“Getting on Lake Shore from Hollywood...” – Deb Young

“Low visibility...it was three feet most of the night and at times it was zero.” – Patrick Maughan

“Neither snow, nor rain, nor heat, nor gloom of night, will stay us from the swift completion of our appointed rounds. Ever.” – Dave Holleman, with PSS.

Thank you to all crew members who worked through the blizzard, whether out on the road transporting patients and hospital staff or inside dispatching crews. We appreciate your dedication in keeping our businesses running smoothly. – Dave
Going Green Initiative Update

Thank you all for your enthusiasm, ideas, support, and commitment to the project. Our intent was to start this project at 395 and then branch out to the rest of the company. Your voices have been heard, the whole company will be involved!

BIG SHOUT OUT TO LEYDEN – they have asked for (and will receive) two blue recycle trashcans and a printer cartridge recycle box. They have also committed to bringing the full boxes and bins to 395 W Lake for emptying since we do not yet have recycle pickup outside of 395.

Next big step – The Green Team has discovered that we use an estimated 2,700 lbs. of paper products per year. Therefore, as our next step to decrease our carbon footprint on the environment, effective March 1, 2011, Superior will no longer be supplying paper plates, cups, bowls or plastic knives, forks, and spoons for personal use. Please bring your cup/mug/plate (and don’t forget the silverware or plastic ware) for use at work when enjoying lunch in the lunchroom.

“We need to live a greener life if we are to ensure the survival of our earth and ourselves! So let’s do our part now, and start living a greener life and recycle.” Source: allrecycling-facts.com

What If...

I look over my paycheck and my call bonus doesn’t seem to add up correctly. How do I find out what went wrong?”

Find the answer on page 4 >

This “What if…” article will have a topic or unusual circumstance each month. If you have an unusual or unique topic for consideration for the newsletter please submit it to jalger@superiorambulance.com. Please submit the topic, and your responses and your supporting facts.

Exceptional Compliments

Officer Daubeneyer called from Henry Ford Security to state: “I wanted to call and give a compliment to Dan Sprys. He came with me to the front of the hospital and helped assist me with a code blue. It was so nice of him to go out of his way to help me. I meant to call and it slipped my mind until I saw him again this evening. I just wanted you to know of his good work.”

Ben Silverstein from Lake Shore Nursing Home called to compliment the work of ambulance 87 (Debbie Allen, John Zieserl and David Vale.) He acknowledges that his facility doesn’t use our service on a regular basis but after seeing our crew in action he’d like to see that change and vowed to try and steer as much business as possible to us due to their professionalism.

“I stepped out into the Adventist GlenOaks Hospital ambulance bay late this morning and discovered two Superior ambulance paramedics hand shoveling the passage way. All I had to offer them at the time was a hearty THANK YOU and chocolate candy. No one asked them to do this – nor did they verbally volunteer. They just did it! What awesome guys! The paramedic names are Craig Whitney and Zach Russavage. Thought you would like to know what great people Superior has. Thank you!”

Marion Schneider, RN, MBA, CEN
Director, Emergency Services
Adventist GlenOaks Hospital

Celeste Basom received a card from Central Baptist Village that had a note enclosed which they received from a patient’s family:

Dear Superior Staff,

My family and I would like to thank you for your gentle care of our mother. On Tuesday, January 5, 2011, she was afraid of being moved from Resurrection Hospital to Central Baptist Village. Both my sister and my mom said the young men involved in the transport were so kind in their moving of my mom and in their words. Thank you for your dedication and service in helping others.

Our crew members were Jacek Brylewski and Shawn Habich. Congratulations and nice work!
March Birthdays

3/1
Stephen Schaefer

3/2
Joseph Nykoluk

3/3
Jeremy Gilbert
Nicole Lenz

3/4
Thomas Krueger
Craig Lauer
Alyssa Robinson

3/5
Robert Rosen
Jeanette Holleman
Dakeya Mason
Niels Olsen
Stephanie Miller

3/6
Mark Plagge
Daniel Dvora
Brandon Gatto

3/7
Sharon Barnes
Danuta Cisek
Matthew Contreras
Andrew Ehle
T'daniel Rodriguez

3/8
Derrick Cellarius
Victoria Hubbard

3/9
Robert Drace
Janice Starkey
Jamie Karr
Jeremy Simonelli
Jessica Velazquez

3/10
Irene Konton
Fernando Delgadillo
Ciara Almon
Collin White
Jillian Zubeck
Joseph Miller

3/11
David Foster
Richard Eaker
Orsaute Bulluck
Brian Luchtmam
Juan Luna
Stephanie Sheehan

3/12
Kelly Sperry
Steven Moss
Sarah Williams

3/13
George Klerman
Brian Jacobson
Erin Borsodi

3/14
John Pratt
Jessica Blaskowski
Paul Tank
Abigail Medina
Mark Mischle

3/15
Kimberlee Sisco
Richard Daykin
Michael Steinhaus
Gregory Pearce

3/16
Donna Prince
Robert Parrington
Bridget Pappas
Bartlomiej Irla
Bruce Hill
Justin Hooks

3/17
Jeff Lenzie
Nina Lopez
Ergys Zeka
Viola Wright
Anthony Castaldo
Deborah Youngs

3/18
Joy Sweangen
John Garish
Leticia Perez
Jeffrey Sorensen
Melissa Roeges

3/19
James Jacks
Jeff Lenzie
Nina Lopez
Ergys Zeka
Viola Wright
Anthony Castaldo
Deborah Youngs

3/20
Douglas Fleming
Montague Easley
Krysten Beauleaux
Jeremiah Romein

3/21
Michael Tillman
Christopher Trice

3/22
Lawrence Jajowka
Roxie Huszar
Angel Reyes

3/23
Jill Orsborn
Anna Jarvis

3/24
Richard Fletcher
David Smith
Amir Ahmed
Andrew Zack

3/25
Joseph Krivak
Pamela Gray
Christopher Petroff
Andrew Brown
Anthony Dolney
Scott Freed
Roberto Leventopoulos

3/26
Peggy Howell
Zaneta Magee
Joshua Baker
Jessica Siconolfi
Anthony Velez-Capo
Sara Bailey

3/27
Peter Tierney
Michael Lynn
Derrick Bonomo

3/28
Joy Sweangen
John Garish
Leticia Perez
Jeffrey Sorensen
Melissa Roeges

3/29
James Jacks
Jeff Lenzie
Nina Lopez
Ergys Zeka
Viola Wright
Anthony Castaldo
Deborah Youngs

3/30
Douglas Fleming
Montague Easley
Krysten Beauleaux
Jeremiah Romein

3/31
Christy Yates
Lynda House
Michael Hillstrom
James Kupras
John Clauson
Matthew Chick

Payroll 411

Why is my vacation balance different from my check stub on Crew Scheduler?

Sincerely, Confused Employee

Dear Confused Employee,

Your only true source of vacation information is your pay check stub. The vacation bank in the Crew Scheduler system is imported from a spreadsheet created from your pay stub. The information is imported into Crew Scheduler a week after the current pay period has started, so you’re already behind on the information provided. Vacation that is approved before the import is not automatically deducted from your Crew Scheduler bank when it is imported. I hope this clears up the confusion!

Thanks for your inquiry,
Gillian Manners, Payroll Coordinator

March Milestone Anniversaries

25 years
Joseph Krivak, 3/17

24 years
Dennis Carr, 3/24

23 years
James Clark, 3/1

21 years
Thomas Eisenbraun, 3/14

17 years
Donald Fagan, 3/21

16 years
Robert Starck, 3/20

15 years
Thomas Isaacs, 3/11

14 years
Gillian Manners, 3/1
Roosevelt Gulley, 3/4

13 years
Robert Degraff, 3/2
Scott Klimczak, 3/7
Carl Hunter, 3/7
Christopher Gorniak, 3/16
Daniel Schweig, 3/30

12 years
Michael Infante, 3/8

11 years
Zina Opper, 3/6
Mike Mur, 3/20
Cherie Pepping, 3/20

10 years
Michael Rogers, 3/5
Deborah Escobar, 3/5
Loretta Sackley, 3/12

5 years
Ronald Rascia, 3/7
Stacey Allison, 3/13
Kathryn Buelow, 3/15
Matthew Wilsterman, 3/27
Robert Marley, 3/27
George Greb, 3/27
Olivia Sanchez, 3/27
Lyons  by Dave Holleman, Station Manager

So, you think you know all there is to know about Superior and its various stations? Take some time to fill in the crossword on some random facts about the Lyons station. You may know all the answers or learn a couple new things, either way, have fun!!

Across:
2. Closest hospital to station, by mileage
4. Prior to Lyons, what town was station located?
8. This Employee of the Year was once the Asst Manager
9. Current Station Manager
10. Current # of employees @ Lyons
11. ______ rocks!
13. Provide intracampus transports for this hospital
14. # of meals cooked at Ronald McDonald House in 2010 by station volunteers
15. # of EMT’s currently in medic school
16. # of ambulances assigned to Lyons

Down:
1. Asst manager
3. Two most common color combinations of our ambulances
5. % of employees that worked marathon Sunday in 2010
6. #1 goal for 2011
7. In August 2011, how many years at current location
10. The Lyons station is located on what major street
12. One shift medic can be seen as this man in Dec

Chicago 2  By Brian Okeefe, Station Manager

Welcome to Chicago—Knox! Here we are proud to be not only the largest station at Superior but one of the greatest!

We put up between 18-23 rigs daily and run over 2000 calls a month. The area we service is where dispatch is getting slammed the hardest. We run calls from Zion all the way south to Oak Lawn and from Hoffman Estates to the city. Our employees are some of the hardest working in the company due to our large call volume and large service area. One employee, Brandon Alberto, has even run 350+ calls (and counting) with a 100% paperwork bonus.

Our station is diverse with people from all walks of life. Some employees are starting a new career. Others have either served, currently serve, or are deployed in the military. Others are going to school full-time. We are proud to have all these employees call our station home.

We are a Back-to-Basics station and have seen some great changes from the program primarily from our employee participation. We have seen new furniture for the station, a 10% increase in paperwork bonus (station average), and increase in rig cleanliness and stocking. All of these changes came about because our EMTs and Medics wanted a revolution at the station. It is this dedication to the station and to one another that keep the gears turning at the Chicago station!
**NORCOMM BRIEFS**

**Great Job!**
*by Marisa E. Cotton, 911 Director / Town of Cicero*

I would like to thank Jean LaBrusk for all the hard work and extra hours she put in and even working on her days off to assist our police officers in obtaining their LEADS Certifications. Thanks again Jeannie!

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On January 9th Greg Gnat was the Fire Dispatcher. He received a call of a House Fire which quickly turned into 2 houses on fire that had to be Boxed. It was extremely busy and the radio traffic was hectic. Fire Chief Opalecky was in charge of the Fire scene and called to let me know that Greg had done an excellent job. Chief Opalecky stated that he was impressed with Greg’s professionalism and the manner in which he handled the call. Great Job Greg!

---

**Welcome!**
*by Lisa Knowski, 911 Director / Norcomm River Grove*

Kelly Capek and Kathie Doran joined my team at River Grove as telecommunicators on December 14, 2010. Kelly and Kathie are in the process of training, and both are doing well. They are working hard to learn all the procedures in Police and Fire Dispatch. Both will attend APCO Training Classes hosted by the Norcomm/Leyden Center, and they will become LEADS Certified (Law Enforcement Agency Data System). Kelly is employed full-time, and Kathie is employed part-time. They will both be assets to my team!

---

**Job Well Done**
*by Dionne Jones, Director*

I would like to thank Joe and express my gratitude for the tremendous amount of time and hard work he has put forth into the implementation of a new Computer Aided Dispatch System for Franklin Park. Joe is a true leader, always willing to go the extra mile with everything he does and his dedication shows in his work.

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**Leyden CTO Training**
*by Donald Nielsen, Deputy Director*

The Leyden Center recently held training for Certified Training Officers. These CTO will be completing training that will meet the highest standards in the 911 industry for training officers. This class is another step in the two year process we have undertaken to certify our training program through APCO, the Association of Public Safety Communications Officials. Terri Costello who serves as our Training Coordinator, in addition to her other duties, is working to increase the level of our training and continue the program that was started prior to her coming on board at Norcomm. Mark Jenkins, a CTO trainer, held classes at the Leyden center for not only Leyden employees, but for students from the other Norcomm centers as well. The training that Norcomm offers our personnel will create more consistency in our training programs and further build upon our training curriculum that Norcomm personnel undergo to become a 911 Telecommunicator. New trainees will be assigned certified CTOs once the program is completed, and we anticipate seeing a greater measure of success in our trainees. Congratulations to our first class of CTOs!

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**Dear Mike,**

I would like to personally thank and commend all Norcomm dispatchers assigned to the River Grove Police Department for their unselfish dedication to duty during the most recent snow storm which seriously affected our area. These dispatchers, some of whom live a considerable distance from River Grove, put aside their own personal issues, put in long hours when necessary and performed various tasks above and beyond the call of duty. Their unselfishness and dedication is commendable and deserves recognition. I am proud to have such dedicated people working for the River Grove Police Department.

Sincerely,
Rodger Loni, Chief

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**Welcome!**
*by Lisa Knowski, 911 Director / Norcomm River Grove*

Kathy Doran (standing), Kelly Capek (sitting).
**Avoid Metabolic Syndrome | Wellness Initiative Update**

Metabolic Syndrome is a group of three or more measurements that are at unhealthy levels.

- A waist size greater than 35 inches for women or 40 inches for men
- A body mass index (BMI) greater than 25, which means a person is overweight
- Triglycerides of greater than 150 milligrams per deciliter (mg/dL), measured using a blood test
- Fasting blood sugar (blood glucose test level) of 100 mg/dL or higher
- Blood pressure higher than 120 millimeters of mercury (mm Hg) systolic or higher than 80 mm Hg diastolic
- HDL cholesterol, or “good cholesterol,” of less than 40 mg/dL in men or less than 50 mg/dL in women

These unhealthy levels can be dangerous because they can cause:

- Harm to your heart and arteries leading to heart disease or stroke
- Damage to the kidney
- High blood pressure which can lead to a heart attack, stroke or kidney disease
- Diabetes (high blood sugar), which increases your chance for heart attack and stroke and may harm your eyes, nerves or kidneys

Treatment for metabolic syndrome may include medicine to control cholesterol, blood pressure or glucose, as prescribed by your doctor. If you’re overweight, losing weight through exercise and diet can help.

Medication isn’t always necessary. The things you can do on your own are:

- Physical Activity: Get at least 30 minutes of a simple daily activity, such as brisk walking.
- Healthy Eating: Cut your fat, sugar, and salt intake. Eat more fruits, vegetables and whole grains.
- Tobacco: Stop smoking or chewing. If you smoke, quitting tobacco is the most important thing you can do for your health.

Source: American Heart Association

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**What If... (Answer)**

Call bonus dates are two weeks behind pay period date. (Example: Pay period 3 is 01-10-2011 through 01-23-2011; call bonus dates will be 12-27-2010 through 01-09-2011.)

Contact your station manager first and bring it to their attention that you feel there’s a discrepancy in your call bonus. They will look into the situation. They might contact Laura Smith and she will review the calls in question and respond back to either you or your manager. Contact your manager anytime you feel there is a discrepancy. Remember it is your money, and we want to make sure you get paid for each call you transport.

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**SHOP TALK**

*Anna Jarvis, EMT-B, Fleet Manager*

**Preventative Care Goes A Long Way**

Please help the Superior shop keep our fleet in tip-top shape! EMTs, paramedics and medi-car drivers can do their part by making sure each crew and driver does the following:

- Use fuel additive when you fill up at the end of your shift.
- Check fluids daily and add fluids if needed.
- Always report any issues with the vehicle to your manager and include it in your daily checkouts.
- If you suspect you have just filled up the vehicle with gasoline instead of diesel fuel, shut the rig off and have dispatch call a tow.

Your Superior shop thanks you! Following these simple rules can help us keep our ambulances up and running and ready to service our customers and patients.
In today’s fast-paced, high-tech world, many people choose to keep in touch with friends and co-workers through the use of social media sites like Facebook, MySpace and Twitter. These sites can be excellent ways to reconnect with old friends, deepen relationships with new ones and even build business and career connections.

Unfortunately, not all social media users are aware of the permanent and public nature of online comments. Once posted, a comment is public. Not even strict privacy settings of online accounts guarantee privacy. Your Facebook “friends” have the ability to print your personal page. They may then distribute that information. Also, many “friends” have post notifications emailed to them. So even if you delete a comment from your Facebook page, it may already be emailed to someone and is permanent in their mailbox. Myspace users have the ability to share passwords so although you intend on communicating with one individual, your comment may be shared with someone else.

Superior employees must remember that what they post on social networking sites is a reflection on them and may also be a reflection on the company. In order to protect the company’s reputation among its patients and clients, to remain HIPAA compliant, and to help ensure a safe and comfortable working environment for its employees, Superior has enacted a Policy on Use of Social Networking Tools. All Superior employees are expected to abide by this policy.

If you have not yet received a copy of the complete Policy on Use of Social Networking Tools, please ask your manager or supervisor for one. Below are a few of the key rules the policy contains:

- HIPAA applies to social networking sites. Employees must never post any individually identifiable health information or any image of a patient, whether or not the patient is identifiable.
- Superior employees must be truthful, respectful and professional in any discussions about co-workers, clients or competitors.
- Employees are encouraged to identify Superior as their employer, but must not state that they are speaking for the company or its management.
- Remember Superior’s policies against illegal harassment and discrimination.
- Employees must not reveal any trade secrets or other private information about the company.

Violation of Superior’s Policy on Use of Social Networking can lead to legal liability in addition to suspension or termination. Employees are encouraged to use common sense when posting on social media sites. Good questions to ask before posting or commenting online include these: Is it true? Is it in front of all of my online friends...and anyone who those online friends might tell or show?

Facebook and other social networking sites can be productive and fun when used wisely. Protect your cyber reputation as you do your reputation “IRL.”
Superior welcomes Laura LaPorte, Accountant, to the finance department. Laura lives in Woodridge with her husband and two dogs who are rescue dogs. Laura and her husband are members of the dog rescue as well. Prior to joining Superior, Laura worked at ARAMARK in the corporate accounting department for four years. Laura attended Dominican University for her undergrad and MBA. Laura will be taking the CPA test at the end of this year. When Laura has free time, she spends it with her family and friends, especially my nieces and nephews.

John Henricksen has joined Superior as Chief Financial Officer. John joins us from Alvarez & Marsal, a global consulting firm. At Alvarez, he served in various interim roles for his clients including as interim controller. During his career he has worked in banking with LaSalle Bank and in accounting with KPMG. He has degrees from the University of Iowa and the University of Chicago Booth School of Business. As an avid marathon runner and triathlete, he has completed over 20 marathons and three Ironman triathlons. He is excited to join Superior and help grow the Company to the next level. John lives in Wrigleyville where he cheers on the Cubs with his wife, Lisa, and four-month old son, Jake.

SPECIAL EVENTS
Superior Ambulance is proud to be the ALS provider for the Chicago Bulls! We provide two crews on standby for each home game. The first crew is called the ‘fan crew’ and they work along side the stadium’s first responders and post in the first-aid room on the main concourse. The fan crew is responsible for responding to all calls within the stadium. The second crew is called the ‘player crew’ and is responsible for responding to any emergency on the court. The player crew is required to have special equipment such as an extra long backboard for the basketball players. There are 14 remaining home games in the regular season and Superior hopes to be with the Bulls in the post season on their way to the championship!

Dear Mr. Hill,

It is a pleasure to have this opportunity to contact you. The purpose of my writing is to express our sincere appreciation to Superior Air Ground Ambulance for assistance provided to Rush University Medical Center during the period surrounding the Chicago Blizzard of February 1-3, 2011.

Superior and Mary Franco in particular played a critical role in our institution’s ability to manage the numerous logistical challenges of providing needed services to the community. Your staff and management team were superb in respect to supporting our institution. Superior’s work in transporting patients through our Transfer Center, and even supporting us in bringing critical Rush staff in during peak periods of the storm was very important.

On behalf of Rush, I thank you.

Sincerely,

J. Robert Clapp, Jr., FACHE

Go Bulls!