

The Voice

Baptist Manor --- A Community of Caring

276 Linwood Avenue

Buffalo, NY 14209

www.baptist-manor.org

September,
2026



Charlene's Message

Welcome to September 2026 Voice. Our monthly newsletter is to keep you updated on our latest news and events. Each month we have an exchange meeting to share ideas, suggestions, concerns and most importantly to celebrate birthdays and the arrival of new residents.

Welcome our newest residents, Christina Pena, #91 and Petra Rodriguez-Castro #154. May you find much happiness in your new home!

The emergency pull cords in your bedroom and bathroom sometimes get pulled accidentally. If that happens, immediately push the button back up and listen for your phone. General Security will call you. This is your opportunity to let them know that you do not need an ambulance. If you don't answer, the fire department and EMS will be at your door. We all know their time is valuable, so please listen for your phone if the cord is pulled in error.

Be sure to schedule your air-conditioner removals with Cindy soon as summer unfortunately will come to an end. The cost remains the same for a/c removal at \$25.00.

This month's exchange meeting will be held on Friday, September 11th @ 2:00 p.m. in the Community room.

The office will be closed on Monday, September 7th in recognition of Labor Day.

Enjoy the remaining beautiful days of summer.

Charlene

Maintenance

For Work Orders 716-881-1120 ext. 1

EMERGENCIES (toilet/leaks): 716-983-1711

SERVICES

Taxi Services

Airport 716-633-8294
Broadway 716-896-4600
Cold Spring 716-886-4900
Liberty 716-877-7111

Beauticians

Latacha's – Latacha
Chandler
Located on 1st floor of
Baptist Manor--Call for
appointment
716-715-1143

Grocery and/or Transportation Services

Price Rite 716-885-2887
Yelloh (formerly
schwans) 888-724-9267
Going Places Van 716-
858-7433
Call 716-858-RIDE for
groceries or Doctor's
appt

Salvation Army

Pick-Ups 716-875-2533,
Ext: 9

Sewing & Alterations

Sew Beautiful – Patricia
Jones 716-380-8310

City of Buffalo -Call 311-
Pick up anything w/cord-
broken/working

September, Birthdays



Katharine Tussing	Apt 49	9/2
Diane Torrence	Apt 135	9/3
Deb Wright	Apt 75	9/3
Irby Floyd	Apt 98	9/15
Helen Westmoreland	Apt 155	9/16
Tommie Wagstaff	Apt 31	9/16
Ramona Grimes	Apt 55	9/18
Judy Hamner	Apt 26	9/19
Joyce Myles	Apt 123	9/24
Freda Hall	Apt 152	9/28

*Happiness is a choice.
Peace is a state of mind.
Both are free!*

- Amy Leigh Mercree



The Art of the Fruitful Complaint

There are plenty of legitimate reasons to lodge a complaint. Rude service by a waiter or store clerk, an incorrect order, an extra-long wait to see the dentist or doctor, a bill that's too high... the list goes on and on. What bothers us enough to complain about is often a personal, subjective response. One person may feel that a certain action deserves a complaint while the same thing might not bother the next person.

When we feel strong enough about an issue to make a stand about it, we want to know that someone's listening and taking us seriously. But, sometimes, it can feel like a complaint "falls on deaf ears." While there's no right or wrong way to complain, there are some things we can do to boost our chances of achieving a positive or fruitful outcome. Here are a few tips that can help during the complaint process.

Helpful suggestions you may want to try...

- **Know the outcome you want.** Before you complain, come up with your expectations for a resolution. What would remedy the situation for you? An even exchange? A store/restaurant credit? A store/restaurant discount? Be reasonable about your demands. The resolution should make sense and be appropriate to whatever the issue was that caused you to complain.
- **Keep your emotions in check.** Anger and sarcasm can get in the way of obtaining the response we hope for when it comes to lodging a complaint. Focus on the facts and resolving the problem. Starting out without a lot of anger will help strengthen your side of the argument by putting everyone in a mood that's more likely to bring folks together in some agreeable way.
- **Be polite and professional.** Making your complaint in a businesslike manner will enhance your credibility. Listen attentively to the other person and respond accordingly. Always be

cordial and respectful.

- **Keep it short and to the point.** There's no need to ramble on and on or vent about the problem. Give the short version of the facts. Make sure to include all relevant details that support your argument, as well as associated names, dates, locations, and times.
- **Include something positive.** There's usually something positive to be said about almost any encounter. Try to begin and end your conversation about the problem on a positive note, sandwiching the complaint in between. For example, you might want to start out by saying you are a longtime customer and end with the fact that you hope to continue to use the store, service, or restaurant in the future. If someone you spoke to along the way has been helpful or attentive, mention the individual's name and actions.

Positive People Make Us Smile

Who makes you happy? Most of us know certain folks who always make us smile whenever we spend time with them. They have a positive influence on our lives. They raise our spirits, and we feel happier around them.

Plenty of research supports the belief that being around upbeat, positive thinking people really does boost feelings of well-being. Studies show that the opposite is true as well. Spending time with negative people affects our mood and outlook by bringing us down.

So, if you want to be happy, hang around the people who have a positive impact on your life. Try to spend as much time with folks who make you smile. Enjoy their company and soak up their positive influence.

A few qualities shared by many positive people...

- **Positive people smile... a lot.** They laugh and smile easily and often, and their happiness also shines through their eyes.
- **Positive people are appreciative.** They are thankful for and acknowledge the positive things in their lives, even the little things that may seem small or insignificant to some people.
- **Positive people see the good in people.** They do not focus on the negative things about a person. Instead, they look beyond the common faults many of us have and find the positives.
- **Positive people build others up.** They serve as a mirror reflecting other people's value and worth. They build up our self-esteem and help us feel good about ourselves.
- **Positive people do not hold grudges.** Sure, positive people get angry and hurt and feel wronged. But they are willing to let bygones be bygones. They do not stew over disagreements and conflict. Instead, they move on.
- **Positive people are helpful.** They think about what the people in their lives may need. They do things for other people, because want to make life easier for others... because they really care.
- **Positive people focus on right now.** They do not spend an overabundant amount of time complaining about the past or worrying about the future. They enjoy the present moment.

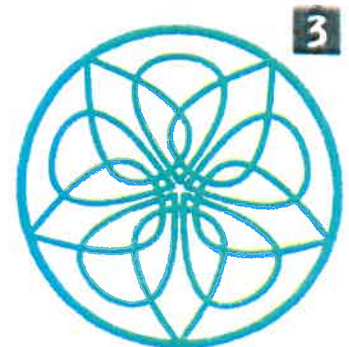
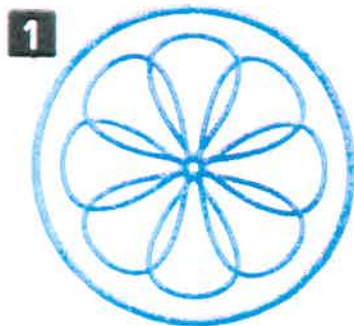
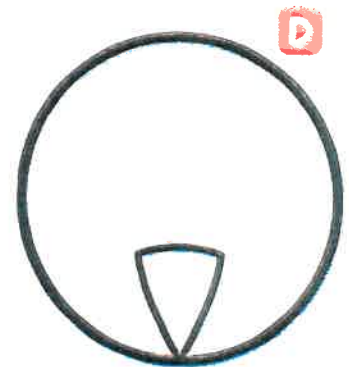
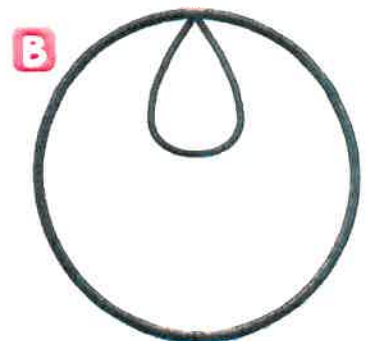


"Autumn is
a second spring
when every leaf is a
flower."

-Albert Camus, French philosopher, author, 1913-1960

MATCH UP

Which images
1 - 6 CAN'T
be made with
images A - D?



5

