examining what is good about our care and services and what needs improving. We will improve only if we are open to examining ourselves and our roles in making positive change.

Openness	Positive	Negative
I am ready to make changes when necessary.	I list other ways of doing things. I am willing to try another way of doing things.	I refuse to listen to new ideas. I refuse to try new things. I try to sabotage new or different ways of doing things.
I am willing to try new ways of doing things.	I listen. I offer input. I voice concerns appropriately. I try it.	I say it'll never work. I make fun of others who make suggestions. I do it better my own way no matter what.
I am able to listen to constructive criticism.	I listen to concerns and look for ways to use it to improve what I do. I accept that I may need improvement in some areas.	I blame others. I argue that it's not my fault. I demand to know who complained.

Generosity:

Our generosity is of the heart. It means we accept that we each have our weaknesses and faults. The acceptance of our own weakness makes us able to accept the weaknesses and faults of others. Our generosity allows us to forgive ourselves and our fellow members.

Generosity	Positive	Negative
I give to others any way I can.	I give my time to listen. I give my kindness. I give my understanding. I give time in other ways.	I only help those I really like. I never try to think about how I could help.
I am patient with others.	I stay objective about my work issues.	My voice shows my disgust or anger with others. I am quick to blame or point out weakness.
I do not blame others when I am angry with them.	I ask for help sorting through issues. I listen and try to see the other side. I look for solutions instead of placing blame. I can move on and don't hold grudges.	
I am a good sounding board.	I hold what people tell me in confidence. I reflect back others' feelings and acknowledge how they must feel. I tell them I will listen and be available. I take time for others.	I avoid other people. I make it clear I don't want to hear their problems. I use what they tell me as gossip.

Responsibility:

We are responsible to the users, to ourselves, and to each other. This responsibility means we can depend on each other and the we act in ways that demonstrate our understanding of this.

<i>Responsibility</i>	Positive	Negative
<i>I uphold the Cooperative image, and do not talk negatively.</i>	My clothes are clean and modest. My hair is clean and combed. I speak highly of the cooperative. I answer questions about the cooperative enthusiastically.	I am unkempt. My clothes are sometimes dirty. I complain about the cooperative.
<i>I am accountable for my actions.</i>	I tell my supervisors if I have done something wrong. I don't blame others. I listen to concerns without interruption. I don't give excuses. I work to correct mistakes. I am honest with myself. I look for solutions instead of just complaining.	I hide errors. I lie. I cheat on time sheets. I blame others and don't ever think it's my fault.
<i>I use the Cooperatives supplies/resources wisely.</i>	I am honest about my time and work the whole time I am on the job. I don't waste supplies. I don't waste others' time. I get timesheets in on time and filled out correctly. I return calls. I attend training.	I do the work fast and leave early. I ask the cooperative to rearrange my schedule or find coverage on short notice.

Honesty:

We will be honest with each other. We will do our best to honor our commitments and not promise more than we can do.

Honesty	Positive	Negative
I fulfill my commitments	I go to work as scheduled. I return calls. I don't needlessly call in or change my schedule. I participate in being a member of the cooperative.	I call in when I'm not really sick. I try to change my schedule frequently. I don't complete all tasks or I take shortcuts.
I don't lie	I am honest with myself and how my performance meets the values of the cooperative. My time sheets are accurate.	
I don't cover up issues that need to be addressed	I change my performance as needed to reflect the values of the cooperative. I am open to discussion of concerns.	I avoid talk about concerns.

Caregiver to Client Values

Caregivers of Cooperative Care own the company. We each have a take in living the mission of the cooperative. It means better, kinder, and higher quality of care for the users of our service. We believe in the importance of people staying in their home. That is why we promised these values.

Respect:

We will honor you as a person and fellow human being. We will respect who you are and where you are in life. We will keep private matters private. We will listen to you.

Respect	Positive	Negative
I honor the wishes of my clients	Unless there is a safety issue or a job concern about how a person wants something done, I try to do it his or her way.	I want to always do it the quickest way or the way I do it. I never ask the client how they like it done.
I maintain confidentiality with my clients' information	I only pass on information on a "need to know" basis. I stop others from telling information that is confidential. I don't talk about clients with other clients.	I gossip and tell others about the clients I work with.
I listen to my clients and his/her family	I take time to ask how their day is and what they'd like done within my assignment	

Compassion:

We try to remain always humble, knowing that our weaknesses and failings allow us to be accepting and kind to others who need assistance. We will not judge anyone and we will be gentle in our interactions with you, both physically and verbally.

Compassion	Positive	Negative
I accept my client for who, where, and how they are.	I don't judge or complain to others about my clients. I don't give opinions of how things could be better if they'd do it another way. I look for the endearing qualities of the person and respect their life history.	I complain about the person's life style or family members. I show disgust at how they live. I don't look for the positive.
I am physically and mentally "gentle" with my cares.	My voice is soothing. I smile and tell them I am happy to see them. I move slowly and in a smooth, quiet manner.	I run in and run out. I pull and push, not waiting for them to do it at their own speed. My voice is harsh or loud and I talk non-stop.
I explain the cares before I do them.	I tell the person what I will be doing before I do it.	I don't talk or I talk about things not relevant to the client. I do my work in a rush and leave.

Dependability:

In order to feel safe and secure, you have to depend on people to be on time and there when you need them. We know that. We will do our best to always be there for you and do the job we promised we'd do.

Dependability	Positive	Negative
I am on-time.	I arrive to work on time and if I have to be late, I call the office.	I arrive late.
I call when there will be any changes with my schedule.	I call the office.	I just show up at a different time.
I do all the cares even when my client can't direct me.	I look around and take my time, making sure all that I can do is done in the work time I have there. I am thorough.	I do just the minimum and don't look to make sure all is done and done thoroughly.

Honesty:

In You can trust us. We will not steal from you or lie to you. We will not be defensive or do things behind your back. We know how important honesty is to us all.

Honesty	Positive	Negative
I do not steal or take things from a client.	I never take anything from a clients home.	I take things from clients homes. I take things they gave to me or things they don't want.
I report to my client the exact work I have done.	My timesheets and charting are accurate.	I "fudge/guess" on my timesheets or charting.
I use my clients' resources appropriately.	The resources I use appropriately include time, supplies, and giving them the services that they are paying for.	I am not very thorough and I don't use my time well. I sit and chat or look around to take shortcuts.

Patience:

We will take the time necessary to help you. Because we respect you, we will be patient with you. We won't push you or get angry with you. Patience helps us both to be kind to each other.

<i>Patience</i>	Positive	Negative
I speak calmly.	I listen more than I talk. My tone of voice is quiet and calm.	I jabber and argue or talk fast.
I listen with care and concern.	I listen and ask for clarification of what they are saying so I know that I understand.	I only pretend to listen or I don't really care to listen because I don't really care what they have to say.
I respect the client's pace as they do task's, and I slow down.	I tell them what I am doing before I do it. I wait for them to complete as much as they can on their own. I listen and ask what they want done and how they want it.	I don't talk to them, I just come like a whirlwind, do the work and get out as fast as I can. I take shortcuts. I don't give the client an opportunity to help themselves.

Thoroughness:

A job is only finished when it is done well. People are only cared for well when the work is done thoroughly. We are there to do the work of caring for you and supporting you. That means we focus on our job and do it well.

Thoroughness	Positive	Negative
I do not take cuts.	I do every task thoroughly and to a high standard or quality.	I get out of the home as quick as I can and don't worry about the quality.
I plan ahead to complete all my assignments.	I check my schedule and plan how long it will take to get me to the home. I think through what I have to accomplish that day including filling out the timesheet and charting.	I do the job hit and miss and if I forget something, I figure I'll get it next time or someone else will do it.

Initiative:

If we know we are to do a job, we do it without being told. We won't wait for you or someone else to remind us. If it needs to be done, we will do it. If we see something that is a concern, we won't hide it away or ignore it. We will take the initiative to try and fix it.

Initiative	Positive	Negative
I notify a client if I can not complete all my tasks or if supplies are needed.	If there is something the has to be left undone, I tell the client and help figure out how the supplies can be obtained and when the work can be done later.	I just leave stuff go.
I do all tasks without being told.	I read the assignment sheet, I ask the client what should be done, and then I assess the care and complete it thoroughly.	I see what is on the assignment sheet, but I do not like to do those tasks, so I avoid them and lie when asked if they were done.
I problem solve issues before they explode, and report them to the office.	I look at all sides of an issue and try to think of ways to resolve it for the client, workers and the cooperative. I never talk about he problem outside of who needs to know it.	I don't get involved. I let someone else figure out that there is a problem and I don't care how it gets fixed as long as I don't have to help.

Values Crossword

Down:

2. Each and every person deserves this. We will not point fingers and blame.

3. We will improve only if we examine ourselves and roles.

6. We will not jump to conclusions before we know that facts.

8. This is of the heart. It means we accept that we each have our weaknesses and faults.

9. We can depend on each other and we act in ways that demonstrate our understanding of this.

10. we will do this in regard to others' feelings, time, situation, and gifts.

Across:

1. It is hard to stay the course sometimes, but we are this to in order to give high quality serve to people who need assistance.

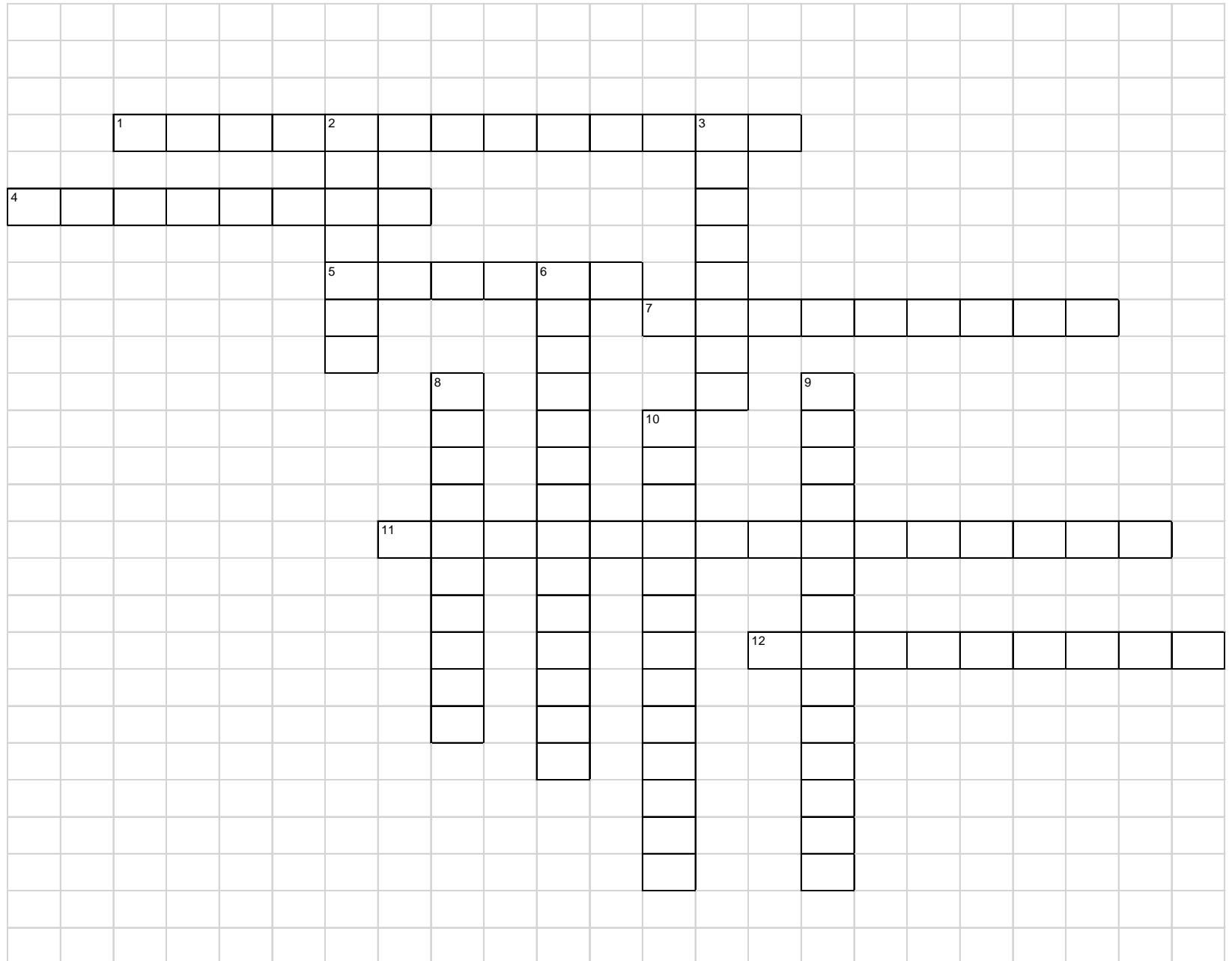
4. We will try to take into consideration all the issues affecting each circumstance or member.

5. None of us is better than the other in inherent worth.

7. New members are the lifeblood of the co-ops future. Users of our services are why we exist. Open hearts build positive, strong relationships.

11. We are a business. We show pride in our ownership.

12. Every person has the right to be heard.



Caregiver to Caregiver Working

Nellie – Negative

Carrie – Positive

George – Client

Nellie and Carrie are working together at Georges house. George has been a client for many years.

As Nellie and Carrie arrive at Georges door, Nellie says to Carrie “This house is disgusting, no one should have to work here. Carrie replies, “George can choose to live as he wants to, it’s his right and he sure has a great personality”. Nellie smirks and say’s, “Yeah but, George is so slow, I mean let’s get a move on, get it done so we can get out of here”. Carrie replies, “George just needs a little extra time, he and I are both happy when his is successful and does as much for himself as possible”. Nellie says “I am not doing more than necessary here, because his place is too disgusting”. Carrie replies, “I know it can be overwhelming here, George has a lot to do. Maybe we can pick one task per week to work on”.

Compassion

Caregiver to Caregiver - Working

Nellie – Negative Carrie – Positive George – Client

Nellie and Carrie enter Georges house

George says, I called the office because you were not here and they didn't know anything". Nellie say's, Sorry I am late, but I just needed to get here and Carrie and I needed to chat". George says, "that's okay I'm glad you are both here, I need a shower and some help". Carrie says, "Good morning George, I have we really busy schedule, but I am so happy to see you!" Nellie speaks up and says "Ugh... I have to work until 7pm, I'm already exhausted and my day just started. I really need the money, so I have to work otherwise I would have called in today." George sadly reply's "I wish I didn't need so much help". By the way, "Nellie, when you are helping me transfer from my wheelchair, could you please not move me so fast because I am afraid that I'm going to fall. Carrie replies, "We are so sorry, I didn't realize we were going so fast". Nellie just walks away to set up supplies and Carrie realizes that Nellie is no longer in the room. Carrie says, "George, I am sorry she just walked away, we will be more careful, you should do as much for yourself as possible and we need to let you". George says, "sometimes Nellie gives me anxiety because she comes in and just talks and talks about her personal life. I feel for her but sometimes I haven't even had a chance to open my eyes yet". I appreciate that you come in and quietly work on the dishes while I wake up. Nellie comes back into the room. George says, speaking of dishes, Nellie when you wash the dishes could you please take your time and make sure they are clean and put away, I have found some dirty ones". Carrie speaks up and say, "We will make sure they are cleaned and put away, sorry they haven't been correctly in the past".

Dependability

Caregiver to Caregiver – Formal setting

Nellie – Negative

Carrie – Positive

Carrie and Nellie arrive at the quarterly meeting and sit together.

Carrie says to Nellie, “I sure hope to finally meet our new member Karen. I want to let her know that I am here if she needs help or has any question”. Nellie replies, “I hope they don’t shadow her with me, someone else can do it”.

Welcoming

Nellie then says, “I am upset, I got a call from the office at the last minute to cover a shift. That’s not my problem, I can’t work at that time and why didn’t someone just cover their own shift. Whose shift was it anyways. Carrie replies, “I think it was Angie’s, but it doesn’t matter who’s shift it was, we need to help each other and the cooperative”. Nellie says, “Oh, I don’t like her, I’m not covering for her”. Carrie calmly says, “We all don’t have to like each other, but we do have a responsibility as business owners to serve our clients. Did you ask if the time could be changed?”

- **New Executive Director** – November 2003, Kathleen McGwin hired as Executive Director
- **Increased Board Positions** – 2007 Seven member Board of Directors
- **New Executive Director** – Feb, 2008, John Prindle hired as Executive Director
- **County contract ends and managed care starts** – June 2008, by state mandate Waushara County transitions into Family Care/Managed Care. This change resulted in a complete restructure of the business model from longer shifts to short 1 to 2 hour shifts, increasing mileage and travel costs. A significant wage reduction was implemented.
- **Team Leader Position created** – December 2009, four Team Leader positions were hired to oversee geographic areas of clients and caregivers due to issues with Managed Care providers. The positions started accessing and coordinating services for clients and completing client satisfaction surveys. Team leaders also provided client summaries to care managers.
- **Expansion to Ripon and new contact with Lakeland Care MCO** – January 2010.
- **Expansion to Oshkosh** – March 2014, office space rented. Office closed but services continue.
- **Expansion to Green Bay Area** – June 2015, Team Leader hired. After extraordinary losses the decision was made to close the office in August 2016 and suspend services in the area.
- **Consulting work with the ICA group begins** – April 2016, business strategic planning starts with the ICA Group through a grant.
- **Reorganized the management structure** – September 2016, the Executive Director position was eliminated and replaced with four management positions; Program Manager, Finance, Human Resources and Marketing Coordinator's. Team Leader system ended. Significant wage increase given.
- **Peer Support Network** – December 2017, a Peer Support Network was created with three Peer Advisors to create an atmosphere for retention and enable members to be successful and content.
- **Improved the bottom line** – December 2017, with the new structure in place the Cooperative's bottom line improved by 70%.
- **Drive to five initiative reached** – October 2018, since 2016 the management team had a goal to hire and maintain 5 additional full time equivalent caregivers.

Cooperative Care History

- **Concept** – Lu Rowley, Director of Waushara County Department of Human Services, wondered if a rural application of the employee owned Cooperative Home Care Associates (CHCA) of South Bronx, New York, could provide much needed benefits to home care providers. In September, 1999, the county received a “Community Links” grant from Wisconsin Department of Health and Family Services to creatively address recruitment and retention of long term care workers.
- **Research** – The County contracted with Social Worker Dianne Harrington to explore the CHCH model. Cooperative Development Specialist Margaret Bau of USDA Rural Development was contacted to learn more of co-ops. Dianne and Margaret researched existing home care worker co-ops across the nation.
- **Exploratory meetings** – November 15th, 1999, project coordinators met with current providers of the Waushara County In-Home Providers program. The coordinator introduced the co-op concept, reported on home care worker co-ops in the country and answered questions.
- **Select a steering committee** – At the exploratory meeting, interested care providers volunteered to serve on the committee. This group met once a month for 15 months to provide feedback to project coordinators as the initiative evolved.
- **Potential membership survey** – At the exploratory meeting, providers were surveyed to determine desired wages, benefits, distance willing to travel, experience, and skill levels. This information was key to the direction of the co-op and the business plan.
- **Market analysis, feasibility study, business plan** – With funding from the state grant, a private consultant was hired in March, 2000, to write studies. After months of delays, the final product was flawed. Project coordinator re-wrote the business plan with the assistance of Amy Markowski of CAP Services, a local nonprofit community action agency.
- **Vote to incorporate** – Project coordinators present an overview of the business plan and answered questions at a meeting of care providers January 17th, 2001. At the meeting care providers voted to incorporate, elected a five woman board of directors, and paid a \$40 membership fee.
- **Filed articles of incorporation** – Cooperative Care born Feb 5th, 2001.
- **Bank loan** – In March, 2001, locally owned Farmers State Bank of Waupaca lent \$125,000 to the newly formed Cooperative Care based on confidence in the Waushara County contract, local leadership, and the business plan.
- **Set up operations** – Rented office space, set up bank accounts, explored insurance.
- **Hired Executive Director** – Cooperative Care hires Don Grothe, an Executive Director with 19 years’ experience in long term care and business management.
- **Commenced operations** – June 1, 2001. Operations transferred from county to Cooperative Care. Cooperative Care posted a profit at the end of 2001, half was paid as cash patronage refunds to its members and the rest to paying principal on the bank loan.