

I HEARD IT THROUGH THE

STEAMLINE

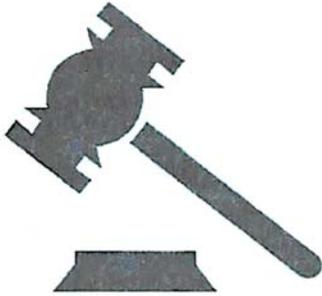
**NORTH CAROLINA ASSOCIATION FOR HOSPITAL CENTRAL SERVICE PROFESSIONALS
CHAPTER NEWSLETTER OF THE YEAR - 1993, 1995, 1996**

**NATIONAL CENTRAL SERVICE WEEK
OCTOBER 13-19, 1996**



... FOR A HEALTHIER TOMORROW

PRESIDENT'S MESSAGE



I hope that everyone has had a wonderful summer. It seems like it was only yesterday that schools were closing for the summer, and now parents are out shopping for those back to school bargains. You've heard the old saying, "Time flies when you're having fun."

At our last meeting, we had the pleasure of being addressed by G. Emmett McCall, Attorney-At-Law. Mr. McCall shared with us some of the benefits of incorporation. The most important being a restriction of the amount of liability. Under the current conditions, if the organization were to be sued, i.e., personal injury, all assets could be depleted and the possibility exists for legal action to be taken forward to the existing board, officers, and general membership. Incorporation would allow us to limit legal action to the organization itself. This move also allows us to obtain discounts on liability insurance. Another important factor in incorporating is unlimited life. A corporation cannot be dissolved over-night.

I am very pleased to say that the majority of the work for incorporation is already complete. We have established by-laws, with written requirements for officers and board members. We do have complete records in the form of minutes for purposes of historical value, as well as

continuity. The last obstacle is purely administrative, we have to contract with an attorney to complete the paperwork.

Your input in this matter is extremely important! With the upcoming election of officers and board members, we will include the issue of incorporation on the ballot. You will have the opportunity to vote.

Along with incorporation we will be electing four (4) board of directors, a secretary, and president-elect. Included in this newsletter is a nomination form. Take a moment to consider who you would like to represent you. Board members who are up for re-election are: Virginia Coffey, Paul Hess, Janet Aultman, Linda Cook, and Linda Messick as secretary. Nomination forms are due October 1, 1996, duplicates will be accepted.

This year, National Central Service Week will be October 13 - 19. The theme for this year is ... for a Healthier Tomorrow. I hope that you have a great week!

Sincerely,
Frank Sizemore
President



*"If you have always done it that way,
it is probably wrong."
Charles Kettering*

“HOMEPAGE”



As we all know there have been drastic changes in the way we do just about everything within our jobs. There are also changes occurring which will effect the way we communicate and share knowledge and information within our profession. Most of you are aware of the computer enhancements which have been made in maintaining inventory control (including instruments), sterilization record storage, and everyday word processing, however, there is another way computers will be affecting our lives in the future.

Many of us now have personal computers either at work, home or both. One use of personal computers that is growing tremendously is the use of the internet! There is literally nothing you cannot find on the internet ... and very little you can't do through it. You can shop, send e-mail (electronic mail), voice e-mail with pictures, communicate "live" with others, and of course share information by use of a "homepage"!

Many organizations have developed their own "homepage" in order to share and communicate information with their peers and/or customers. The American Society for Healthcare Central Service Professionals is developing its own homepage in order to communicate to the membership any new information they have, as well as using it to be able to accept

orders for their educational material and applications for the membership or renewal. Our organization is also developing our own homepage in order to make information, etc., quickly accessible to our membership.

A "**homepage**" can be developed virtually by anyone and can contain as little or as much information as you wish. However, there is a nominal charge for the "cyberspace availability" for it, and it can be accessed by anyone "surfing the net". Graphics, animation, articles, e-mail, and just about anything you can imagine can be used on a homepage, and the ways you can use it are endless. (Did you know you can look up the cost of doing specific procedures from various hospitals on the internet?)

The two organizations are developing their own homepages so that the members can have immediate access to the information and materials provided by them and our organization will include a "copy" of the newsletters we write. The ability to bring up this information at "your leisure" will be such a benefit to each of us that have the capability of "surfing the net" ... and as time goes by, I am sure most of you will have access to the internet and the valuable information that is available there.

We will let you know the "address" of the "**homepage**" for both organizations as soon as they are developed ... and publish email addresses of individuals as they become available. The addresses will allow you to have access to the homepages, as well as send e-mail to members that have email addresses. I am personally looking forward to having this information available and I am sure

HOMEPAGE, cont.

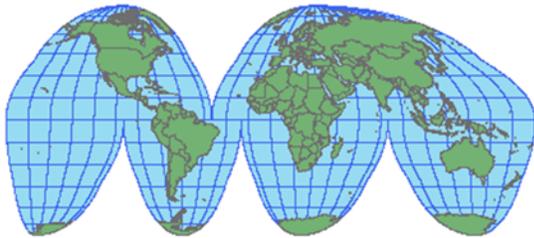
you will find it extremely beneficial as well. If you have any questions or need further information or help, please feel free to contact Frank Sizemore, Paul Hess, Janet Aultman or me at our e-mail addresses listed below.

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Board of Director

Frank Sizemore
fsizem9464@aol.com

Janet Aultman
jaultman@isnet.bgsm.edu

Paul Hess
phwilmnc@wilmington.net



EVERYBODY, SOMEBODY, ANYBODY, AND NOBODY

Once upon a time there were four men named Everybody, Somebody, Anybody, and Nobody. There was an important job to be done and Everybody was asked to do it. But Everybody was sure that Somebody would do it. Anybody could have done it. But Nobody did it. Somebody got angry about it, because it was Everybody's job. Everybody thought that Anybody could do it, and Nobody realized that Everybody wouldn't do it. It ended up that Everybody blamed Somebody and Nobody did the job that Everybody could have done in the first place. At last report, these four men were still arguing and the job they were supposed to do still wasn't done.

SPOTLIGHT INTERVIEW



The Central Processing Department at Mercy Hospital in Charlotte has been under new leadership. Patricia Allred, a graduate of Forsyth Technical Community College and a veteran operating room nurse, accepted the position of CPD supervisor two years ago. She has found this position both challenging and rewarding. She readily admits that even though she has always appreciated the work done by CPD, working there has been an eye opener. Her staff of seven strives to meet the needs of their 265 bed facility. Presently, the staff is busy implementing a case cart system in order to better serve the operating room.

Pat was an active member of the Association of Operating Room Nurses. She found the AORN meetings informative and helpful. She has been pleased that the NCAHCSP has also provided quality programs. She states that networking with other central service professionals has been very beneficial.

Pat's husband is a Wesleyan minister. Pat serves as director of Mission Programs at their church and is the teacher of the Young Adult Sunday School class.

Pat and her husband are the proud parents of two children and one granddaughter.

SPOTLIGHT, cont.

Creativity is apparent not only in Pat's work but also in her hobbies. Creating flower arrangements allows Pat to use her imagination to the limits. She especially enjoys working with silk flowers. She also finds relaxation in cross stitching and reading historical fiction.

It is great to see our membership continue to grow with talented, industrious, and caring central processing and distribution professionals!

MEMBERSHIP REPORT



Cutbacks in the healthcare field has affected everyone. Our membership now reflects this trend with only 274 members. This is lower than last year but not totally unexpected. Membership rosters will be offered to anyone returning the brightly-colored postcard enclosed in this packet. Information found in this roster is pulled directly from the membership applications. As in the past, we encourage only one response per facility in an effort to contain cost. Thank you.

Linda Messick
Membership Chairperson

WELCOME NEW MEMBERS!

Yvonne Bishop
Certified Technician
Central Sterile Reprocessing
Iredell Memorial Hospital
Statesville, NC

Vickie Boozer
Technician I
Central Sterile Supply
High Point Regional Hospital
High Point, NC

Pamela Lowe Davis
Lead Technician
Central Processing
Mission St. Joseph's Health System
Asheville, NC

Karen Ginther
Processing Supervisor
Rex Hospital
Raleigh, NC

Rita Imes
Central Processing Technician
Mission St. Joseph's Health System
Asheville, NC

Penny Jones
Technician
Sterile Processing
Lincoln Medical Center
Lincolnton, NC

Paul Jordan, Jr.
Sterilization Systems Specialist
Advanced Sterilization
Wake Forest, NC

NEW MEMBERS, cont.

Tom Keating
National Sales Manager
Abtox, Inc.
Purcellville, Va.

Mary Lynn H. King
Sales Associate
H.W. Andersen Products, Inc.
Haw River, NC

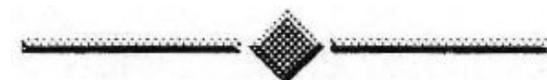
Kertrinia Saint
Technician II
Central Sterile Supply
High Point Regional Hospital
High Point, NC

Cheryl Sledge
Advanced Sterilization Products
Charlotte, NC

Ann Marie Starkey
Technician
Sterile Processing
Lincoln Medical Center
Lincolnton, NC

Gary Willetts, Jr.
Senior Territory Manager
Abtox, Inc.
Winston-Salem, NC

Michael Ross Young
OR Instrument Technician
NC Baptist Hospitals, Inc.
Winston-Salem, NC



**“Things will get better –
despite our efforts to
improve them”
Will Rogers**

HEALTHWATCH



16 SIMPLE WAYS TO IMPROVE YOUR FAMILY'S HEALTH

by Thomas Weida, M.D. in the July,
1996 edition of *Vitality*

DEFEND AGAINST DISEASE

1. *Make your home a smoke-free zone.*
"Kids who live where there's secondhand smoke have more upper-respiratory infections, asthma, and allergies."
2. *Exercise regularly.* Regular aerobic exercise builds cardiovascular conditioning, and it's good preventive medicine. If children enjoy physical exercise with their parents while they're young, they'll probably make it a lifelong habit.
3. *Be sun smart.* When you're outdoors for extended periods, use a sunscreen with an SPF of at least 15 to reduce your risk of skin cancer.
4. *Promote good sleeping habits.* Adequate rest helps guard against colds and other infectious diseases.

HEALTHWATCH, cont.

SET A HEALTHFUL TABLE

5. *Accent the positive.* Plan menus that offer lots of grains, fruits, and vegetables. These foods are satisfying and healthful.

6. *Cut down on/at.* Excess fat is associated with numerous health conditions, including heart disease and some cancers. Choose low-fat alternatives to high-fat foods.

7. *Handle food properly.* Follow label directions for preparing and storing foods. Cook chicken, pork, and ground beef thoroughly.

8. *Encourage a healthful attitude toward weight.* Help children maintain an appropriate weight through healthful food choices and daily physical activity.

BUILD A GOOD FOUNDATION

9. *Get immunizations on schedule.* "This is important for children and adults," Weida says. For example: Tetanus booster shots need to be given every 10 years.

10. *Keep health screenings current.* Your doctor can tell you how often members of your family need full physical exams and cholesterol, blood and other tests.

11. *Start a family health history.* Step up prevention efforts for yourself and your children if a parent, grandparent or another close relative had cancer, heart disease or another major physical ailment. Keep a log of allergies to foods and medications.

12. *Use prescriptions correctly.* Take medications as directed and make sure your children do the same. Give your family doctor an inventory of all medications each family member takes, including over-the-counter drugs and vitamins.

CREATE A SAFE ENVIRONMENT

13. *Install smoke detectors and check batteries regularly.* Have a fire-escape plan that includes an agreed-upon place to meet outside.

14. *Keep a first-aid kit and manual handy.* The kit should include bandages, antiseptic, pain relievers, diarrhea medicine and antihistamine for itching and runny noses.

15. *Store guns under lock and key.* Never keep a loaded gun in the house. Store guns and ammunition separately.

16. *Travel safely.* "Use child-safety seats in cars, helmets on bikes and motorcycles, and helmets and protective pads while skateboarding or in-line skating," Weida says. "Whatever wheels you use, choose the safe way to ride."



NEWSBITS



Occupational dermatitis and asthma related to the use of latex rubber gloves could be the result of a reaction to the ethylene oxide used to sterilize the gloves, rather than to the latex, according to study results published in *The Lancet* (November 25, 1995). The authors found that "traces of ethylene oxide gas were probably absorbed by the powder of the gloves, inducing dermatitis on direct contact with the skin and asthma when the powder was airborne after the patient had turned the gloves inside-out, a mechanism reported in latex allergy."

The Environmental Defense Fund (EDF), a New York-based environmental group with 250,000 members nationwide, is suing seven hospitals in Sacramento, California, for failing to notify local residents of EtO emissions as required by Proposition 65. Proposition 65, adopted by California voters in 1986, requires businesses to warn individuals before exposing them to a chemical known to cause cancer or reproductive harm. The EDF is seeking civil fines from the hospitals in the amount of \$2,500 per day for each person exposed to EtO without warning. At press time, hearings and negotiations were still underway to determine the outcome of the suits, which were filed in June 1995. Spokespeople from the hospitals maintain that the EtO emissions did not create a community health hazard; however, all have taken steps to reduce or eliminate the use of EtO.

COMMUN/CORE, *Communications in Medicine*

It's a given that *medical devices* have to be resterilized between uses on different patients. But do they have to be resterilized when moving from one area to another on the same patient? Apparently so, according to a study conducted at the University of Pennsylvania School of Dental Medicine. The researchers found that needleless injectors can become contaminated during use and carry over the contamination during immediate reuse on the same patient. Immersion of the head of the injector in two percent glutaraldehyde for 30 minutes was shown to curtail the bacteria growth. *Materials Management in Health Care*, July 1996.

NEW CDC GUIDELINES ADDRESS HIV EXPOSURE

Health care workers who are exposed to the AIDS virus should be treated with antiviral drugs, according to new guidelines from the Centers for Disease Control and Prevention. Antiviral treatment is recommended primarily for the highest-risk exposures, such as needle sticks with contaminated blood from a patient in the late stages of AIDS. About 2,000 health care workers undergo high-risk exposure to HIV each year; the average risk of infection from all exposure involving penetration of the skin is about 0.3 percent. *Hospitals and Health Networks*, July 5, 1996.

The following is an excerpt from QUESTIONS & ANSWERS, a column written by Reny F Moses, for Materials Management in Health Care, July 1996.

Q: I am a new technician in central supply and find all the different sizes of catheters and needles confusing.

NEWSBITS, cont

How are the sizes for catheters and needles determined?

A: Catheters are usually sized according to French gauge (Fr. ga.), which refers to the size of the opening and the diameter of the lumen. The French scale for catheters is the diameter of the lumen in millimeters multiplied by three. This means that a catheter that is eight millimeters in diameter is referred to as "24 French" (8 x 3).

Needles are sized according to the diameter of the lumen and the length of the needle. A typical needle length is 112 to 4 1/2 inches. The diameter of the lumen is designated in terms of gauge number - the higher the gauge, the lower the diameter. A 15-gauge needle has greater diameter than a 27-gauge needle.



The following is a response from Nancy Chobin of NICHSPDP to a letter written by Frank Sizemore concerning problems encountered during the last Technician's Exam given in April, 1996.

Dear Frank:

The NICHSPDP Board of Directors is acutely aware of the problems encountered with the April 1996 administration of our examination. Some of the problems encountered reflected back to the previous testing agency, which resulted in our terminating their contract.

We can only apologize for the lack of professionalism on the part of the testing

agency and the inconvenience caused our clients. The test site snafus had two major causes: 1. Our previous testing agency failed to notify Schroeder Measurement Technologies of the sites/proctors who indicated they would not/could not proctor the April, 1996 exam. Clients registered for sites and then we found out (after many telephone calls and correspondences) that the site/proctor was not available for the April exam. 2. Proctors who agreed to proctor the 4/96 exam notified us at the last minute, including the evening before the exam that they would not be able to proctor the exam! We had one proctor who did not have the decency to call, she just did not show up and left 3 candidates unable to take the exam that day. This resulted in last minute re-assignments for test sites. The NICHSPDP has to pay a \$75 penalty for any site which does not have 10 registered candidates. Over the year, the NICHSPDP has covered these fees, up to \$10,000 per examination administration! Obviously, we could not continue to cover these expenses. We now offer candidates two site choices but they are advised that we expect them to travel 2 to 2½ hours to another site. Many healthcare facilities are now paying the \$75 special test site fee so they can offer their employees the exam right at their hospital.

To prevent recurrences, the NICHSPDP has: 1. Notified our testing agency that all applications must be received by the deadline or the candidate will be scheduled for the next exam date. This gives the testing agency time to assign all candidates to a site or alternate site and provide notification to the candidate seven days prior to the exam. 2. All proctors

LETTERS, cont.

who failed to meet their obligations to the NICHSPDP have been fired and will not be eligible to work as a proctor again. We simply cannot have irresponsible individuals (who, incidentally, receive a stipend for their services) impact on our clients in this manner.

The lack of communication regarding the increased costs caused many problems for us. First, once the previous testing agency learned that we would not renew our contact, they allowed all printed materials to go out of print. They then Xeroxed a small supply of the existing Candidate Bulletins and indicated the price increase in these later issues. (The revised Candidate Bulletins with the increase in cost-- which was assessed by the testing agency, not the NICHSPDP-- were never printed up by them as is provided in our contract). In addition, they published a statement that due to the increase in cost the NICHSPDP would provide a free certification pin to all technicians who passed the exam. While the NICHSPDP considered this, we advised them we could not take this additional loss since we did not receive any of the increased testing fee. The testing agency published this information without our knowledge or consent. We found out about this when clients started calling (after the April exam) asking for their free pin or inquiring why a pin/patch order form was enclosed when they were supposed to receive a free pin.

Frank, I am sure that you can see that these problems were not within the control of the NICHSPDP. We had to make the change and knew there would be problems, and tried to limit them as

much as possible. We also acknowledge the problems and do not attempt to justify them. This is not how the NICHSPDP operates. However, we were faced with situations, which despite the best efforts, just could not be controlled. The NICHSPDP's Board of Directors have developed a plan of action for the new testing agency to ensure such problems do not occur again. The NICHSPDP has placed a notice in the latest issue of the ASHCSP Newsletter advising all Central Service personnel to destroy all previous copies of the Candidate Bulletins and obtain the revised (1996) revisions. Please call 1-800-556-0484 for any copies needed. Please thank your members for their patience and understanding. I appreciated your taking the time to write to me and for the opportunity to respond to your concerns.

Sincerely,
Nancy Chobin
Executive Director

UPCOMING PROGRAM



On October 5, 1996, we will have a very exciting and historic program. This will be our first Saturday meeting! We hope this meeting will provide an educational opportunity for those CS departments who cannot send their staff to our programs held during the week. The

UPCOMING PROGRAM, cont.
program topics are: "*Demystifying Sterilization Validation*", presented by Lauren Andersen, Marcus Delves, and Edna Hu of H.W. Andersen Products, Inc.; and "*Workplace Safety and Health*", presented by Lu Ann Sorrell, RN, CIC of Forsyth Memorial Hospital. Please don't miss this excellent program!

Ruby Blackwell, RN
Program Chairperson

MARK YOUR CALENDARS!



The 1997 annual meeting will be held at the Ocean Dunes and Sand Dunes Resorts and Villas in Myrtle Beach, SC on May 7, 8 and 9. The hotel is conveniently located at the north end of Myrtle Beach, on a 700 foot sandy beach with over 660 rooms, with one bedroom and three bedroom suites to accommodate even the largest family. The hotel itself offers many amenities including: Complimentary round trip Airport shuttle, Sundry, Golf Discount and Gift Shops, a Convenience Store, Private Health and Fitness Center, two indoor and six outdoor pools. On site you will have your choice of the Brass Anchor Seafood Restaurant or the Flying Machine Steakhouse, a poolside Cafe or a Pizza parlor. There is also a poolside bar and a Sports Bar.

In the Greater Myrtle Beach area, you can also find shopping from Waccamaw Pottery and Outlet Mall, Briarcliff Mall,
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Broadway attractions include: Ripley's "Believe It or Not" Museum, Myrtle Waves Water Park, Family Kingdom, IMAX Discovery Theater, Deep Sea Fishing and Brookgreen Gardens. Live entertainment can be found at The Carolina Opry, Alabama Theater, Dixie Stampede, Euro Palace Theater, Magic on Ice, Medieval Times and the Ronnie Milsap Theater. Restaurants offer a wide variety for even the most discerning of palates. Choose from Mickey Gilley's Texas Cafe, The Olive Garden, Planet Hollywood, Tony Roma's "A Place for Ribs", Hard Rock Cafe, Johnny Rockets, Yamato Steak House of Japan, The Crab House, and The Alabama Grill just to name a few.

As you can see, the Myrtle Beach area has a tremendous variety to offer every member of the family, so bring them along! Please plan to attend our next annual meeting in Myrtle Beach!

MEMBER HIGHLIGHTS

THE FOLLOWING ARTICLE WAS PUBLISHED IN THE AUGUST, 1996 ISSUE OF PULSEBEAT, A MONTHLY NEWSLETTER OF ONSLOW MEMORIAL HOSPITAL

When Lorraine Roy, Heidi Hicks, Frances Marshburn, Barbara Murray, Christie Pyle, and Susan Williams began working in Sterile Processing and Distribution they did not realize how much they would affect the industry in this area. They all began as SPD I Technicians, which required a high school diploma and some on the job training. Things have a way of changing, and careers are no different. Onslow Memorial Hospital began a process of upgrading training to raise the

HIGHLIGHTS, cont.

proficiency of all employees. Suddenly, these technicians needed more training and certification in a national program through the American Hospital Association.

They took the challenge and the opportunity for growth. OMH, along with Coastal Carolina Community College, designed a course to prepare the technicians for the 125 question exam for certification. "A very select group of schools offer a program like this," according to Frank Orozco, SPD Supervisor, instructor for the program and one of the key people responsible for getting the course off the ground. The only other schools in North Carolina to offer this program are UNC and Bowman Gray School of Medicine. "We have a very dedicated crew, and it is very satisfying to teach the course and have six people pass the certification on the first try. All six staff members will be promoted to SPD II Technicians" he continued. Because of his experience and background, Frank was certified at the Master's level for teaching this course. And this isn't the end of the story either. Because of the dedication of the students and the instructor, who made it so successful, CCCC will be offering a full one year Central Sterile Processing and Distribution Technician program. "It went from a preparatory course to a full year long training program. We will be training people from all over for a career in SPD," said Mr. Orozco. Other hospitals are even interested in getting their employees trained through this program. The Naval Hospital, New Hanover and Craven Regional have all expressed interest in the certification program.

Frank stresses this course was a joint effort. OMH employees were dedicated enough to spend 10 consecutive Saturdays in class to improve themselves and OMH. The instructor prepared lesson plans for previously unknown exams. They, the hospital, and Coastal Carolina took a desire to raise our standards and created a program that will continue to be a positive force for our community.



Congratulations to Kimlyn Dollars, of Watauga Medical Center, who was awarded the honor of Employee of the Year for 1995, at the annual Awards Banquet.

Congratulations to Fannie Rhynes, of N.C. Baptist Hospitals, Inc., who was chosen Employee of the Month for August, 1996.

Our best wishes go to Victoria "Pat" Hardy of Northern Hospital of Surry County in Mount Airy, who retired on August 30, 1996. Pat has worked at Northern Surry for 19 years and has been a longtime, faithful member of NCAHCSP.

Best wishes also to Rose Baker Supervisor in Central Sterile at Scotland Memorial Hospital in Laurinburg, who retired on July 31. Rose has been a member of NCAHCSP for over 10 years.

REGION 3 REPORT

Final preparations are underway for the upcoming meeting in Ft. Worth. This year's meeting is jam packed with educational opportunities! We will again have a technician and managers update on October 19, with the actual conference beginning on October 20, 1996. If you haven't received information about his meeting, contact me at (910)716-6270. I'll be more than happy to forward the information to you.

We've had some other changes within the society. Susie McDonald, past ASHCSP president, will be completing the term of board member for Lynn Mobley, Nyla "Skee" Japp will be completing the term of board member for Mark Overton, and Jackie Croteau, the society's executive director, has resigned and will be assuming a similar position with the engineering society. This allows us the opportunity to reduce operating costs by sharing administrative staff with the Materials Management society. This is NOT a merger, our society will remain a completely separate organization. Dennis Moore, ASHCSP President, will provide further information in the next ASHCSP newsletter.

This year's elections have been completed, with Donna Swenson elected as President-Elect, and Cathy Bickerstaff: Margery Hammond, and Marion Kuhn as Board of Directors. Those of you attending the Ft. Worth meeting will get an opportunity to meet each of these individuals. Look for more information in the ASHCSP newsletter.

Frank Sizemore
Region 3 Board of Director

ANNOUNCEMENT

Advanced Sterilization Products will again this year sponsor *"Issues and Challenges"*, a seminar to be held at the Myrtle Beach Hilton on September 13, 1996. The speakers will be Michael A. Domin, William A. Rutala, and Marimargaret Reichert. All registration fees from North Carolina attendees will be forwarded back to NCAHCSP. Please contact Todd Shytle at (704) 335-8567 with any questions.

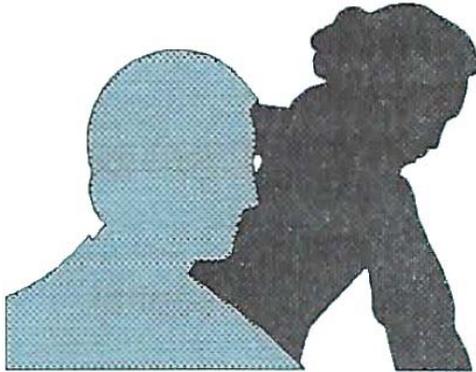
TREASURER'S REPORT	
BALANCE (May 1996)	\$23,819.76
DEPOSITS	5,895.00
EXPENSES	16,240.35
MONEY MARKET	5,213.92
BALANCE (JUNE 1996)	\$18,688.33

"WALK THE TALK"

**If you preach teamwork, do you work well with others?
If you ask your people to take risks, does your behavior match your words?
If you recommend lifelong learning, do you attend seminars and keep up in your field?
Managers who fail to practice what they preach lack credibility. Others won't follow their advice.
Put this reminder on your office wall:
"Walk the Talk".**

Source: *The Answers Are on the Office Wall*, by Paul B. Thornton, Monochrome Press, P.O. Box 424, Exeter, NH 03833

SUPERVISOR'S CORNER



"I KNEW THAT!"

Co-workers who come to you for help often have the answers to their problems they just don't know it. Often people just need a little help to think through their problems -- someone to listen patiently while they work out the answers themselves. Sometimes people are handed a conclusion before they're ready for it, and because they're not ready, they reject it. But they may reach the very same conclusion themselves with a little help and guidance. And because they found it themselves, they'll readily accept it.

THE FOLLOWING LETTERS WERE RECEIVED MARCH 16, 1996

Dear Frank:

On behalf of the Board Directors of the NICHSPDP, I wish to sincerely thank you and all the members of the NCAHCSP for your generous \$500 contribution.

The contribution is greatly appreciated due to the large expenses incurred to develop the Manager and Supervisor examinations.

Your chapter has been a wonderful source of support from the day the NICHSPDP was founded. I hope your Chapter realizes how much this has meant and continues to mean to us. Support from Chapters, such as yours, is what encourages us to persevere and continue our mission of encouraging and supporting competence in our profession.

Many thanks again from our entire Board.

Sincerely,
Nancy Chobin

Dear Frank:

The day I received the contribution from your chapter, I was in the process of sending you this letter. As you know, the NICHSPDP is in the process of recertifying the 1991 candidates. This has been a labor intensive and somewhat frustrating experience. Our Board decided that we personally would review each application because we take our responsibility very seriously. This is especially true when verifying to an individual's competence based upon work experience and continuing education.

Our Board was very impressed with the applications from North Carolina. Obviously, your Chapter has followed all the recommendations of the NICHSPDP such as providing certificates with the Approval Code number and number of contact hours printed on the certificate. The applications were flawless with all documentation clear, concise and in order.

Our Board applauds your Chapter for this fine example of professionalism

LETTERS, cont.

Your compliance with our guidelines has certainly made our job much easier and prevented returned applications.

Congratulations to all North Carolina Chapter members for a job well done. Keep up the good work!

Sincerely,
Nancy Chobin

**1996 -1997
NCAHCSP BOARD
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