On Monday, March 21, 2011, Superior helped the USO celebrate its 70th birthday by hosting an event at our Elmhurst campus where twelve of our fellow employees participated by boxing care packages for an estimated 3,000 service members around the world as part of the USO of Illinois’ “Operation Send Support.” Some of the care packages will go to military personnel serving in Afghanistan, others to the Navy and Marine Corps Units currently assisting with relief efforts in Japan. The boxes included: personal items such as deodorant, soap, and sunscreen; entertainment items such as DVDs, playing cards, and footballs; and, food items such as beef jerky and chewing gum. Once the boxes were ready for shipping, Superior donated ambulances and medi-vans to carry the finished packages to the post office in Addison, IL.

Also participating in the event were AT&T, the Illinois Lottery, the 224th 2nd Battalion Marines, members of the Air Force and our local state representatives: Randy Ramey (R-55), Dennis Reboletti (R-46) and Patti Belllock (R-47) who all helped to make this effort a great success. This particular cause holds a special place in the heart of our CEO, David B. Hill III. Many of you may not know that David’s father, the founder of Superior Ambulance, David B. Hill Jr., was a Marine prior to starting the company in 1959. David stated to local press at the event, “It’s a personal honor sending cheer to our service members overseas.”

In addition to the 3,000 service members who will benefit from the packages, another 2,000 will receive prepaid phone cards courtesy of AT&T. To date, AT&T has donated more than $6 million in prepaid phone cards to our troops and the Illinois Lottery will be taking proceeds from its Vets Cash ticket program to contribute to the care package shipping costs. The Illinois Lottery has raised more than $8.4 million since the inception of the Vets Cash ticket program.

Every birthday party needs a birthday cake and this was no exception. A cake cutting ceremony was held and instead of using regular utensils to cut the cake, a “Marine Saber” was used by military personnel.

The event was a great success and Superior looks forward to next year to continue the tradition. If you would like to assist next year, your help would be certainly appreciated. Look to the newsletter for announcements closer to the event. Also, if you will be assisting the military in a similar event, please let Kim Christie at newsletter@superiorambulance.com know the details for placement in the next newsletter.

Pictured throughout the photo with members of the military, USO employees, and our three local state representatives are David B. Hill III, Kimberly Pate Godden, and our volunteer employees: Andy Shadinger, Lufuno Ndou, Nicole Maciejewski, Nadine Killensworth, Amanda Fegan, Joe Hudzjak, Demara Campbell, Stephanie Shannon, Nicole Anderson, Dan Leuze, Emmily Hurley and Robert Wangles.
Superior Families
Serving Our Country

Submitted by Geoffrey DePew, CCEMT-P / Southfield station, Michigan
Tom DePew, will enter the United States Marine Corp. as a private first class on April 25, 2011.
Camp Pendleton, San Diego, California. Mike’s Company Platoon number is 3260 MOS MEOP, Musician Enlistment Option Program or 7000 Airfield Services.
Tom plays the trumpet and french horn. Last December he played taps at the funeral of a fallen Michigan soldier.

Submitted by Annette Hojek, Paramedic / Station 16
(Son) Bradley J Hojek Jr., – Sgt., Army Ranger 375th, Purple Heart
(Daughter) Jamie Benitez – Navy, Corpsman HM3
(Son-in-law) Shea Benitez – Navy, Intelligence HM3
(Son-in-law) Justin Brown – Marine Reserves, Infantry CPL
(Nephew) John Hojek Jr. – Marines, CPL

“I wanted to this opportunity to send out some thank yous! On March 8th, 2011 my husband and I received the phone call no parent with a child in the military wants. Our son, an Army Ranger, was shot twice while on a mission.
I immediately called Jim Hewitt, my peds car manager and friend, who went into action and started covering my shifts. Thank you. Jason Osgood and Mike Williams, who were also aware of what happened, covered my shifts – tired and on very short notice. Thank you. Ken Sink called to see how I was doing and if my family needed anything. He also made sure upper management was aware of my situation. Thank you. Andy Aehle called to assure me he would also help with any scheduling issues that could arise in the future. Thank you.
To whoever donated 24 hours of vacation time so my check wouldn’t be short, thank you. (P.S. I know who you are.) To everyone who has sent out prayers, well wishes and words of encouragement, thank you.
And finally, to Superior Ambulance Company, for supporting our military and recognizing the men and women who serve our country and sacrifice so much. Thank you and HOOAH!”
Sincerely, Annette (Station 16) and Brad Hojek

Going Green
Well, it’s been a month since cups, plates, plastic ware and tissue have not been provided by the company and your response has been GREAT! There are lots of colorful plates and cups all around, I’ve even seen Mickey Mouse bowls that used to be on the back of the kitchen shelf, being used for cereal/soup/dessert!
Now that Spring is here, it’s a good time for a quick refresher on little tips that will help us use less resources and leave a smaller carbon footprint.

• Turn off the light when you leave the room
• “Shut Down” your computer every night
• Unplug your phone charger when not in use
• Make sure all electrical devices are turned off before you go home (calculators, radios, CD players, iPods, etc.)
• Put all recyclables and shredding in the appropriate bins

Our stations are also taking an active role in this program by no longer supplying paper/utensils to their employees. Leyden (Norcomm) is now using shred bins, recycle bins and printer cartridge recycle bins. Since they do not have scheduled pick-ups at their location, they are driving here to drop off the “trash” in the appropriate dumpster.

WAY TO GO TEAM!
Please continue to send any and all ideas to Deb Haley at (630) 903-2205 or dhaley@superiorambulance.com.

Top Performers Visit The Palace
by Scott Wehrs,
Regional Director / Superior Ambulance of Michigan
On Sunday March 6th the Michigan Region treated 30 top performing employees to the Presidential Suite at the Palace of Auburn Hills for a Detroit Pistons game. These employees won a contest that was run for the month of February. The contest was based on points being earned for number of runs, best destination clear times and best demonstration of our TLCS’s. Overall, the Michigan region lowered their clear times by four minutes. These 30 top performers cleared, on average, 15 minutes faster. The rankings were posted at all stations at the beginning of each week. Our uniforms have never looked better and the compliments were flowing! And to make the night complete the Pistons beat the Wizards 113 to 102.
Dear Employee,

It is important to make sure all your personal information on your check is correct and up to date. Any changes to payroll information are required to be in writing. For instance, if you move, a payroll adjustment form with your new address should be completed. In addition to the completed payroll adjustment form, a copy of your new Social Security card is needed as well. Additionally, if you would like to change your tax exemptions or should your marital status change, a new W4 form will need to be completed and submitted to Payroll so that the change takes effect.

Thanks for your inquiry,

Gillian Manners, Payroll Coordinator

May Birthdays

5/1
Jeffrey Moore
Daniel Meyer

5/2
Mercedes Haskins
Janet Makowski
John Brick

5/3
Dewayne Walker
Eric Cioni
Christopher Sides
Seth McCrory

5/4
Jonathan Kubisz
Keith Roberts

5/5
Tiffany Abner
Carl Howard
Jason Raddatz
Carl Hunter
Rachel George
Gabriel Williams

5/6
Thomas Lynch
Angelica Vasquez

5/7
Keith Gorman
Matthew Franzen

5/8
Martin Nelson
Jeanette Gonzalez
Mark Diedrich
Gregory Mares
Jose Ibarra
Brandon Young

5/9
Zina Oppe
Linda Johnson
Jonathan Valentine
Dominic Tosto

5/10
Dave Burgdorf
John Sailliez
Jeffrey Spoutz
Kenneth Lee

5/11
Kele Ivey
Guy Timbs
Daniel Henderson

5/12
Michael Gartner
Sean Dennis
Daniel Harrison

5/13
Tom Jaeger
Edgar Renteria

5/14
Rebecca Ralph
Steven Shaffer
Joseph Biasi
David Zagotta
Patrick Flowers
Peter Kennedy

5/15
Kyle Shouse
Justina Al-Shamrookh

5/16
Stephanie Butler
Lisette Venegas
Jean Hughes

5/17
Nicholas Marshall
Daniel Schmidt
Ferdinand Gerstenberg
Michael Quintanilla

5/18
Leonidas Margelis
Kevin Gaden
Mandie Rollins

5/19
Nolan Green
Heidi Brower
John Monoscalco
Stephanie Shannon

5/20
Ricardo Mercado
Jessica Olmos
Eric Poleretzky
Saul Gonzalez
Cody Brumm
Duane Harris
Erin Shanks

5/21
Fradelia Joyce Soriano
Abbi Lane
Kyle Lafond

5/22
Gary Olsson
Cara Vicicondi
Linda Russo

5/23
Jason Lobue
Wisas Khalil

5/24
Alicja Heskun
Rickey Sanders
Dustin Hawley
Cynthia Montrosse
Jamar Peterson
Stephen Ploch
Trina Salita

5/25
Aaron Hogran
Carolyn Landers
Trent Johnson
Robert Lewis

5/26
Amy Mandeville
Michael Witz
Terri Costello

Payroll 411

What do I do if my personal information is incorrect on my paycheck?

Sincerely, Employee

Dear Employee,

It is important to make sure all your personal information on your check is correct and up to date. Any changes to payroll information are required to be in writing. For instance, if you move, a payroll adjustment form with your new address should be filled out and given to Payroll. If you change your name, in addition to the completed payroll adjustment form, a copy of your new Social Security card is needed as well. Additionally, if you would like to change your tax exemptions or should your marital status change, a new W4 form will need to be completed and submitted to Payroll so that the change takes effect.

Thanks for your inquiry,

Gillian Manners, Payroll Coordinator

May Milestone Anniversaries

22 Years
Martin Nelson

21 Years
Denis Brunner

18 Years
Richard Hoehne

16 years
Charles Parsons
Darrell Goodman
David Schreiber

15 years
David Novotny

14 years
Derrick Warner
Keith Ellis

12 years
Roxie Huszar
Steve McMillian
Cenaca Griffin
Kayeanne Neulist

11 years
James Boyer
Arelis Navarro
Michael Lynn

10 years
Elzbieta Igielski
Thomas Lynch
Tammy Vaughn
Raymond Sebastian
Latascha Dunnigan

5 years
Kimberly Degenova
Vincent Bendinelli
Safet Ibraimi
Eric Poleretzky
Keith Gorman
Stacy Horn
Dustin Hawley

April 2011
**FEATURED STATIONS**

**Station #4, Lisle**  By Tiffany Warzecha, EMT-B

Right in the heart of Lisle, Station #4 is making an impact in the western suburbs. Our new station manager, Eduardo Ibarra is an energetic paramedic and Purple Heart Veteran. We have 25 full-time EMT-P’s which staff 2 ALS shift cars (CDH and Good Sam), and 5 ALS day cars. All shift medics at Lisle are minimally dual-system certified and all PCR’s are done on computer. All of our medics bring their seasoned expertise to our customers and show our rookies the ropes of the trade.

Our 18 full-time EMT-B’s staff 7 BLS ambulances on a daily basis. We also have a number of EMT-B’s that are certified to run one-on-one on our CDH ALS ambulances. Our medics always welcome the challenge of sharing their knowledge and skills with the EMT-B’s. The Lisle station runs about 1,200 calls/month and we maintain at least a 90% paperwork bonus.

By becoming a greener, cleaner and healthier station we continue to make an impact on the West Side. By improving relationships with our customers, clients, and fellow employees, we have seen the call counts continue to grow.

**Critical Care Team**  by Sean McGuire EMT-P and Cherie Pepping, Director of CCT

In July of 2000 Superior ran its first Critical Care call. The team puts up on average 10 Critical Care Ambulances a day, primarily based out of our Corporate Headquarters in Elmhurst. This gives us the ability to respond to any location quickly. The team also posts ambulances in Markham, Oak Park, and Plainfield.

There is a high demand for critical care transports, and the Superior team’s experience, training, and abilities put us in high demand, too. The Medics and RNs on Superior’s team are always on the top of their game, and the CCT team runs about 580-600 calls monthly.

We are trained by UMBC (University of Maryland Baltimore County), a nationally renowned Critical Care Class. We operate under the St. Francis EMS System and operate under SEMSV Protocols (Specialty Emergency Medicine service vehicle).

Our SOP’s are written by Superior’s own Cherie Pepping (Director of CCT) is continuously expanding, and includes RSI (rapid sequence intubation) and LVAD (left ventricular Assist device).

The team functions with either a Critical Care independent crew or Critical Care medics and a Registered Nurse. Each member of the team is trained and certified in ACLS, PHTLS, PALS, and NRP. All of which are required to become a member of the Flight team. The RN’s on the team all have backgrounds in Critical Care and ICU experience. This training and experience puts us on the cutting edge and in high demand. We are truly a leader in the industry.

Many of our crew members are senior Superior employees. They have vast knowledge and experience, and they enjoy sharing that with younger team members.

Our team is growing fast, and we are always looking for talented, hard working paramedics who are dedicated to success. If you have at least two years experience and enjoy being challenged, contact Cherie Pepping at cpepping@superiorambulance.com, Sean McGuire at smcguire@superiorambulance.com, or Karl Kuester at kkuester@superiorambulance.com

Watch as we reach for new heights in emergency medical response and transportation.

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Great Job Rosa!
by Marisa E. Cotton, 911 Director Norcomm/Cicero

On March 2nd Rosa Capodagli received a 9-1-1 call from a male who was requesting an ambulance. He stated he had fallen in an alley and had injured his leg two hours ago. The man was unable to move and was in pain but didn’t know where he was and couldn’t give us a good location. Rosa did a great job keeping the man calm while obtaining information, and, using the latitude and longitude coordinates and plotting them on the map, Rosa located the man in Chicago. Rosa remained on the phone with this man until Chicago Fire Department arrived on scene.

EMD Instructor
Brenda Farlow takes program to new heights
by Donald Nielsen, Deputy Director

Brenda Farlow recently began acting as administrator of the Emergency Medical Dispatch (EMD) program at the Leyden center. Norcomm Telecommunicators deliver EMD Pre-Arrival Instructions to 9-1-1 callers from the Priority Dispatch System, a nationally and internationally recognized program. Since that time, Brenda has worked hard to improve the EMD performance of the Leyden program, and that hard work has paid off. Brenda, a Part Time Norcomm Dispatcher, a Full Time Northlake FF/PM and IDPH instructor, is conducting the EMD CE training at the Leyden 9-1-1 center, and the employees have really responded to Brenda’s enthusiasm and passion for her work. In the last several months, EMD compliance scores have greatly improved, and we are pleased to see the results. Our program has become a model for other centers in the area to emulate. Great job, Brenda! Keep up the good work!

Leyden Trainee
Effectively Manages Suicidal Caller
by Donald Nielsen, Deputy Director

Sylvia Contreras, Leyden center trainee, was assigned to Certified Training Officer Justina Al-Shamrookh. Sylvia took a call for a suicidal male who was armed with a handgun. Using her training from Emergency Medical Dispatch, and training received from her Certified Training Officers at Leyden, Sylvia was able to handle the call well, and talk the caller into putting the gun down and stepping out of his house to surrender to law enforcement officers. Despite the volatile nature of this call, the incident ended without any injuries, and Sylvia did extremely well. We are proud of how she did in a high pressure situation, and applying the lessons she learned while in training. Norcomm’s training programs and training personnel are helping make our center the best!

Congratulations
Lisa Knowski, 911 Director/Norcomm River Grove

I would like to commend Telecommunicator Kelly Capek at the Norcomm/River Grove 911 Center for completing her training. Kelly started training on December 14, 2010 and was released on March 26, 2011. Kelly did a great job in training, she worked hard and always did what was asked of her. Kelly studied a lot at home and took many notes and was also given a portable radio from Chief Rodger Loni to take home and work on her listening skills. This was a great tool for the training hosted by Norcomm/Leyden Center in the future. Keep up the good work and congratulations on a job well done.

Exceptional Compliments

Thanks to the crew of Matt Megge and Mark Lukasik on how they handled themselves recently on Unit 22 while coding to a call. Traffic was quite heavy as they exited the Warren Location, and folks were not merging to allow the ambulance an opportunity to enter. They did not become aggressive and merely changed their tones getting into traffic without causing any problems. They followed great driving techniques and represented Superior Ambulance Service with safe driving practices. Thank for doing the right thing at the right time! – Ken Truax, EMTB

There were two crews last night that hung around and helped me out tremendously, and I thought that they should get the recognition they deserve. Ambulance 76 was Mariah Bolvin and Cynthia Montrose, and Ambulance 86 was Abbi Lane and Chelsea Fish. Both crews were due off, but they handled the calls timely and professionally, which of course makes my job so much easier. Thank you very much ladies, couldn’t have done it last night without you! – Jody Short, Indiana Region

On Friday, March 11, the Unit 175 crew (Collin Jacobs and Kristofer Ceredon) transported my grandmother home for hospice care. My family was greatly impressed by their professionalism and compassion during our difficult time. I just wanted to take a moment to say thank you on behalf of myself and my family.
**Popular shop question this time of year:**

When will the shop switch over the rear heat to a/c on the ambulances?

As you may or may not know, the heat/air conditioning system in the patient compartment of the ambulances is a different system than what is in the driver’s compartment. In the driver compartment (like your car), you can use heat or a/c whenever you’d like. The rear heat and a/c of an ambulance needs to be manually switched over from one to the other. The only way this can be done, is by bringing the ambulance to the shop to have a technician make the switch. So once the system is switched to a/c, the rear of the ambulance will only have a/c until the weather gets cold this fall and the heat is needed.

There is no official date that the shop switches the heat to a/c on the ambulances. A good indicator of when it is time to switch to a/c is when overnight temperatures are consistently warm enough that the heat doesn’t need to be turned on. Of course patient and crew comfort are important so if there are complaints, either contact your station manager or email me at ajarvis@superiorambulance.com.

**Shop Tips for the Spring**

- Make sure the windshield of the vehicles are sparkling clean. Now that the sun is back, a dirty windshield can inhibit the driver’s view of the road.

- Time for spring cleaning! Keep in the spirit of the season and give your vehicle a good scrub down. Address those trouble spots that sneak up on us during IDPH inspections. Sweep out the dust from behind the driver’s and passenger seats, wipe down the cabinets, dust out the outer compartments on the box ambulances, wax the exterior, and scrub those floors.

- Cut down on idle time. Once the weather reaches an agreeable temperature, turning off the engine when possible will help reduce fuel cost. This is the one area that crews can really make a difference with cutting down on fuel consumption. So if you’re holding an area on a warm, sunny day, turn off the rig, roll down the windows, and enjoy the good weather.

- Always check fluids and use fuel additive when you fuel up.

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**Wellness Initiative Update**

The recommended preventive services and immunizations below are listed by age group and sex. Ask your doctor if you are not sure what applies to you and how often these tests should be done. *(Source: Blue Cross Blue Shield of Illinois)*

**All Adults**

- Weight and blood pressure: At least every two years.
- Diabetes screening: If you have high blood pressure, you should be screened for diabetes every three years. Diabetes screening also may be advised for people older than 45 and those who are overweight or obese.
- Colorectal cancer screening test: Starting at age 50.
- Tetanus-diphtheria shot or tetanus, diphtheria and acellular pertussis shot: every 10 years.

**Women only**

- Pap smear: Every one to three years, starting within three years of being sexually active or at age 21 (whichever comes first).
- Breast exam: Once a year, starting at age 40.
- Mammogram: Every one to two years starting at age 40 or 50.
- Cholesterol: Every five years, for women age 20 and older with a raised risk of heart disease.

**Men Only**

- Cholesterol: Every five years, starting at age 35 (age 20 if you are at greater risk of heart disease).
- Prostate cancer screening: If you are age 50 or older (45 for African-Americans and men with a family history of prostate cancer), talk to your doctor about the benefits and dangers of being screened.
- Abdominal aortic aneurysm test: If you are between the ages of 65 and 75 and have ever smoked, you should be screened once with an ultrasound.

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**Exceptional Compliments**

Brian Allen and Jeremy Chambers transported a patient on March 14. Her daughter called to say what a wonderful job they did. They were wonderful to the pt and pt’s family. She was very pleased and said she would use Superior again.

I wanted to give C. Jenuwine and J. Wilkins a compliment. Today they stopped and help a lady change a flat tire on the I-94 on the Lodge exchange. This lady ended up being a Henry Ford Hospice Nurse. These guys are awesome and very thoughtful! What a Superior team and showing the TLCS we believe in!

Vicki S Lane, NREMT-P, Operations Supervisor
Superior Ambulance Michigan
Safety Point Overview:

Superior’s Safety Point Program is an incentive to promote safety in the workplace. All street employees (Superior, Metro and IMC) and street ready office employees that maintain an EMT-B or EMT-P license are eligible to earn points which can be redeemed for items or travel.

Earning Points:
- Employees that work on the street earn five points per hour; street ready office employees earn two points per hour.
- Points are worth two cents each.

Re redeeming Points:
- Go to: www.innerge.com/superiorambulance
- Use your employee ID number as your login (If your employee number is less than five digits, add zeros to the front to make it five digits.)
- Your initial password is superior. Please change it after you log in.
- You may purchase items off the website or trade in your points for travel gift certificates. Airline, hotel, resort and cruise options are available.
- If you wish to cash out your points for travel, send an e-mail to eborsodi@superiorambulance.com and include your name, employee number, phone number and what type of gift card you would like in the e-mail.

Any questions regarding the Safety Point Incentive Program should be directed to Erin Borsodi in the Risk Management Department at eborsodi@superiorambulance.com or 630.903.2215.

Some items recently purchased off the safety point website...
- a Kinect for Xbox 360
- a treadmill
- an iPod Touch

Popular travel gift certificates issued...
- Southwest Airlines gift cards
- One employee was able to purchase a Caribbean Cruise using his points!

SPECIAL EVENTS

Michigan by Dick Busch, CCEMT-P

Superior of Michigan is very involved and kept busy with Special Events in the metro Detroit Area.

Shortly after Superior moved to Michigan, requests came in from different organizations wanting Superior to handle their venues due to the professional care Superior is known for. One of our largest contracts is the Palace of Auburn Hills which is the home of the Detroit Pistons basketball team. Not only do we provide EMS for the fans who attend the games, we have a dedicated Paramedic for the team. This Paramedic sits behind the players bench, and is ready to provide medical treatment to any injured player.

Superior also covers two outdoor music venues: D.T.E. Music Theater and Meadow Brook Music Theater, which run from early spring to mid-fall. There are approximately 80 concerts during the summer, and Superior handles all EMS to the venues.

Illinois by Karl Kuester

Superior Ambulance participated in the 2011 Elmhurst St. Patrick’s day parade. There were over 8 employees and twice as many kids. Participants from Superior included Ben Adelman, Andy Shadinger, Erin Borsodi, Robert Wangles, Terri Donovan, Robert Perez, Sierra Donovan and Bridget Pappas.

April Most Crew Compliments
North – Sterling Ricketts, Leo Margelis
West – Nick Marshall, Brian Marcinkowski
Michigan – Karen Walker

Most Calls
North – Joe Biasi
South – Emily DeRoek
West – Josh Baker
Indiana – America Devine
Michigan (Ambulance) – Arben Gjokaj
Michigan (MWT) – Kenfes Ratliff

April 2011
SUPERIOR MAKES HISTORY

Permission Granted For Direct Flight To Canadian Hospital

by Richard Hollingworth, Director of Business Development / Superior Ambulance Michigan

Monday March the 14th was a historical day in Michigan for Superior Ambulance, Air Med 1, Metro Aviation and Henry Ford. We were the first air medical program to fly a patient from one country to another, direct to a hospital. As far as Superior and Homeland Security can tell, this is a first. Previously, any aircraft transporting a patient from Canada to the US would have been required to land at a recognized port of entry, clear customs and immigration, then proceed to the hospital. Obviously, a time consuming process that can affect patient outcomes.

A few months ago, the Chief Pilot for Air Med 1 in Michigan, Pete Leitinen, believed we could get a waiver to fly direct. Superior saw this vision and took it to Henry Ford Health System to present a more streamlined approach to bring Canadian patients to the US. For the Acute Coronary patient, time is muscle and flying patients over the border definitely beats closing the tunnel for ambulances to pass!

After a lot of work by Superior, Metro Aviation and Henry Ford Health System and several meetings with the Canadian and United States Customs and Border Patrol, we got the go ahead to fly direct. This would not have been possible without the cooperation of both Governments and a signature from Washington!

At this point I should disclose that we didn’t actually fly a patient, instead we flew....Me! As a British passport holder, I’m as close to a Canadian as you can get! This flight was going to be a test of the system before we went live with patients that needed urgent care at Henry Ford.

We left Leamington airport in Canada and headed direct to Henry Ford Hospital. As we flew over Windsor airport, Air Traffic Control commented on how great our aircraft looked! We landed at Henry Ford Hospital and immediately greeted by the US Customs and Border Patrol. As I was not arrested and deported for illegal entry to the United States we had a resounding success.

As I write this I suddenly realize that this is also the first International flight of Air Med 1. Exciting things happen at Superior...its a pleasure to be part of it and the Superior Family.

Congratulations to our first contest winner, Nicole Jenkins! Nicole and 25 other employees found the hidden contest in the contents of the March newsletter and submitted the correct answers within the deadline provided. Nicole selected the $50.00 gift certificate at Let Us Entertain You restaurants.

Thanks to all who participated in the contest and thank you for supporting Superior’s Employee Newsletter, Lifeline.

A special thanks to the employees who assisted with the USO 70th Birthday Celebration! I hope we can make this celebration an annual event.

– Dave