December 2009

Volume 19, Issue 3

EyeOpeners

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Letter From The President

SCAPAN MISSION

The mission of the South Carolina Association of Perianesthesia Nurses is to promote excellence in all aspects of Perianesthesia nursing practice through education, specialty certification, nursing research and ASPAN standards in an environment that is respectful of others and adaptive to changes.

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It is with great pleasure that I introduce myself as your 2010 SCAPAN President. I have been in Nursing for 36 years – 28 years as a Registered Nurse with the last 10 years in Pre & Postop Services. I am so privileged to have the opportunity to serve as your President, and look forward to an exciting year.

Dear SCAPAN Members,

First, I would like to introduce the other Board of Directors who also are volunteering their services and expertise. Our newlyelected VP/President Elect - Nancy Zarczynski, RN, CPAN (Piedmont); newlyelected Treasurer - Melissa Postell, BSN RN, CPAN (Coastal): Secretary Shana Collins Smith, BSN, RN, CPAN (Piedmont); Immediate Past President -Samantha Hanna, RN, CPAN (Coastal); District Directors - Joy Davis, BSN, RN, CAPA, CPAN (Coastal), Carol Walker, RN (Coastal); Shauna Shea BSN, RN, CPAN (Central Midlands); newlyelected Christine Wlodarczyk, BSN, RN, CCRN (Central Midlands); newly-elected Lori Sutton RN, CPAN (Central Midlands) and newlyelected Donna West; BSN, RN (Piedmont)

Exiting things are happening the first part of the year. We are so privileged to have Lois Schick, ASPAN Immediate Past President present "Surrounding Your Practice with Excellence: Legalities, Standards & Advocacy" in Charleston, SC on January 30, 2010. See details later in this newsletter.

The following week is PeriAnesthesia Nurse Awareness Week (PANAW). It runs from February 1 – 7 2010. It is our opportunity to let everyone know that Perianesthesia Nursing focuses on the care of patients undergoing surgery and invasive procedures that require sedation, analgesia, and anesthesia. For us to practice PeriAnesthesia nursing, we have to have comprehensive knowledge and competencies that are grounded in PeriAnesthesia-specific scientific theory. Please do your part in getting the word out about PeriAnesthesia nursing by supporting the efforts of ASPAN and your local district during PANAW!

In April is our 29th annual National Conference at the New Orleans Marriott in Louisiana. The theme is *Roots of Knowledge, Seeds of Transformation*. The conference is from April 18 - 22, 2010. It is sure it be another great educational offering not to mention the chance to network with nurses from all over the country. Details are starting to appear on the ASPAN website (www.aspan.org).

Our current membership is 209. I encourage each of you to make it your personal goal to enlist a new member this year. We can only continue our success with members such as you. I remind you that it is through our membership that we remain solvent to continue providing educational offerings and funding for educational grants.

The financial status of the organization is steady. However, with the economy as it is today, we need to look at ways to preserve and enhance those funds. The fiduciary responsibility of your Board requires diligence and creative means to ensure our continuation of our component, through cost reduction of expenses and increased revenue through memberships; we hope to present you with a balanced budget with room for savings and investments. Given this focus we will continue providing you with "Eye Openers "as an electronic newsletter. In today's age of electronics, it not only is a smart thing to do, but a prudent and cost effective decision. Please

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Board Of Directors

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Letters to the Editor

Please send all correspondence to SCAPAN, PO Box 13976, Charleston, SC 29422, or email letters to <u>scswete@hotmail.com</u> or <u>contact.scapan@gmail.com</u> using 'letter to the editor' in the subject line. We look forward to hearing from

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Letter From The President

...continued

feel free to forward it on to your colleagues, even if they are not members.

As we begin this year, I will work to ensure the continued success of SCAPAN through quality educational offerings, increased membership, fiduciary responsibility and ongoing communication. I encourage all of you to help with these goals with your support through involvement, by attending seminars, conferences, recruiting or considering running for a position on the Board of Directors.

I look forward to another successful year for SCAPAN!

Thanks, Karen

Karen DiLorenzo-Thames, MSN, RN, CPAN, CAPA, CCRN, NE-BC

P.S. Check out our website <u>scapan.com</u> for more information and news.



ASPAN's moving to: 90 Frontage Road

Cherry Hill, NJ 08034-1424

Other contact information remains the same ...

856-616-9600 (phone)

877-737-9696 (toll-free phone)

856-616-9601 (fax)

The National Office telephone and fax numbers may experience a temporary interruption in service during the move. If you need to reach us and are having difficulty... please email us at:

<u>aspan@aspan.org</u>

Congratulations to **Dianne Jenkins!**

She won the SCAPAN recruiter of the Year Award!

Her ASPAN Membership is paid for next year!

YOU can win too!

UPDATE!!!

The new deadlines for submission to EyeOpeners are:

> February 15 July 15 November 15

Directors

Webmaster/Newsletter Editor Samantha Hanna s.hanna123@hotmail.com

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Recipe Corner

Hoppin' John is found in most states of the South, but it is mainly associated with the Carolinas. Gullah or Low Country cuisine reflects the cooking of the Carolinas, especially the Sea islands (a cluster of islands stretching along the coats of south Carolina and northern Georgia). Black-eyed peas, also called cow peas, are thought to have been introduced to America by African slaves who worked the rice plantations. Hoppin' John is a rich bean dish made of blackeyed peas simmered with spicy sausages, ham hocks, or fat pork, rice, and tomato sauce.

This African-American dish is traditionally a high point of New Year's Day, when a shiny dime is often buried among the black-eyed peas before serving. whoever get the coin in his or her portion is assured good luck throughout the year. For maximum good luck in the new year, the first thing that should be eaten on New year's Day is Hoppin' John. At the stroke of midnight on New Year's Eve, many southern families toast each other with Champagne and a bowl of Hoppin' John. If it is served with collard greens you might, or might not, get rich during the coming year.

SCAPAN -Willingness to Ser October 2010 – 2011 See Website for Forms Submission		
The following positions are available:	serve!	
ELECTED POSITION: <u>Vice President / President Elect</u> (Followed by 1 yr each as President and Immediate Past President)		
Secretary	2 yrs	
District Director (3 positions open)	2 yrs	
SCAPAN COMMITTEE MEMBER:		
By Laws / Policy and Procedure	1 yr	
Education / Research	1 yr	
Government Affairs / Professional Liaisons	1 yr	
Finance	1 yr	
Nominating / Elections	1 yr	
Membership / Marketing/PR	1 yr	
<u>RED positions MUST be filled in October! You should serve!</u> <u>Contact ANY SCAPAN board member for details or to express</u> YOUR interest!!		

There are many variations to traditional Hoppin' John. Some cook the peas and rice in one pot, while others insist on simmering them separately. Most food historians generally agree that "Hopping John" is an American dish with African/French/Caribbean roots. There are many tales or legends that explain how Hoppin' John got its name:

It was the custom for children to gather in the dining room as the dish was brought forth and h op around the table before sitting down to eat. A man named John came "a-hoppin" when his wife took the dish from the stove. An obscure South Carolina custom was inviting a guest to eat by saying, "Hop in, John". The dish goes back at least as far as 1841, when, according to tradition, it was hawked in the streets of Charleston, South Carolina by a crippled black man who was know as Hoppin' John.

Hoppin' John Recipe

2 cups dried <u>black-eyed peas</u>
Cold water
1 pound lean slab bacon or 1 pound meaty ham hocks
1 large <u>onion</u>, chopped
1/4 to 1/2 teaspoon crushed red pepper flakes
4 cups water or chicken broth
2 cups uncooked <u>long-grain white rice</u>
Salt and black pepper to taste

Before preparing dried beans, sort through them thoroughly for tiny pebbles or other debris. Soak, rinse, and drain dried black-eyed peas. Place black-eyed peas in a large soup pot over medium-high heat and cover with cold water; bring to a boil. Remove from heat; cover and let stand 1 to 2 hours. Drain and rinse beans. Using the same large soup pot, over medium-high heat, add soaked black-eyed peas, bacon or ham hock, onion, and red pepper. Add water or chicken broth; bring to a boil. Reduce heat to medium-low and cook for 1 1/2 to 2 hours or until the peas are tender (do not boil as the beans will burst).

Remove bacon or ham hock and cut into bite-size pieces. Return meat to pot. Stir in rice, cover, and cook 20 to 25 minutes or until rice is tender and liquid is absorbed. Remove from heat and season to taste with salt and pepper.

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Coastal District Report



For more information contact: Dianne Jenkins, President CAPAN Chapter @ 843-709-1641 or by email @ <u>Dianne.jenkins@rsfh.com</u> ♣

Central Midlands District Report

Upcoming meetings and educational opportunities TBA &

Piedmont District Report

Upcoming meetings and educational opportunities TBA. &

SCAPAN Points System

Applications DUE by January 10

Have you participated in SCAPAN events? Have you participated in district events? Then YOU ARE ELIGIBLE to apply for the SCAPAN Points System Award. YOU could win education money!! ALL you have to do is fill out the points system application by the deadline. The SCAPAN member with the most points WINS!!

Educational Opportunities and Dates to Remember

Check SCAPAN.com for more dates

January 10 – Points System Deadline

January 30 – Surrounding Your Practice with Excellence

Register EARLY as space is LIMITED*

February 1-7 PANAW Week

Tell SCAPAN how you plan to CELEBRATE*

February 15 – deadline for EyeOpeners Submission

April 18-22 – National Conference in New Orleans

Plan now to attend



"If nursing were a business would it sustain or fail?"

While in graduate school one of my earliest courses was business strategy. The professor was well respected having published articles for the Harvard Business Review, (an esteemed journal resource for the graduate business student.) He challenged us on our first day of class to consider evaluating our chosen profession and putting it "to the test" of whether it would prosper or become a "dinosaur" or worse, extinct, in the coming 20 years. I was the only nurse in class. My class mates were business professionals or military officers. We had to measure and score our profession against some of the metrics that evaluate a business for success and sustainability: customer service, advertising & marketing, operations, communication, human resource management & development, growth, lobbying, sustainability, research & development, diversification, profitability with a return on investment, adaptability and strategy. Nursing although a profession was seen as a "service industry" and in the opinion of my class mates, a true business. Its primary customers are "people." Furthermore, as many healthcare administrators and hospital board of directors increasingly share, "you have a mission to serve as a health care facility. However, if you have no margin, (read "money") you will have no mission." During that semester our research was reviewed, discussed by other classmates and further reviewed by other classes. I went in with few preconceived notions as I had a thought where "we" were and

curious to see what others thought. Well, nursing came out with a "B-"grade and the evaluation rendered the following: unless there was an infusion of ""R&D, strategy and diversity" the response was that we would eventually become "fully integrated" with another business if not "redefined in a manner that would market nursing not as nursing but something else." The final verdict? If we were a business in these difficult economic times, we would receive a "B" or lower rating in the business or bond market and be deemed "not worth the investment nor risk." That generated a lot of discussion. We ranked "A" for marketability and in the "court of public opinion" as everyone either knew a nurse, had a health story where a nurse was instrumental in a positive outcome or had an immediate family member as a nurse. We also ranked "A" for trust (we have been ranked the most trusted profession for many years.) In advertising and marketing we ranked "B -" or "C" as most of our advertising came from "what I have seen on TV - e.g. Johnson and Johnson commercials {favorable} or television dramas with nurses and health care as the core characters,{not always favorable.}

As for diversification the general concept was "mostly Caucasian" "females" and "much room for improvement." We received a "C-." As for diversification for growth, a "B-"as much confusion on "who and what is a nurse?" For example, veterinary technicians are called *nurses*, private duty sitters are referred to as *nurses*. I was asked

Alisa Shackelford, RN, MBA, MA, BSS, CCRN

"why don't nurses do a better job of clarifying that?" Regarding human resources and operations there were a lot of questions re: education, certification and training. Some inquired "If you all take the same registry – licensure exam what's the difference?" to "How are there 3 different ways at an entry level to be an RN?" For that we received a "B." Regarding return on investment and lobbying we rated a "C" and "F" respectively. Sustainability got us an "B" (*if other items -such as diversity and R&D were successfully addressed) and adaptability an "A-" At our recent SCAPAN state conference we were fortunate to have a speaker who accordingly identified himself as an elected official and whose presentation was to be a review of the pending health care reform in legislation. His presentation was not completed as the "road diverged" and the format became a town hall meeting- much to the joy of some attendees and the displeasure of others. While it was amazing to see a roomful of nurses debating on a topic of great interest - I had to wonder why so many chose to wait until the final hour to "arouse our sleeping giant" that is our collective or individual voice. As your outgoing GA representative, I asked for attendees at the conference to please consider getting involved at a grass roots level and accept the GA chair in 2010. Initially there were 3 respondents who voiced an interest but in a matter of a few weeks that dwindled to 1 individual. We are the largest

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Congratulations to Melissa Postell, RN, BSN, CPAN For winning the Beverly Zeigler Excellence in Clinical Practice Award

Excerpts from the award application:

Describe how the nominee's care of PeriAnesthesia patients is consistent with ASPAN Standards. Overall she has not only a deep understanding of the physiological and psychosocial aspects of PeriAnesthesia Nursing, but that of the scope, standards, guidelines, resources and positions statements that are the cornerstone of our Society and chosen specialty.

Describe how the nominee's clinical practice demonstrates a high level of compassion and specialty expertise. She is a dedicated patient advocate, often putting herself into uncomfortable situations with authoritative personnel to ensure that her patients' and staffs' rights and well-being are respected and known.

Congratulations Melissa!

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ASPAN Region Five Update

Tanya Spiering, BSN, RN, CPAN

Hello South Carolina!

Well it is almost time for National Conference and I hope that all of you are planning on visiting your neighbors in New Orleans. Now let me let you in on what is going on in ASPAN.

- Since July there have been 9 ASPAN seminars and 6 ASPAN Hosted seminars
 - Results of the International Conference SWT have been collated -
 - o 88.3% of 733 respondents support the development of an International Federation for Perianesthesia/Recovery Nurses
 - o More than 60% would like to see a Federation provide a conference every two years as well as a newsletter
- The Education Approver Committee has been busy approving 28 applications already and with many fall applications in the wings
- ASPAN Stars program clarified by Membership and Marketing team.
- PANAW logos and themes chosen first *—Transforming Care through Knowledge* and second *—Essential Partners in Care.*
- ASPAN was well represented at the British Anesthetic Recovery Nurses Association (BARNA) in June by Lois Schick, Joni Brady and Denise O'Brien.
- Terri Clifford attended the National Association of PeriAnesthesia Nurses of Canada Conference in Toronto in May.
- Jennie Allen and Myrna Mamaril have continued active participation with the Resourcefully Enhancing Aging in Specialty Nursing (REASN) through the development of a series of eight one-hour modules featuring core geriatric competency-based learning providing ASPAN's representation.
- The Education Approver Manual and Approver Application are currently being revised to meet the new ANCC Operational Requirements that go into effect August 1st.
- The Clinical Practice Committee has answered over 675 questions from May-September, which is a 9% increase over last year.

On a more personal note our own Chris Price was appointed to lead the Advanced Degree Strategic Work team. In this role she will be responsible for exploration and creation of a work plan for curriculum development associated with a proposed perianesthesia nursing certificated education program.

I thought you might be interested to know that ASPAN's total membership as of July of this year is 13,240. The ASPAN website is continuously being updated and revised so keep visiting. Going GREEN continues. During a Special Call Board meeting at the Component Development Institute in Portland Maine the board voted to purchase a building in Cherry Hill New Jersey for the purpose of an ASPAN National Office. The site is currently undergoing mandatory inspections with a conditional contract.

I want to thank you again for the opportunity to work with all of you and I hope that all of you will feel free to contact me with any questions or concerns.

Fondly,

Tanya Spiering, BSN, RN, CPAN Region 5 Director tspiering@bayhealth.org tspiering@Bayhealth.org



EyeOpeners

The American Society of PeriAnesthesia Nurses



Winter/Spring 2010 Seminar Series Co -hosted by



South Carolina Association of PeriAnesthesia Nurses

Surrounding Your Practice with Excellence:

Legalities, Standards & Advocacy

presented by

Lois Schick MN, MBA, RN, CPAN, CAPA

Immediate Past President, ASPAN

Date: Saturday, January 30, 2010	Topics Include:
Time: 7:30 A.M. Registration/Continental Breakfast	Medical Malpractice
Program Time: 8:00 A.M 4:55 P.M	Patient Safety
(lunch on your own)	Documentation
Location: Bon Secours St. Francis Hospital	Standards & Ethics of PeriAnesthesia
2095 Henry Tecklenburg Avenue	Regulatory Issues and Guidelines
Charleston, SC 29414	Advocacy and Legislative Process

Target Audience:

Nurses working in all phases of perianesthesia practice or any nurse wanting to know more about the standards, ethics, legislative and legal issues which guide practice in the perianesthesia setting.

Purpose/Goal:

To provide nurses practicing in the perianesthesia setting with the most current evidence based information on standards, ethical practice, patient safety and competent legal documentation.

Overall Program Objectives:

- 1. Identify key elements of medical malpractice as they relate to perianesthesia nursing.
- 2. Define regulatory issues and guidelinespertaining to perianesthesia nursing.
- 3. Discuss the role of patient/nurse advocate.

7.25 Contact Hours

The American Society of PeriAnesthesia Nurses (ASPAN) is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation (ANCC-COA). Accreditation does not imply that ASPAN or ANCC approves or endorses any product included in the activity. Provider numbers: Alabama #ABNP0074, California Board of Registered Nursing Provider #CEP5197, Florida #50-114.

ASPAN the Leader in Perianesthesia Education

Register Early! We expect Capacity Attendance!

CHECK WEBSITE FOR SEAT AVAILABILITY UPDATES!

S99.00

D 599.00

\$165.00

□ \$200.00

\$ 35.00

s

S145.00

Surrounding Your Practice with Excellence January 30, 2010, Charleston, South Carolina

Co-hosted Seminar Registration Form. Please print or type. Use a separate form for each registrant. Duplicate as needed.

Name	A\$	PAN/SCAPAN #		
Address				
City	_State		Zip Code	
Daytime Telephone Number ()		Fax Number (_)	
E-mail: (mandatory)				

Disclosure Statement:

Fee Schedule

Certification #:

Non Member Fee

Student, non licensed (no contact hours awarded)

employee

All faculty at nursing continuing education activities are required to disclose to the audience (1) any significant financial relationship with the manufacturer(s) of any commercial products, goods or services and (2) any unlabeled/unapproved uses of drugs or devices discussed at their presentations. Such disclosures will be made in writing in the course presentation materials

Directions: 1-26 East to 1-526 West (exit 212B) to Exit 11B (look for the Hospital sign) merging onto Paul Cantrell Bivd. Take left at the light onto Magwood Road, left at the stop sign onto Henry Tecklenburg Drive, right into St. Francis Hospital's parking area.

ASPAN Member with current CAPA or CPAN certification may

Group Rate (4 or more registering at the same time or RSFH

Make check payable to SCAPAN

Early Bird (30 days prior

Parking Information: Free Parking available on-site.

Please check registration fee that applies

Member SCAPAN/ASPAN Member Fees Early bird (30 days prior)

Regular Fee

deduct \$10.00 from registration fee.

Regular Fe

Total Registration Fee Enclosed

Cancellation Policy

Full refund until exactly one month preceding workshop date; 20 percent administrative fee after exactly one month preceding workshop date; no refund after the day immediately preceding the workshop date. Refund will be determined by the date written cancellation is received by the Co-provider Contact. Co-provider reserves the right to cancel workshop(s) if 15 prepaid registrants are not received one week prior to workshop date. ASPAN reserves the right to substitute speakers, if necessary. ASPAN cannot be responsible for limited enrollment due to room sizes in some facilities

Hotel Information:	Comfort Sultes West of the Ashley
	2080 Savannah Hwy,
	Charleston, SC 29407
	(843) 769-9850
	\$89.00 + tax per night
	Discount code "SCAPAN"
Room rate	subject to change after January 4th

Register & Pay Online at

SCAPAN.COM

(complete "registering with" section for the 4 or more discount)

<u>OR</u>

Mail registration form to SCAPAN PO Box 13976 Charleston SC 29422

Questions? Contact Karen DiLorenzo-Thames e-mail: <u>karen.thames@rsfh.com</u> phone: 843-729-0189 EyeOpeners



ABPANC REPORT December 2009 JEANNIE MAUSER, RN, BPS, CPAN, CAPA



CPAN® &/or CAPA® Certification Examinations

The CPAN® and CAPA® Certification examinations are now taken at Computer based locations throughout the country. There are many sites available in your state. The **registration** dates for the spring testing period are January 25, 2010 through March 8, 2010. The **actual testing window** goes from April 5, 2010 through May 15, 2010. Refer to the Website for details.

Recertification

Recertification is now done online as well. Go to the Website and create an account now. You will be able to keep an electronic file cabinet and stay abreast on the details for recertification. It will also allow ABPANC to communicate better with you.

ABPANC Website

Soon, you will be noticing an updated look to the ABPANC Website (<u>www.cpancapa.org</u>) . It should be more appealing and easier to navigate. Review the site frequently to stay up-to-date on ABPANC activities. You will find information about volunteer opportunities (item writing, coaching, etc), as well as how to find a Certification Coach and many other details.

ABPANC Awards

ABPANC 3 awards: The ABPANC Advocacy Award, The ABPANC Shining Star Award, and The ABPANC Leadership Circle. Visit the website to find more information on the eligibility, and application process. The deadline for application of all 3 awards is February 1st.

Certified Nurse Day

ABPANC will be celebrating Certified Nurse Day along with other Nursing Specialties on March 19th. See the Website for information to download a poster to display in your workplace.

ABPANC's 25th Anniversary

ABPANC will be celebrating its 25th anniversary next spring during ASPAN's National Conference. If you are attending National Conference please plan to drop by the ABPANC table at Component Night for a piece of cake to celebrate ABPANC's many strides over the years.

I am honored to represent you, the perianesthesia nurse, on the ABPANC Board of Directors. Please feel free to contact me at any time. I am available by email at <u>bjmauser@aol.com</u>.

Sincerely, Jeannie

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On behalf of our 15,500 athletes, we would like to express our most sincere appreciation for the SCAPAN's recent donation in the amount of \$500.00, check number 1459. This thoughtful gift was received on September 28, 2009 and has helped Special Olympics South Carolina improve the lives of children and adults with intellectual disabilities in a direct and tangible way.

Sport is the engine that brings the Special Olympics movement to life, but it is the joy, dignity and humanity of our athletes that truly powers change. Once athletes are given the chance to strive and achieve, their enthusiasm and pride inspires everyone around them. Donations like this make that possible.

We hope you have had an opportunity to see our athletes take part in a Special Olympics competition, if not please call 803-772-1555 and we will let you know of our upcoming events. You will witness your donation in action!

We appreciate the SCAPAN's desire to be a champion for Special Olympics athletes and as the parent of a child with Down's syndrome, I personally thank you for your support of the wonderful population that we serve, particularly in these very difficult economic times.

Special Olympics South Carolina

Sincerely,

Politics and Nursing

Chas Lemak ASPAN Government Affairs Response

(This article was written before final vote on any Healthcare Reform Bill) On October 10, 2009, "Healthcare Issues in South Carolina", was on the agenda for the SCAPAN Fall Conference at Shriner's Hospital, Greeneville S.C..

Tim Scott, South Carolina state representative, was the speaker. (His mom was attending the conference. She was the one with the big smile and taking all the pictures.)

Mr. Scott introduced the subject by relating a personal healthcare issue. The issue was how he totalled his mother's car and the resulting emergency care by EMS and the ER.

He presented a chart which showed the multiple steps to be taken involving healthcare payments. The chart filled a poster size board with lines and boxes. Bureaucracy at its best.

Further comments by Mr. Scott suggested the need to allow insurance companies to take on customers across state lines. He also noted the disparity in charges for a certain diagnostic exam(same city, \$800 vs. \$3500)

Mr. Scott encouraged questions and comments. He got just that. The room was quiet at first. Then the volley began. The nurses questions and comments were centered on healthcare education and lifestyle changes. Perhaps, Mr. Scott's most important commsnt was a message to all nurses. He voiced a concern that elected officials do not hear from their constiuents. Without direction, elected officials are more likely to vote as they please instead of what is best care for a patient.

ABPANC Board of Directors

If you have moved or would like a 'hardcopy' version of the newsletter, let us know!

We're On the Web!!

Visit us at www.scapan.com!

EYEOPENERS EDITOR Samantha Hanna RN, CPAN PO Box 13976 Charleston SC 29422 As members of the Board of Directors of the American Board of Perianesthesia Nursing Certification, Inc. (ABPANC), we would like to introduce ourselves. My name is Cheryl Coleman and along with Tony Pridemore, we are your ABPANC liaisons regarding the CPAN[®] and CAPA[®] certification programs. If you or any of your regional components have questions or concerns regarding certification or recertification, please let us know. We will do our very best to have all of your questions answered. I, Cheryl Coleman, am also the Coach Program liaison.

We look forward to hearing from you. You can reach Cheryl at: Home: 803 494-8059; e-mail: cpamela1@verizon.net or <u>cheryl.coleman@tuomey.com</u> and Tony can be reached at: Home: 850-497-9486; e-mail: <u>anthony.pridemore@va.gov.</u>

