



The Pretrial Post

San Francisco Pretrial Diversion Project Quarterly Employee Newsletter July—September 2014

“Our mission is to facilitate, within various communities, positive and effective alternatives to fines, criminal prosecution, and detention.”

HAPPY BIRTHDAY!

October

Dee Dee Rodriguez – 17th
Susie Lee – 24th

November

Belinda Perez – 1st
Elba Rosales – 3rd
Devin Jones – 23rd
Sharon Rose – 28th

December

Bill Thomasson – 18th
Brenna Alexander – 29th
Kerith Pickett – 30th

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A NEW HOME FOR PRETRIAL AT 115 10th STREET!



Welcome to our new home at 115 10th Street!

We are very excited that this move has brought all of our SF programs and units back together, and we hope this will help us to work together as a team to better support the organization and our clients!

A huge thank you to all staff for whatever role you played in

the move! All the purging, packing, organizing, and unpacking was a great help in getting 115 10th Street up and running quickly and efficiently. A special thanks to the management team who worked long hours and over the weekend to make sure everything

went off without a hitch!

Your continued flexibility and patience are very much appreciated as we work on finishing unpacking, organizing, and finalizing the work flow here at 115 10th Street. Please step up and assist in areas where you see it is needed, or offer your help to a manager or co-worker if you aren’t sure what needs to be done.

Please remember that clients must always be escorted when they are in staff-only areas beyond the front desk. The back door must always remain locked, and the front door must be locked outside of business hours. This is for the safety and security of both your co-workers and our clients, as well as to protect everyone’s confidentiality.

If you have any comments, suggestions, or complaints as we adjust to our new location they can be directed to your manager or to human resources. If you’d prefer to remain anonymous, the employee suggestion box is located in the kitchen.

Thank you, and welcome!

New Faces at Pretrial

Welcome to our new staff members:

- ◆ Jhalisa Castaneda, P22
- ◆ Kerith Pickett, Accounting
- ◆ Damari Lawrence, P22

We’re glad to have you on-board!

We would like to thank all staff who have left Pretrial in the past quarter for their service and contributions!



Strategies and Tips for Happiness at Work



Stop using an “if/then” model of happiness: thinking *if* something happens, *then* you will be happy sets you up for failure. There is nothing you need to do, achieve, or earn to be happy. Re-frame happiness as something you can seek and achieve in your everyday life through positive thought, word, and action.

Take a break and step out of the office: studies show that performance and retention are improved by taking regular breaks. If you can get outside for some fresh air or to take a short walk, even better. The sunlight and activity are good for your mood, focus, and retention of information.

Tackle difficult projects first: do you dread dealing with voicemails, your inbox, or some other task? Don’t procrastinate, instead get to the difficult calls, emails or tasks first. You’ll get a relieved

boost of energy from taking care of whatever it is, and can dedicate your full energy and attention to the rest of your day without distraction.

Be social, and think of others: one of the key indicators of happiness is a strong social circle. Get to know your co-workers and be curious about their lives. Not only is it more pleasant to work with people you know and like, it’s much easier to ask for and receive help when you’re on good terms. Remember that everyone likes to be supported, recognized and thanked for their hard work. Complimenting or thanking a co-worker only takes a moment and will make both of you happier!

Keep things in perspective: Don’t obsess over mistakes (yours or someone else’s), instead learn from them and use them as opportunities for improvement. Celebrate your

own successes and recognize those of others, whether big or small. Picture yourself 5-10 years ago, and 5-10 years in the future to gain some perspective on your problems and stresses of the moment.

Self care: Make sure you are taking care of your emotional and physical well-being, and find a healthy work/life balance. Invest your time and energy outside of work in activities you find rewarding and spend time with family and friends. Get enough rest and eat healthy. Find the best ways for yourself to decompress, relax and relieve stress. A break from technology is a great place to start!

Sources: <https://www.linkedin.com/today/post/article/20130222155338-128811924-positive-psychology-and-the-workplace>; <https://www.linkedin.com/today/post/article/20130725121800-6526187-a-menu-of-very-small-changes-to-boost-your-happiness-at-work>; <https://www.linkedin.com/today/post/article/20140127173936-1291685-four-strategies-for-finding-happiness-at-work>; <http://tinybuddha.com/blog/6-ways-to-find-happiness-at-work/>; <http://www.forbes.com/pictures/efkk45efii/10-steps-to-happiness-at-work/>

SF Pretrial Service Standards

1. I will warmly acknowledge approaching clients within ten feet and will proactively extend a friendly greeting and offer of assistance within five feet, before clients ask for help. I will use the client’s name naturally, whenever possible, to personalize the interaction.
2. I will use a courteous tone when communicating with clients and colleagues verbally, in writing, and in emails. I will maintain a welcoming, friendly, and professional manner. I will smile, establish eye contact, and listen attentively and patiently to questions and concerns. I will treat clients and colleagues as I would like to be treated.
3. I will politely escort clients to and from meeting locations and will engage them in friendly conversation. I will treat both clients and colleagues tactfully, diplomatically, and respectfully.
4. I will answer internal and external telephone calls before the fourth ring and will speak calmly, clearly, and with a smile in my voice. I will use courteous telephone phraseology such as: “Good morning/afternoon/evening, San Francisco Pretrial,” state my name, and ask “How may I help you today?”
5. I will ask permission before placing callers on hold and wait for their response. I will provide a brief progress report for callers on hold for more than 20 seconds. When returning to the line, I will thank them for holding and apologize for the delay. When transferring calls, I will introduce callers to the person to whom they are being transferred.
6. I will continuously show care, concern, sensitivity, and empathy toward clients and strive to go “above and beyond” to provide a positive SF Pretrial experience.
7. I will take ownership of clients’ requests in person and on the telephone. It is my responsibility to personally assist with their needs or introduce them to the appropriate individual to assist. I will follow up when possible, thereby avoiding the impression of the client being “passed” to another department.
8. I will calmly and caringly listen to client problems and complaints. Using the client’s name, I will apologize for the inconvenience, take immediate action and, whenever possible, follow up to ensure a satisfactory outcome.
9. I will end all transactions, in person and on the telephone, by thanking clients by name and inviting them to call again if further problems arise.
10. I will positively represent SF Pretrial Diversion Project at work and in my community.



Austria

In Austria, some people will leave bread, water and a lighted lamp on the table before retiring on Halloween night. It was once believed such items would welcome the dead souls back to earth on a night which was considered to be brimming with strong cosmic energies.

Belgium

The Belgians believe that it is unlucky for a black cat to cross one's path and also unlucky if it should enter a home or travel on a ship. The custom in Belgium on Halloween night is to light candles in memory of dead relatives.

Canada

Modern Halloween celebrations in Canada (much like in the US) began with the arrival of Scottish and Irish immigrants in the 1800s. Jack O'Lanterns are carved and the festivities include parties, trick-or-treating and the decorating of homes with pumpkins and corn stalks.

China

In China, the Halloween festival is known as Teng Chieh. Food and water are placed in front of photographs of family members who have departed while bonfires and lanterns are lit in order to light the paths of the spirits as they travel the earth on Halloween night. Worshippers in Buddhist temples fashion "boats of the law" from paper, some of which are very large, which are then burned in the evening hours. The purpose of this custom is twofold: as a remembrance of the dead and in order to free the spirits of the "pretas" (spirits whose bodies weren't given proper burial) in order that they might ascend to heaven.

France

Unlike most nations of the world, Halloween is not celebrated by the French in order to honor the dead and departed ancestors. It is regarded as an "American" holiday in France.

Germany

In Germany, the people put away their knives on Halloween night. The reason for this is because they do not want to risk harm befalling the returning spirits.

Hong Kong

The Halloween celebration in Hong Kong is known as "Yue Lan" (Festival of the Hungry Ghosts) and is a time when it is believed that spirits roam the world for twenty-four hours. Some people burn pictures of fruit or money at this time, believing these images would reach the spirit world and bring comfort to the ghosts.

Ireland

In Ireland, believed to be the birthplace of Halloween, the tradition is still celebrated as much as it is in the United States. In rural areas, bonfires are lit as they were in the days of the Celts and children dress up in costumes to spend the evening "trick-or-treating" in their neighborhoods. After the visiting, most people attend parties with neighbors and friends. At these

parties, many games are played, including "snap-apple," in which an apple on a string is tied to a doorframe or tree, and players attempt to take a bite out of the suspended apple. In addition to bobbing for apples, parents often arrange treasure hunts with sweets or pastries as the "treasure." The Irish also play a card game where cards are laid face-down on a table with sweets or coins beneath them. When a child selects a card, he or she receives whatever prize might be found there. A traditional food is eaten on Halloween called "barnbrack." This is a type of fruitcake which can be baked at home or store-bought. A muslin-wrapped treat is baked inside the cake which, so it is said, can foretell the future of the one who finds it. If the prize is a ring, then that person will soon be wed and a piece of straw means a prosperous year is forthcoming.

Japan

The Japanese celebrate the "Obon Festival" (also known as "Matsuri" or "Urabon") which is similar to Halloween festivities in that it is dedicated to the spirits of ancestors. Special foods are prepared and bright red lanterns are hung everywhere. Candles are lit and placed into lanterns which are then set afloat on rivers and seas. During the "Obon Festival," a fire is lit every night in order to show the ancestors where their families might be found. "Obon" is one of the main occasions during the Japanese year when the dead are believed to return to their birthplaces. Memorial stones are cleaned and community dances performed. The "Obon Festival" takes place during July or August.

Korea

In Korea, the festival similar to Halloween is known as "Chusok." It is at this time that families thank their ancestors for the fruits of their labor. The family pays respect to these ancestors by visiting their tombs and making offerings of rice and fruits. The "Chusok" festival takes place in the month of August.

Mexico, Latin America And Spain

Among Spanish-speaking nations, Halloween is known as "El Dia de los Muertos." It is a joyous and happy holiday that is a time to remember friends and family who have died. Officially commemorated on November 2 (All Souls' Day), the three-day celebration actually begins on the evening of October 31. Designed to honor the dead who are believed to return to their homes on Halloween, many families construct an altar in their home and decorate it with candy, flowers, photographs, fresh water and samples of the deceased's favorite foods and drinks. Frequently, a basin and towel are left out in order that the spirit can wash prior to indulging in the feast. Candles are incense are burned to help the departed find his or her way home. Relatives also tidy the gravesites of deceased family members, including snipping weeds, making repairs and painting. The grave is then adorned with flowers, wreaths or paper streamers.. On November 2, relatives gather at the gravesite to picnic and reminisce.

Sweden

In Sweden, Halloween is known as "Alla Helgons Dag" and is celebrated from October 31 until November 6. As with many other holidays, "Alla Helgons Dag" has an eve which is either celebrated or becomes a shortened working day. The Friday prior to All Saint's Day is a short day for universities while school-age children are given a day of vacation.

Autumn Pretrial Word Search

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

AUTUMN
PACKING
ORGANIZE
RELOCATE
HAPPINESS
BALANCE
COMPLIMENT
WELCOME
HOME
TEAMWORK
MISSION
GRACE

Employee Announcements

Congratulations to Charles Dickens II, who was married in Monterey, CA on September 6th!

Congratulations to Eric Jones, who celebrated 36 years of marriage to his wife Priscilla on September 1st!

Goodbye to the Veteran's Justice Program

SF Pretrial's Veteran's Justice Program contract came to a close at the end of September 2014. We are sorry to have said goodbye to two wonderful staff members, and wish them the very best in their future endeavors!

We are thankful for the all hard work current and former staff members did to support this program and its clients, as well as the agency in general!