

# Riverview Industries

## Overview Extreme Make Over

### With Norwich Consulting Services



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Programmatic & work needs are changing Riverview Industries. With less work available for consumers there is a need for engaging activities and new work opportunities. Norwich Consulting was contacted and asked to come in and help with redesigning what the day could look like for staff and individuals receiving services through the Ottawa County Board.

The week began with a presentation demonstrating successes of other organizations who had gone through the Extreme Makeover and embraced arts programming within their organizations. The goal of the presentation was to illustrate what was possible, provide staff with an understanding of new methods being introduced and a questions/answer period.



During the presentation, staff were asked what they liked to do with their time outside of work. "Fishing, movies, dinner...were some of the answers and Susan described how these interests could be adapted into programming within the center. Staff was asked to share what interested them so that programming could begin with activities that interested the staff- and their enthusiasm would then encourage the participants involvement. Norwich believes that an interested and involved staff makes for engaging programming. The staff was also encouraged to think of things that some of the individuals enjoy and develop projects.

Susan then went onto the work floor and talked to the staff about space issues – work and activity areas. What was working and what was a challenge. After getting a feel from the staff and being in the space with participants – a design began to emerge for a new floor plan. Tables were organized so that there would be better communication between people, larger work spaces for project areas, dividers to help section off areas.

Areas were rethought as to function.- a darker corner area in the center of the building was designated for movies and the wii. The grow light shelving was taken out of the art room and into this area for the garden club. The large area at the center of the building was designated into three areas and

sectioned off with room dividers. The stimulation room was moved and the space was turned into a dedicated art studio.



With all the moving of areas and furniture- a few of the participants were felt unsettled with the change. As a distraction Patty worked with a group making balloon hats and animals. The mood quickly shifted from stress to FUN.

was to come up with a schedule so that engaging activities would be planned throughout the day- the staff could prepare for these activities by having equipment and materials ready and an understanding of the project. This would give participants the opportunity to be engaged through out the day and relieve the staff from feeling like they had to come up with activities in the moment for a large group of people, with differing interests.

Susan worked with the Hab staff going over the concepts of the Adult Options program. The goal



One example were decorating walking sticks for the walking club.



In the Art Studio we began with drawing. Seeing what kinds of things people were interested in, style of drawings and drawing together is a great way for people to get to know each other. Some great images emerged and Patty was confident that these new designs would be incorporated into the larger art project.



Fabric was stretched over Styrofoam boards- and prepared for the individuals to paint. People jumped right in and made great patterns on the fabric. Patty went over with the staff how to create the opportunity for success for the participants. What color combinations to offer, how to keep the colors pure and bright. An example would be to give someone red and yellow- and this combined will make orange: lovely. If you offer Purple and yellow- this makes brown: not so lovely.

The art space continued to change- a painting area was designated and set up. There were many things in the room that did not relate to arts program-

ming and decisions were made as to what to do with these pieces of equipment and materials. Storage shelves were gone through and items were brought to the Hab floor to be introduced into programming.

The fabric was painted, dried and then used in sewing designs. The staff mentioned an interest in working up designs for clothes – Susan and Patty went to the Goodwill Store and picked up a jean jacket, shirts, baby clothes – to embellish.



Patty demonstrated how a drawing can be used as a design and an appliqué or patch can be made. We then used one of Libby's beautiful flowers, enlarged her design on the copier and translated it to fabric. This flower was sewn onto the jean jacket- and Libby loved it! So did others- and this could become a product for the workshop to produce.

Barb from the Shine room became very interested in this process and volunteered her



sewing skills in the process. Patty was working on a large quilt- and Barb jumped right in and helped with the sewing of it. Barb became more and more excited with the process- and it was obvious that she could be an excellent addition to the studio. The Studio Staff is a key component for the success and personality of the studio. The individuals have talent,

interest, drive- the staff is the connector that can access these talents and set the tone of the studio. This is a VERY important position and Barb is fantastic.



After Patty and Susan were at Riverview for three days- with plans to return a few months later for an additional two days. During this time, Barb continued to work with the painted fabric making beach bags and garden flags. These are fun pieces and many who saw the work wanted to purchase them. Sounds like a business opportunity- and with good business you need good production. Patty, Susan and Barb concentrated on bringing the production of painting the fabric to the workshop floor. A dedicated space was created and time studies were done. By the second day an individual was painting the fabric and getting paid!



We then looked at other items that could be made with the fabric- and thought of wallets- decorated with polka dots. We took painted fabric to the workshop floor to see if individuals would be interested in cutting out circles- and we had some enthusiastic volunteers. We incorporated the circles into the design and now cutting circles can become a job on the work floor.

The art studio is the think tank for the organization. With the focus on discovering new talent, meth-



ods...these discoveries can be worked into new product design. Designs that can be replicated are brought to the workshop floor for production. Two challenges are addressed through this process- providing engaging activities and interesting work options.



On Susan and Patty's return- Susan worked with the Hab staff to learn about what was working and what was still a challenge. The scheduled activities were running well. The staff seemed pleased- the challenge was the designated "free time" before and just after lunch- where the individuals were disengaged- this time slot was revisited (XXXXX Susan could you write about the solution here)

Finding the right fit for the staff continued to be studied and people were assigned different areas to meet their talents. We encourage the organization to see this as an ongoing process – trying new approaches, projects, people...constantly experimenting and responding to what works and what is more challenging.

This was a big shift in culture for the organization. The changes were positive and we could see the participants were responsive to the new opportunities offered.







