

Welcome Spring!

Promoting Quality Agency  
Communication Since 2007

Mar/Apr '11

# HRS News

## Welcome to HRS!

**New Employees Hired in  
January and February**

Megan Murphy  
Sarah Horn  
Pamela Stevenson  
Adrienne Wolf  
Lindsey Willis  
Belinda Fleming  
Tamera Reichelderfer  
April Stitt  
Mary Ann Rosser  
Dave Walters  
Kristal Davis  
Mikeal VanCleave

**If you drive an  
agency vehicle  
and notice any lights on in  
the dashboard (especially  
tire pressure sensor),  
please notify  
Facility Support  
IMMEDIATELY.**

**Agency vehicles  
ARE NOT  
for personal use.  
HRS vehicles are not to be  
used to travel to  
personal appointments and  
other activities.  
Do not transport your fam-  
ily members in an agency  
vehicle.**

## In this issue:

**MARCH & APRIL  
TRAINING SCHEDULE,  
MOP & SPRING STREET NEWS**  
(see P. 3)

**DONE-RIGHT AWARD WINNERS,  
INSURANCE MEETING DATES**  
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**TECH FEATURE: SOCIAL MEDIA  
DO'S AND DON'TS, HELP DESK  
SOFTWARE**  
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**DCS NEWS**  
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**EMPLOYEE SATISFACTION  
SURVEY RESULTS**  
(see Pgs. 7 & 8)

**NEW OUTPATIENT OFFICES,  
STAFF BIRTHDAYS, HIRE  
ANNIVERSARIES**  
(see P. 9)



**Holidays & Celebrations**

**Daylight Savings Time  
Begins Sunday, March 13th**

**Thursday, March 17th**  
*St. Patrick's Day*

**Friday, April 22nd**  
*Good Friday [Agency Holiday]*

**Sunday, April 24th**  
*Easter*

**Wednesday, April 27th**  
*Administrative Professionals Day*

## Reminder!

As warm weather approaches, please make sure that you are adhering to the dress code and wearing appropriate shoes for your sites activities (no flip flops!)



**Introducing Gallia  
Outpatient and  
Jackson Outpatient  
offices!**  
(see last page)

## Website Suggestions? Newsletter Ideas?

Please submit suggestions and other comments to the Quality Improvement Dept.:

**Stacy Morgan:** [smorgan@hrs.org](mailto:smorgan@hrs.org)  
**Stephanie Snyder:** [ssnyder@hrs.org](mailto:ssnyder@hrs.org)

**Please Visit the Health  
Recovery Services Website:**

**<http://hrs.org>**

**\*Save it as your homepage!\***

# Nightingale News



HRS Nursing Department

March/April 2011

Reported by Manager of Nursing  
Amy Sappington

## March is National Nutrition Month

<http://www.eatright.org>

During the month of March, the American Dietetic Association encourages everyone to add color and nutrients to your meals. “Adding a splash of colorful seasonal foods to your plate makes for more than just a festive meal. A rainbow of foods creates a palette of nutrients, each with a different bundle of potential benefits for a healthful eating plan,” says registered dietitian and ADA Spokesperson Karen Ansel. “Healthy eating includes more than counting calories alone. In fact, most children don’t get enough of all the essential nutrients needed for normal growth and development.” Ansel recommends choosing a variety of colors when shopping for seasonal fruits and vegetables. “And for additional options in the color palette, choose frozen or dried fruits and vegetables available throughout the year”, she says.

### Healthy eating Color Guide

**Green**— indicates antioxidant potential, promotes healthy vision and reduces cancer risks.

**Fruits:** avocado, apples, grapes, honeydew, kiwi, lime

**Veggies:** artichoke, asparagus, broccoli, green beans, green peppers and leafy greens such as spinach

**Orange and Deep Yellow**—promotes healthy vision and immunity, reduces risk of cancers

**Fruits:** apricot, cantaloupe, grapefruit, mango, peach, pineapple

**Veggies:** carrots, yellow pepper, yellow corn, sweet potatoes

**Purple and Blue**— antioxidant and anti-aging benefits, helps with memory, urinary tract health and reduces risk of cancer

**Fruits:** blackberries, blueberries, plums, raisins

**Veggies:** eggplant, purple cabbage, purple-fleshed potato

**Red**—maintains a healthy heart, vision, immunity, and reduces cancer risks

**Fruits:** cherries, cranberries, pomegranate, red grapes, watermelon

**Veggies:** beets, red onions, red peppers, red potatoes, tomatoes

**White, tan and brown**— reduces heart problems and cancer risks

**Fruits:** banana, brown pear, dates, white peaches

**Veggies:** cauliflower, mushrooms, onions, turnips, white corn

### Nursing Notes & Reminders

- Thanks to all nurses for your hard work!

### TB/HSV Clinics

#### March

##### RWRP

Clinic: Tues., 3/8 10am-12:30pm

Read: Thurs., 3/10 11am-12:30pm

##### Admin /AOP /DCS

Clinic: Tues., 3/22 9am-12pm

Read: Thurs., 3/24 9am-11am

Admin (9-10am)

AOP (10-11am)

DCS (11am-12pm)

#### April

##### AAEP

Clinic: Tues., 4/5 9-10:30am

Read: Thurs., 4/7 9-10am

#### May

##### RWRP

Clinic: Tues., 5/3 10am-12:30pm

Read: Thurs., 5/5 11am-12:30pm

#### National Nutrition Month\* 2011



### Help your kids Eat Right with Color:

- Give them whole grain cereals for breakfast, “white” whole-wheat bread for sandwiches, and whole grain pastas for dinner.

- Serve berries on top of cereal, baby carrots or sliced apples at lunchtime, and put brightly colored veggies on everyone’s plate at dinner.

# Training Schedule

## March/April 2011

Tuesday, 3/22

Adult/Child/Infant CPR Challenge  
(TEST OUT)

Contact Q.I. to schedule an appointment.

First Aid Test Out also available.

Wednesday, 3/23

Adult CPR & First Aid @ Admin  
CPR begins at 8:30am

First Aid begins at 12:30pm

Monday, 4/11

Adult/Child/Infant CPR @ Grey St.  
8:30am-4:30pm

Wednesday, 4/20

Adult/Child/Infant CPR @ Admin  
8:30am-4:30pm

### **CPR and First Aid test-outs**

require a passing grade on written exams as well as correct demonstration of skills. **Test-outs last approx. 30-45 minutes.**

**RED CROSS NOTE: Anyone who successfully completes CPR/FA training after Jan. 1st will now be certified for 2 years.**

**TACT2 "Train the Trainer" will be conducted Monday, March 21st thru Thursday, March 24th from 8:30am to 4:00pm at O'Brien Hospital**

## MOP News

*The latest from the Meigs Outpatient Office*

- *Congratulations to Lori Duhl for completing the CRA training and receiving her certificate! Tammy Bush is currently working toward her CRA completion as well.*
- *Many thanks to our new office Administrative Assistant, Sharon Roush, for all of her hard work, her pleasant personality and being an all around excellent assistant. You are appreciated!*
- *The staff at MOP would like to say "thank you" to S.R. Tilton for all his help with assessments on Mondays. It is much needed and most appreciated. Thanks to S.R., our waiting list is becoming more manageable which frees up time for Lori and Tammy as we work toward more home based counseling.*

## Q.I. Corner

- QI would like to encourage any staff member who has successfully completed CPR training with HRS 3 or more years to sign up for **CPR test-outs** when your certification nears the expiration date.
- **First Aid test outs are available!** Please contact the QI department to schedule an appointment.
- Results for the 2011 Referral Source Satisfaction Survey will be compiled in April.

### **Contact the Quality Improvement Department:**

Stacy Morgan, Q.I. Coordinator  
email: smorgan@hrs.org  
Phone: 592-6724 ext. 106

Stephanie Snyder, Q.I. Assistant  
email: ssnyder@hrs.org  
Phone: 592-6724 ext. 107

Please send **website and/or newsletter suggestions** to Q.I. via interoffice mail, phone, or email!

## Spring Safety

**Be Careful During Outdoor Activities!**

As warmer weather approaches, please be careful while participating in outdoor activities with consumers, especially on basketball courts and during any extra-curricular sport activities!

## Spring Street News

*Submitted by S. Williams*



Spring Street would like to congratulate Melissa McCormick and Charlene Bruss on the arrival of their grandchildren. Melissa welcomed into her family a granddaughter and Charlene welcomed two babies, boy and girl twins!

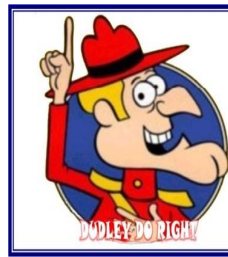
Sharon Williams and Charlene Bruss have completed the required taping for certification in CRA. Thanks for all the hard work!

David Johnson and Melissa McCormick have been successful in creating a young adult group which is focused on ages 18 to 25.

A special 'thank you' to Shelia Ingraham and Michele Gotfried for the outstanding work you are doing with the adolescents at the schools. Also, a very special 'thanks' to Charlene Bruss for the work you do with the Adolescent Drug Court program and Reclaiming Futures.

## "Done Right" Award of Excellence

Presented by Executive Cabinet Members  
 Congratulations to Award Winners!



### January/February Recipients

S.R. Tilton	Stacy Morgan	Sherry Maffin
Rich Green	Mary Male	Lew Pulver
Chad Scott	Sandy Sickles	Linda Strunk
Joanna Carter	Lisa Creech	Terri Chambers
Linda Holley	Rose Ann McDonald	Deanna Shultz
Shelton Curtis	Sheila Ingraham	Michelle Gotfried
Scott Trainer	Charlene Bruss	RWRP Staff
RWRP Nursing	Becky Barber	Abbey Thompson
Suboxone Nursing	Human Resources	Shari Blackwell
Deb Lee	Brandi Mullins	Angie Kennedy
Melissa McCormick	Vaughn Grigsby	Cheryl Taylor
John Padget	Patsy Bail	Stephanie Snyder
Connie Robson	Bonnie Brooks	Cindy East
Reggie Robinson	Dr. Gary Cordingley	Karen Smart
Erin Brooks	Sue Cassels	Ermiece Straub
Aja Davis	Stacy McCord	Tara Dishon
Laura Hopstetter	Ellen Martin	Sheri Bradford
Amy Moore	Ashley Holt	Amanda Uribe
Virginia Sustarsic	Evelyn Nagy	David Arrington
Frank McKee	Kent Butler	Kim Brozak
Connie Zickafoose	Lori Duhl	Jeremy Kerns
Sherry Selbee		

## Annual Open Enrollment Insurance Meetings

### Monday, March 14th

HOP (Grey) 9:15-10:15am  
 HOP (Spring) 10:30-11:30am  
 Admin/DCS 1:00-2:00pm

### Wednesday, March 16th

Bassett House 10:15-11:30am  
 MOP 12-1:00pm  
 AAEP 2:30-3:30pm

### Thursday, March 17th

AOP 10:30-11:15am

### Wednesday, March 23rd

VOP 1:00-2:00pm  
 RWRP 2:30-3:45pm

**All full time employees that have been hired or received full time status since March 2010 should plan on attending. All employees are encouraged to attend and may attend any scheduled meeting regardless of site employed.**

## Get in shape for Spring and Summer

Take Advantage of the

# WellWorks

### Health Recovery Services Corporate Membership Rate!

**Wellworks isn't just a fitness center—it's a health and wellness facility.** As a member, you can enjoy the fitness center, group exercise classes, and the personal training program. At a reduced price, you can sign up for nutritional counseling/workshops, massages, and health screenings. As a member of Wellworks, you can also participate in programs like *HeartWorks* and *Healthy Ohio*

**To become a Wellworks member, you will be required to pay a one-time \$35 enrollment/health assessment fee.** This will cover the cost of cholesterol/glucose screenings and other components of the health assessment.

#### Corporate Membership Fees:

Monthly: \$27 (\$24.00 if 55 & over)  
 Yearly: \$175\* (\$158.00 if 55 & over)

\*As a staff member at HRS, you save \$100—regular "Community" wellworks memberships are \$275!

You can try Wellworks out before purchasing an extended membership by paying the visitor's fee (\$5 per day).

**To get started with Wellworks,  
 Call 593-2093!**

**Visit Wellworks' website at  
<http://www.ohio.edu/wellworks>**

# Social Media

## and the Workplace



facebook



myspace



twitter



linkedin

Social media is defined as web blogs, online discussion forums, texting, email, social networking sites such as Facebook, LinkedIn, MySpace, Twitter, YouTube, Gmail, Wikis, and any other forms of communication accessible via the internet or cell phone.

Employees using social media sites should have no expectations of privacy regarding any material they post. Employees are advised to use the highest level of privacy tools available when using social media, but also to assume that all communications via social media may be viewed publicly by virtually anyone.

You might ask ***“How does my participation in social media activities impact HRS as my employer?”***

HRS has a high standard for our employees’ behavior. As a behavioral healthcare provider our employees need to be careful and cautious regarding their conduct. The conduct of our employees can have a negative impact on HRS through community stakeholders and consumers. HRS is currently drafting a policy regarding social media activities. Until that policy is approved and distributed please follow the guideline below when accessing social media sites:

**An employee is expected to conduct him/herself at all times in a manner befitting his/her status as an employee of HRS and shall refrain from any action or behavior which might reflect adversely upon the agency or which is offensive to consumers, potential consumers or fellow employees. HRS investigates and responds to all reports of policy violation. Violation of agency policies may result in disciplinary action up to and including immediate termination.**

Most importantly, **use Common Sense!**



Agency emails can be monitored if needed. Please make sure that you are not sending confidential information regarding consumers via email. Also, if you receive an email from an outside agency about a consumer, DO NOT respond via email. Please call the agency representative and explain that email is not a secure method of communication.

As an employee of HRS, please be aware of what you post or what is posted about you on social networking sites (i.e. YouTube, Facebook, MySpace, etc.) Also, please remember to maintain professional boundaries; HRS employees are not to be “friends” with current or past consumers on social networking sites.

## New “Help Desk” Software

Contributed by Greg Parker/HRS I.T. Dept.

A new Help Desk software program is available for everyone in the agency to use. The Help Desk is set up to create a ticket based upon receiving emails sent to **help@hrs.org**. All users have to do is send an email to **help@hrs.org** including a subject and as much information about their computer/technical problem as possible in the body of the email, and the ticket will be created. This will also send out a notification email to the IT staff letting them know that a new ticket has been created, and will include the details of the problem. If the ticket is not properly addressed within an hour, it will automatically escalate to a higher priority.

If you need any further information, please contact the IT Dept. at 592-6724.



## HRS Observes National Problem Gambling Awareness Week

Health Recovery Services has joined with the Ohio Department of Alcohol and Drug Addiction Services (ODADAS) and the Problem Gambling Network of Ohio (PGNO) to proclaim March 7 - 13, 2010, National Problem Gambling Awareness Week and to announce local and statewide initiatives in support of the effort to increase public awareness of the availability and benefits of problem gambling treatment. This effort will help educate the public about problem gambling warning signs, and where to call for help.

During the week of March 7 - 13, communities nationwide are working to raise awareness of the consequences of problem gambling and the resources available for individuals whose gambling is causing disruption in their lives. Treatment for problem gambling is not only available, but is effective in improving the lives of problem gamblers and their families. This initiative is also a celebration of the men and women who are overcoming problems associated with their gambling behavior.

This year's observance is focused on sports gambling. Illegal sports betting is a huge industry in this country. CNBC estimates that 80-100 billion dollars is bet on NFL football, 6-10 billion dollars on the Super bowl, 60-70 billion on college football, 50 billion on college basketball and 6-12 billion on March Madness. This type of gambling has recently been pushed into the spotlight with Michael Jordan's son tweeting about losing \$35,000 in one night. He and other youth are part of a generation growing up in a world where gambling is socially acceptable. Adolescents are more than twice as likely to become problem gamblers than adults. Gambling is so intertwined in pop culture, it even made an appearance in the hit movie *Toy Story 3* and the short film preceding the blockbuster. Fortunately there are shows like A&E's *Intervention* and MTV's *True Life* to depict some of the awful realities of the compulsive gambler. Hitting it big and living easy seems to be a widespread goal, but pursuing this fantasy is not worth the risk. Those addicted to gambling are up to 20 times more likely to commit suicide.

Another focus of this effort is to promote the fact that treatment works and is available in Southeastern Ohio. "In order to make a positive impact in the community, we need to be sure that the individuals and families that are in need of our services are able to access them," said Reggie Robinson, Community Services Manager of HRS. Health Recovery Services has obtained and created materials for distribution throughout the area which include a :30 TV ad, radio scripts, print ads, posters and brochures for the public, which highlight warning signs. They also have commissioned billboards featuring their local problem gambling help line at 1-866-614-9580.

HRS also recently hosted several community presentations featuring Jenny Campbell-Roux, Executive Director of the Problem Gambling Network of Ohio. Jenny is a nationally certified expert on problem gambling issues and treatment. Robinson serves that organization as a member of its Board of Directors.

If you or someone you know has a gambling problem, he or she may lie to cover up how much money or time is spent gambling, miss important events to gamble, use gambling jargon frequently and try to win back money from previous losses or perhaps express a desire to quit or cut back on gambling. Other warning signs of a possible gambling problem include:

- Feeling the need to bet more and more money
- Repeated unsuccessful efforts to control, cut back or stop gambling
- Gambling as a way of escaping emotional or physical pain
- Relying on others to provide money to relieve a desperate financial situation caused by gambling
- Jeopardizing or losing a significant relationship, job or career opportunity because of gambling
- Family or home life problems caused by gambling

*for more information, contact Reggie Robinson of DCS at 589-3680.*

# Employee Satisfaction Survey Results Submitted by Nancy Dotson Bulstrom

A revised Agency Employee Survey was conducted in December 2010. We received completed surveys from 88 of approximately 190 employees (46%). The survey asked for additional comments regarding survey responses; these comments were very helpful and provided some additional information that Administration needed to better address areas of concern and to highlight areas that we excel in.

## Job Satisfaction

***My work is interesting to me:***

94% agree / strongly agree

1% disagree / strongly disagree

***Where I work, morale is generally high:***

61% agree / strongly agree

20% disagree / strongly disagree

## Working Conditions

***I understand the importance of valuing cultural lifestyle differences at HRS:***

92% agree / strongly agree

0% disagree / strongly disagree

***Too much work is expected of employees in my area:***

40% agree / strongly agree

40% disagree / strongly disagree

## Personal Opportunities

***Qualified employees are encouraged to apply for other job opportunities within the agency:***

64% agree / strongly agree

9% disagree / strongly disagree

***During the past six months, I have seriously considered leaving the company for another job:***

25% agree / strongly agree

53% disagree / strongly disagree

## Cooperation

***The people I work with help each other out when someone falls behind:***

88% agree / strongly agree

5% disagree / strongly disagree

***There is cooperation between my department and other departments we work with:***

71% agree / strongly agree

9% disagree / strongly disagree

## Communication

***I am satisfied with the communication between management and staff:***

57% agree / strongly agree

17% disagree / strongly disagree

***Before changes are made that affect my work, I'm informed of them:***

49% agree / strongly agree

26% disagree / strongly disagree

## Supervision in my Department

***My supervisor is fair in his/her dealings with me:***

88% agree / strongly agree

6% disagree / strongly disagree

***I feel an effort is made to get my input when decisions are made that impact me:***

70% agree / strongly agree

14% disagree / strongly disagree

## Executive Management

***I feel management generally understands the problems we face in our jobs:***

62% agree / strongly agree

17% disagree / strongly disagree

***I am proud to work for HRS:***

78% agree / strongly agree

1% disagree / strongly disagree

## Compensation and Benefits

***I feel the benefits package that I get at HRS is fair and competitive:***

78% agree / strongly agree

11% disagree / strongly disagree

***In comparison with people in similar jobs in other agencies, I feel my pay is okay:***

38% agree / strongly agree

39% disagree / strongly disagree

Continued on next page →

## Employee Satisfaction Survey Results (Continued)

The three top rated benefits at HRS were holidays, short term leave and vacation pay.

Your feedback was truly appreciated, and we have taken or will take in the future the following action in response to that feedback:

### Training

The following trainings were requested:

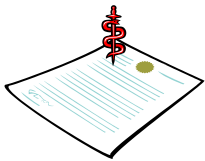
- Diversity
- Basic computer literacy - *to be scheduled*
- Operation Street Smart - *completed last week*
- Chemical dependency - *to be scheduled (Dr. Gay, Presenter)*
- Dealing with difficult clients - *to be scheduled (John Padget, Presenter)*
- Clinical training - Suboxone - *to be scheduled (Dr. Gay, Presenter)*
- Forms refresher course (SASSI and mental health status screening tools)- *to be scheduled (Cathy Chelak, Presenter)*



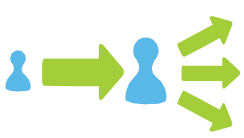
**Web Based trainings** are being included as a mode of training to increase the number of trainings available and to provide a more flexible training schedule. A **three hour web based ethics training** was prepared by John Padget to meet ODADAS requirements. A **one hour web based motivational interviewing training** is being prepared by Cathy Chelak. The HR department is investigating other possible training opportunities to meet the needs of employees.

**Routine Safety inspections** are being done at all facilities to document working conditions (ventilation, space, cleanliness) and overall safety issues.

Committees are being formed to address **clinical concerns** such as residential loan repay and clinical employees operating or participating in private practice.



**HRS insurance benefit package** is reviewed annually and we continue to look for more cost effective premium rates. Our April 1, 2011 health insurance renewal did not reflect a change in benefit coverage or premium costs. The dental and vision insurance reflected no change in benefit coverage and only a minimal premium increase of a few pennies. We will be offering employees a new benefit called a Critical Illness policy. We are also considering increasing agency paid employee life insurance benefit from 15,000 to 20,000. Please attend one of the upcoming open enrollment meetings this month for more information.



**Communication** continues to be an area of concern. We will continue to use the agency newsletter to communicate and address issues. It is our goal to provide an agency email address for all employees to increase the efficiency and effectiveness of agency wide communication.

We will be looking for alternate venues for distributing and collecting surveys in 2011 to increase the percentage of responses received. We do not believe that a 46% employee response represents a sufficient ratio of agency employees.

*\*If interested in a copy of the Job Satisfaction Survey results please contact the H.R. Department.*

## Staff Birthdays

### March

3rd Jeremy Kerns  
 4th Tina Boudinot  
 5th Mary Ann Rosser, Erin Brooks  
 6th Amy Davis  
 7th Judith Manley  
 9th Kathie England,  
 Shari Blackwell  
 10th Carol Zimmerman  
 14th Bernadette Heckman  
 15th John Padget  
 17th David Bobo, Suzanne Diaco  
 25th Laurel Howe  
 26th Sharon Jago  
 29th Abbey Thompson

### April

1st April Harrison  
 3rd April Stitt  
 4th Sharon Williams  
 7th Rich Bolin  
 9th Catherine Matisi, Evelyn Nagy  
 14th Kent Butler  
 16th Shari Queen  
 22nd David Walters  
 23rd Stacey Bentley,  
 Leslie Enterline  
 24th Dennis Katterhenrich  
 30th Amy Moore

Happy Birthday!

## Employee Longevity

### March

#### 11+ Years

Regina Smith  
 Brenda Spencer  
 Deen Padget  
 John Padget  
 Shari Blackwell

#### 10 Years

Laura Arbaugh  
 Earl Stump

#### 5-9 Years

Sheila Van Dyke  
 Deanna Robinette  
 Courtney Riggs  
 Donna Johnson

#### 2-4 Years

Lisa Metcalf  
 Sarah Collins  
 Teresa Grigsby  
 Kyle Mopps  
 Rebekah

Wachenschwanz

#### 1 Year

Clarence Chapman  
 Serena Hopkins

### February

#### 15 Years

Vaughn Grigsby

#### 10 Years

Wanda Lindsey  
 Sheila Ingraham

#### 5-9 Years

Raymond Martinez  
 Tina Hosken  
 Lisa Creech

#### 2 Years

Kate Gehlfuss



Happy   
 St. Patrick's Day   

## Two New Additions to HRS

The **Gallia Outpatient** office is located at Woodland Centers, Inc., 3086 State Route 160, Gallipolis. Hours of operation are 8:00am to 6:00pm on Mondays and Wednesdays.

The **Jackson Outpatient** office is located at Holzer Medical Center, Woodland Centers, Inc. Suite 240, 500 Burlington Road, Jackson. Hours of operation are 8:00am-5:00pm on Tuesdays and Thursdays.

Jessica Fox, LCDC II serves as the primary clinician of both locations, with Angela Stowers, PCC-S, LICDC, OCPS I providing clinical supervision and program coordination at both locations as well.

Phone and Fax numbers for the new locations are as follows:

**Gallia Outpatient**  
 Phone (740) 441-4420  
 Fax (740) 441-4402

**Jackson Outpatient**  
 Phone (740) 286-5075 ext. 217  
 Fax 1-888-883-1256

From: Staff  
 To: Staff



Special Greetings

*Thank You*

**RWRP Clinical Team**

For pitching in and helping to cover transports and groups due to staff scheduling changes.

**A Big "Thank You"**  
 to Mary Male and  
 Lew Pulver  
 Of HRS Facility Support

for all your hard work at MOP. We now have a very welcoming reception area, hallway, and a couple of offices due to the new paint. Also many thanks for all your time and patience with the restrooms.

*Thank You*

**Jessica at BH**

For playing PING, Doorman, and Router switcher. Thanks for being the BH IT Tech in training!

*-Brenda Spencer, IT*

**Thank You**

**Rich, Mary, and Lew**

For always being ready and willing to help!

