



**Summit Heights movie at sunset**



**Customer Service Certification Training**

**What is covered in the CXF Course?**

The CXF Course covers the latest advancements in customer experience training. Our **B.A.S.E Model** has a foundational approach to the customer experience. Honesty active listening, problem solving and empathy are four building blocks to customer experience satisfaction. Learn how to use these skills in a modern way, to delight every customer every time.

**What are the benefits of taking the CXF Course?**

Consumer satisfaction, providing customers with a personalized experience with the brands they interact with. The average consumer does not base their loyalty on product or price. The customer experience is now the leading driver of brand loyalty. **Call 931-647-2303 ext. 23** to register for the customer service certification training.

**Community Rules**

1. Pets are not allowed in unit without a pet agreement registered at the central office.
2. Rent is due on the 1st of every month. To avoid late letters rent must be received by the 5th of each month.
3. Residents with unruly guest and household members will be in violation of the lease.
4. All residents agreed upon move in to keep the unit clean and free of trash. Please place your trash receptacle at the curb on Thursdays a.m.
5. CHA's developments are smoke free zones within 25 feet of the properties.
6. Children under the age of 12 are to be supervised by an adult at all playgrounds.

**The after-hours emergency new phone numbers**

- ⇒ Summit Heights is 931-575-1974
- ⇒ Lincoln Homes 931-575-1964

**CLARKSVILLE MONTGOMERY COUNTY**



Call Crime Stoppers TIPS Hotline: **931-645-TIPS (8477)**

<http://www.clarksvillecrimestoppers.com/>

Download the free "P3" Crime Stoppers Mobile App to report crime: [www.p3tips.com](http://www.p3tips.com)





**Education & Trainings**

May 21<sup>st</sup> Head Start will be at Summit Heights' Community Center

10am - 1pm

for 2021/2022 registration.

For online registration:

<http://www.cmccaa.com/community-programs/head-start-program/>



If you are in search of earning your **High School Equivalency Diploma**, Workforce Essentials is the premier high school equivalency preparation program in middle Tennessee. They conveniently offer morning, evening, and even some weekend classes, completely free of charge to our students. They also have online classes available for many of our students! The classes take place in several different locations throughout our 13 county district, in order to make attending classes as convenient as possible. Please contact them any time via phone or email.

Email: [AEinfo@workforceessentials.com](mailto:AEinfo@workforceessentials.com)  
Phone: [1-800-826-3177](tel:1-800-826-3177)

**Meal Services**

**Open for Lunch!**

Monday through Saturday

10:30am to 12:30pm

at

**825 Crossland Avenue**

*Anyone, any age  
that is hungry  
come join us!*



ph 931-645-9020  
[info@loavesandfishestn.org](mailto:info@loavesandfishestn.org)

**SUMMER YOUTH PROGRAM**

MONDAYS - FRIDAYS,

JUNE 1 - JULY 9, 2021, 9 AM - 3 PM

The Summer Youth Program is a free, fun, and rewarding summer camp for youth ages 6-15. This is a great opportunity for youth to interact and build relationships with others their age. This program is held at various locations throughout Clarksville, making sites more accessible for families within our community. Clarksville Montgomery County School System will provide a brown bag lunch.

**REGISTER ONLINE**

<https://www.cityofclarksville.com/915/Summer-Youth-Program>

Locations: Summit Heights and Caldwell

Wednesday Evening Meals at Lincoln Homes, 61

A Vanleer Street at 5:30 pm.

After School Meals Summit Heights, 3:30 pm,

Community room and Lincoln Homes, 20 J

Howard St. 4:30 p.m. Monday -Friday.



**CLARKSVILLE  
PARKS &  
RECREATION**

**Community Resources**



# PARENTS!

Come join us for a  
**Fun, Free Parenting Skills Class!**

Are you interested in having {

- a happy family?
- well-behaved kids?
- strong bonds of love & respect?
- kids kept safe from alcohol & drugs?

Then come join us for a **FREE fabulous 5-week class** that teaches you fun, easy-to-learn, research-proven parent skills - to help you have the happy family you always dreamed of!

**WHEN:** Every Wednesday  
*\*\*Starting May 12, 2021*  
 @ 4:00 p.m. – 5:30 p.m. Central  
 -OR-  
 Every Thursday  
*\*\*Starting May 13, 2021*  
 @ 12:00 p.m. – 1:30 p.m. Central

**LOCATION:** Virtually via Zoom  
**CONTACT:** Brittany Ballard  
 @ [bballard@tnvoices.org](mailto:bballard@tnvoices.org)

**Registration:**

**Wednesday's Class:**  
<https://tnvoices.zoom.us/meeting/register/tJ0kfuqqrT0qGtxOAhq8uTYQDXvBN6qnRtae>

**Thursday's Class:**  
<https://tnvoices.zoom.us/meeting/register/tJwrdOmtri4iE9Hn-UIG88RE-vw4k-ZZfV9F>

**PROVEN BENEFITS:**

**For Parents:**

- improves parenting skills
- increases family unity
- improves family organization
- increases good communication
- decreases family conflict
- decreases stress and depression

**For Children:**

- increases social skills & cooperation
- improves school performance
- reduces misconduct & aggression
- reduces depression & anxiety
- dramatically reduces alcohol & drug use

\* *Make it a party! Invite your friends, who are parents to join you – they'll love the classes!*

## Community Resources

# POSITIVE SOLUTIONS FOR FAMILIES (PSF)

FREE PARENTING SERIES!

Positive Solutions for Families (PSF) is an evidence-informed six-part series of workgroups. Parents and caregivers will learn how to use positive approaches and effective parenting techniques to improve interactions with their child(ren), which in turn will support social and emotional development and address challenging behaviors.



TUESDAYS FROM 12:00-1:00 CST  
MAY 11-JUNE 15

ALL SESSIONS WILL BE HELD VIRTUALLY VIA ZOOM

CLICK [HERE](#) TO REGISTER FOR THIS PSF SERIES!

## OVERVIEW OF TOPICS COVERED



**SESSION 1: MAKING A CONNECTION:** TALK ABOUT BUILDING POSITIVE RELATIONSHIPS WITH CHILDREN AND THE POWER OF POSITIVE COMMENTS AND ENCOURAGEMENT.

**SESSION 2: UNDERSTANDING BEHAVIOR PART 1 (PROMOTING POSITIVE BEHAVIOR):** LEARN ABOUT KEY SOCIAL/EMOTIONAL SKILLS AND HOW TO PROMOTE THESE SKILLS IN YOUR CHILD(REN).

**SESSION 3: UNDERSTAND BEHAVIOR PART 2 (PREVENTING CHALLENGING BEHAVIOR):** PRACTICE WAYS TO DETERMINE THE MEANING OF BEHAVIOR AND WHAT INFLUENCES IT.

**SESSION 4: EMOTIONAL LITERACY:** WHAT IS EMOTIONAL VOCABULARY? HOW CAN GAMES, SONGS, BOOKS, AND OTHER ACTIVITIES PROMOTE EMOTIONAL LITERACY?

**SESSION 5: PROVEN PRACTICES:** EXAMINE SPECIFIC STRATEGIES THAT CAN BE USED TO PROMOTE POSITIVE BEHAVIOR IN AND OUT OF THE HOME.

**SESSION 6: IF I KNEW THEN...** REVIEW PAST SESSIONS AND STRATEGIES WHILE DISCUSSING BEST PRACTICES ON PREVENTION, TEACHING NEW SKILLS, AND RESPONSES TO CHALLENGING BEHAVIOR. EXAMINE RESOURCES FOR CONTINUED EDUCATION AND IDENTIFY SUPPORTS FOR CHILDREN.