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A newsletter for and about  
AltaPointe Health Systems employees

## Meeting mental health needs makes borrowing funds a necessity

Like most other nonprofit agencies, AltaPointe is not flush with money. We must borrow against future performance when we require capital for major projects. To that end, AltaPointe has secured an \$8.2 million, low-interest, tax-free bond issue that makes possible the financing of long-term expenditures.

We will use these funds to pay off the short-term note that financed the purchase of the former Brewer Bayside facility in Daphne. This also will cover the cost of renovations and furnishings necessary to open and operate a hospital in that facility.

A second major project made possible by the bond issue is the Children's Outpatient Services renovation and purchase of furnishings at 501 Bishop Lane N. If you have not visited COP lately, please take time to drop in and admire the new spaces.

Additional results of the bond funds include various capital improvements we need to make. A project already near completion is a much-needed facelift to the BayPointe ABS unit. A second phase on the other ABS unit may be in the works soon.

The bond issue will not cover needed projects, however. We plan to purchase and remodel the building at 3650 Old Shell Road. It is located adjacent to the COP Services office and currently houses the COP case management teams. Many of you have attended meetings in this building's auditorium. Long-term financing of this major project will require that we seek donations from private sources.

While renovations are in progress, staff members must sacrifice some comfort and convenience. The BayPointe and COP staff members, and especially, **Charles Armour** and the entire maintenance staff, deserve credit and our thanks for making these improvements run as smoothly as possible.

Finally, you may read this column and ask if now is a good time to borrow money to make major capital improvements. My answer to your question would be "yes." AltaPointe's board and administrative team believe it is a wise business move to take advantage of the low interest rates currently available in the marketplace.

When there are no excess funds to pay for capital improvements, with no allocations from other resources to cover major expenditures, and we are to move forward to meet the mental health needs of the communities we serve, borrowing is a necessity.

## Department drops the "r word" from its name

The State Department of Mental Health and Mental Retardation has changed its name. Its new and shorter name is The Department of Mental Health. Alabama Gov. Bob Riley signed the People-First Language Bill removing the "r word" from the department's name on May 14. Alabama State Representatives Randy Davis and Joe Faust (Baldwin County), and Sen. Vivian Figures (Mobile County) co-sponsored the bill, which has had unanimous legislative support.

AltaPointe replaced the term "mental retardation" with "intellectual disability" in its mission statement and as a department name more than a year ago. "There has been a nationwide trend toward this change for several years," Tuerk Schlesinger, CEO, said. "I am pleased the state department's name has changed to reflect one of our goals, which is to always treat everyone with dignity."

The bill goes into effect August 1, 2009.



AltaPointe has committed to organizing teams for the American Heart Association's "Start! Heart Walk" this September. We encourage you to help fight heart disease and stroke by participating on a team. Kathy McMaken will coordinate AltaPointe's effort. You may volunteer by calling her at 665-2537.

**Read more about the story behind the bill at the Department of Mental Health website: [www.mh.alabama.gov](http://www.mh.alabama.gov).**

# COP renovated building 'beautiful'

"This is beautiful," and, "It doesn't look like the same building," were the most frequent comments overheard during the Children's Outpatient Services House Warming on March 6. The event celebrated the move back into 501 Bishop Lane North, a completely renovated facility.

Special guests and AltaPointe staff members toured the building that now sports an updated décor, accented by bold colors and a new first floor interior layout. In the spacious and inviting waiting area, children are immediately attracted to the large saltwater aquarium filled with colorful tropical aquatic life.

Staff members moving into the space on March 9 noticeably were eager to settle into their newly redecorated and furnished offices. "This is just wonderful," said **Olivia Nettles**, clinical director of children's outpatient services. "It's such a positive change. The children love it. The staff members love it."

The Fairhope-based architectural firm of Walcott Adams designed the facility. "They did a phenomenal job of taking a dysfunctional building and creating a usable, child-friendly, space that is more conducive to healing," **Tuerk Schlesinger**, AltaPointe CEO, said.



Celebrating the Children's Outpatient (COP) new space are, from left, **Tuerk Schlesinger**, AltaPointe CEO; **Gina Gregory**, Mobile City Council Member for District 3; the Honorable **Michael McMaken**, immediate past president of the AltaPointe Board; and **Larry Jackson**, current president of the AltaPointe Board.



**Olivia Nettles**, Director, COP, center, visits with **George Hardesty**, right, District Court Judge; and **Mike Scheuermann**, Strickland Youth Center Court Referee.

## More than 330 staff members receive 5-Star Customer Service Training in April

Five-Star Customer Service (5SCS) training began April 6 with more than 330 staff members attending 11, four-hour sessions through April 24. AltaPointe's first formal customer service program resulted from nearly a year of research and planning by the 22-member 5SCS Committee.

Committee members interviewed supervisors to gain information that helped them formulate the Five-Star standards of behavior, the basis for the training curriculum.

"Our goal was to offer a customized and comprehensive training session that would encourage all staff to be more customer focused," **Carol Mann**, director of public relations and Five-Star Committee Chair, said. "We knew role playing and other forms of interactive learning would not be possible this time around because of large class sizes. We will offer this more interactive instruction as Five-Star moves forward."

The classroom site alternated between BayPointe Gymnasium and AltaPointe Children's Outpatient Services Auditorium with Mary White of Mobile Technical Institute as instructor. White emphasized that each staff member must be accountable for the level of service provided.



**Mary White** of Mobile Technical Institute teaches customer service basics to AltaPointe staff members.

"Well-designed customer service standards make it clear to employees what they are expected to do," Mann said. "Standards of behavior show what experiences we are each accountable to deliver to our customers."

The next wave of training begins in late July with the majority of attendees coming from within the ranks of behavioral specialists and aides. Training sessions also will be offered for staff members that could not make their scheduled session in April.



**Kathy McMaken**, far left, listens to questions about the Five-Star position checklists during a training session at the Children's Outpatient (COP) Auditorium. AltaPointe staff members are, from left, **Shaloundra Holmes**, ID Case Manager; **Jevon Brunson**, ID case manager; **Beth Blair**, AOP-GS Coordinator; and **Tameka Jackson**, AOP-GS RN.

# Children's outpatient care requires flexible team

As with any of AltaPointe outpatient locations, Children's Outpatient (COP) Services at 501 Bishop Lane North can be a hectic place. With 100 children receiving services on any given day, the staff must be ready to meet the challenges particular to this age group.

"Our challenges usually involve coordinating input about a child from parents as well as the many sources in a child's life so that we can develop an effective treatment plan," **Olivia Nettles**, clinical director of COP, said. "Parents may describe a child's behavior one way and the child's teacher another. A DHR case manager may have yet a different description."

Sources may include schools, department of human resources, probation officers, and primary care physicians. "Then there are the developmental factors to consider. Everything is changing as a child grows," Nettles said.

It takes a long time to gather the information and find agreement among all the entities in a child's life.

"Intake and assessment may take several weeks," Nettles said. "Recommended treatment may include the child undergoing psychiatric evaluation, attending groups or working with a case manager or an In-Home team. The clinical team fine tunes the treatment plan, gathers medical and educational information, and reviews results from assessments such as the Child Behavior Checklist (CBCL) before the child sees a psychiatrist."

## Children's care takes time

The amount of time required for treatment makes the care even more. "Talk therapy does not work with a five year old,"

**Ingrid Hartman**, Complex Coordinator of COP, said. "Children may require play or sand tray therapy, which takes more time." Hartman added that for the many children who also have been victims of abuse the treatment process may take longer.

"Our goal is to help them address and resolve various traumas so they can enjoy a healthy childhood and productive life."

Hartman said these children need services because something has tipped the scale and caused functional impairment.

## Diagnoses vary widely

The majority of these children have more than one diagnosis that fall under several categories.

By far, AltaPointe sees more children with a diagnosis of attention deficit hyperactivity disorder (ADHD).

Other diagnoses frequently treated include oppositional defiance disorder (ODD), depressive, bipolar, and anxiety disorders as well as autism spectrum disorders and schizophrenia.

Some children receive services for three to six months and then transfer to their primary care physician, Nettles said. These children typically are diagnosed with ADHD only. However, many of the children who live with chronic mental illness will continue to need services throughout their lives.

## Effective team serves COP consumers

AltaPointe's Access to Care Department handles all COP intakes; however, providing services to hundreds of children and their families requires staff members skilled in many areas. The COP clinical team includes one certified registered nurse practitioner (CRNP), one registered nurse (RN), one licensed practitioner nurse (LPN), 10 therapists and social workers, six "In-Home" team professionals, eight case managers, two psychometrists, and one intake specialist. At least one AltaPointe



COP provides services beyond the Bishop Lane facility. The COP Management Team includes, front row from left, **Kathy Rouse**, Assistant Coordinator, Children's In-Home/Case Management; **Olivia Nettles**, Director, Children's Outpatient (COP) Services; **Michelle Brazeal**, Coordinator, COP, Residential; Back row from left, **Sherri Crane**, Team Leader, South Mobile; **Ingrid Hartman**, Coordinator, COP; **Stephanie Gatlin**, LPC Supervisor/Site Coordinator-Eli Lilly Study.

child psychiatrist covers the COP cases.

"We have seen an increase in the need for medication management, Hartman said. "Many primary care physicians now refer consumers to a child psychiatrist."

To be most effective, COP's medical staff members review the consumers' medical, educational, and psychological information, in order to determine what types of services the child and family will need in addition to medication.

A psychiatrist adjusts medications, prescribes blood tests to monitor the body's reaction to medication and orders prior authorization to make sure insurance will cover medication. "There is a tremendous shortage of child psychiatrists across the nation at a time when the demand for psychiatry has dramatically increased," Nettles said. "More child psychiatrists would mean we could see and medically treat children sooner."

# People & Positions at the Pointe

**Human Resources reports the following new employees joined AltaPointe between February 1 and April 30, 2009.**

**Administration** – MIS: **Nicholas Brattoli**, PC Technician; **Jo Pebworth**, Document Scanning Specialist; Performance Improvement Department: **Carol Amick**, Performance Improvement Assistant

**BayPointe** – Charge Nurses: **Roxanne Reid** and **Carol Wadibia**; RN/Acute: **Shaneka Moore**, **Laura Hunter**, **Valerie Dobbins**, **Veronda Lee**, **Rebecca Frawley**, **Joyce Jackson**, and **Linda Solomon**; LPN/ Acute; **Paulette Johnson** and **Carolyn Adams**; Behavioral Aides/ Acute: **Patrick Rowser**, **Alfred Chastang**, **Zoie Dickinson**, **Jessica Hobson**, **Carlos Dixon**, **LeShounda Robinson**, **Kari Johnson**, **Monica Kiser**, **Dandre Wilkerson**, **Gerold Williams**, **Sharon Williams**, **Marketa Womack**, **Shawana Calhoun**, **Booker Creighton III**, **Tammy Dickerson**, **Kasheda Dortch** and **Margarettie Evans**; Behavioral Specialists/Acute Care: **Brittany Miller**, **David Roberts**, **Ulyess Law**, **Ashley Smith** and **Michelle Dunson**; Therapists/Acute: **Matthew Foster** and **LaKisha Coleman**; Administrative: **Jennifer Clayton**, Admissions Professional

**Adult Outpatient Services** – AOP-Gordon Smith: **Brandon O’Banner**, Case Manager; **Tiffany Boyer**, Executive Assistant I; AOP-West Mobile: **Davey Chastang**, Substance Abuse Counselor; **David Hurley, RN**, Outpatient; **Jennifer Blanks**, LPN Outpatient; Community Counseling Center of Washington County: **Leona Cook**, Case Manager; Community Counseling Center of South Mobile: **Terri Mudge**, therapist



Davey Chastang

**Adult Residential Services** – RN/Zeigler: **Robin Lawrence**, **Kelly Stark**; Behavioral Aides: **Francilla Ridgeway**, Scottsdale; **Martha Bell**, Burtonwood; **Erin Clark**, Three Notch; **Sharronda Cobb**, Lakefront; **Vantasia Moody**, Magnolia; **Latosha Glover**, **Paul Hunter**, **Helena Luster**, **Ingrid McVay**, **Nancy Fulmer**, and **Lillie Lockett**, Zeigler; LPN Residential: **Willie Myers** and **Renada Carson**, Lakefront; RN/Magnolia, **Randall Rogers**; Account Data Professional, **Lorraine King**, Zeigler

**Transitional Age/DHR** – Behavioral Aides: **Dominique Chambers**, **Roshawna Beckford**, **Corenda Miller**, **Stephen Formica**, and **Donna Rowe**

**Transitional Age/DHR** – Behavioral Aides: **Tacarra Miller**, **Letisha Curtis**, **Lisa Williams**, and **Claudia Baker**; Therapist: **Steven Booker Jr.**

## Promotions



Katherine Rouse

**Katherine Rouse, MS**, has been promoted to assistant coordinator responsible for supervision of case management at the Children’s Outpatient Services. She joined AltaPointe in January 2007 and served as co-therapist of one of the intensive In-Home therapy teams.



Chiquita Adams

**Chiquita Adams** has been promoted to Residential Assistant at Gardenia in the Adult Residential Services division. Her supervisor Bill Hamilton said she is a “natural” for her job.

## Moves

**Marjorie Douglas** is now an LPN with the substance abuse services program at AOP-West Mobile.

**Cathy Singleton** is now a Document Scanning Specialist in the MIS Department.

**Jennifer Tingley** is now a Utilization Review Professional in the BayPointe Adult Evaluation Unit (AEU).

## Think about this...

A man checked into a hotel for the first time in his life, and goes up to his room. Five minutes later he called the reception desk and said: “You’ve given me a room with no exit. How do I leave?”

The desk clerk said, “Sir, that’s absurd. Have you looked for the door?”

The man said, “Well, there’s one door that leads to the bathroom. There’s a second door that goes into the closet. And there’s a door I haven’t tried, but it has a ‘do not disturb’ sign on it.”

# Bravo! Bravo!

## Dyson trains 'Women Returning to the Workforce'

**Kim Dyson, LPC, MAC, SAP**, BayView therapist, is conducting ongoing training titled, "Women Returning to the Workforce," sponsored by Bishop State Community College and one of BayView's EAP vendors, New Horizons Credit Union. Area women professionals provide these ongoing presentations.



## Gatlin earns CSC

**Stephanie Gatlin, LPC**, recently earned certification as a Supervising Counselor. This new certification means she can supervise a therapist wishing to become an LPC. Gatlin, who has been licensed for 11 years, is the LPC supervisor and Site Coordinator for the Eli Lilly Study at Children's Outpatient Services.

## Baker competes in half marathon

**Tina Baker, LCSW**, BayView therapist, recently competed in a women's-only half marathon sponsored by *More Fitness Women's Magazine* in New York City. More than 15,000 women participated. Tina reports that she had the "time of her life." She said the half marathon was "invigorating and a truly unique experience that she will long remember."



## Barber instrumental in creation of TV program

According to **Joyce Barber, LPC**, BayPointe Coordinator of Social Services, plans have begun for a six-part television program focusing on mental health that will air on a local cable channel. Barber's brainchild, the program will provide easily understood information on mental health conditions and issues for both children and adults. Members of the Mobile Chapter of the Licensed Professional Counselor's Association are creating and producing the program. An MLPCA member, Barber was instrumental in acquiring a \$3,000 donation from the Junior League of Mobile to help cover production costs.

The MLPCA is seeking MLPCA members to help formulate the program and to appear as guests on the show. Watch for details about the program's schedule.

## Noonan competes in DI Regatta and wins 'perpetual' trophies

**Patricia Noonan, CRNP**, AOP-Zeigler, sailed the Dauphin Island Regatta on April 28 in her Catalina 22, single-handed. Two friends had planned to crew for her but could not at the last minute. As Pat was the only all-woman crewed boat, she won the Raphael Perpetual Trophy for an all-women's crew, and the Eastern Shore Perpetual Trophy for an all-women's crew, which had not been awarded in 24 years. The trophies, engraved with Pat's name, will remain on display at her club, the Fairhope Yacht Club.



## FIVE STAR Customer Service SPOTLIGHT



Christie Ellis & Laura Durgin

This week's spotlight shines on the two staff members who won the 5-Star Customer Service drawing. Each 5SCS training attendee received a take-home quiz to complete and return to the Office of Public Relations for a chance to win an iPod. **Christie Ellis, RN**, left, and **Laura Durgin**, office professional at BayPointe, happily pose in the BayPointe lobby with their new iPods. The two winners are shown celebrating as they learned they were winners (photo below). A similar drawing will take place after the second wave of training this summer.



# Program Progress

## AltaPointe coordinates Mobile Jail Diversion program

When the Mobile County Commission received a \$250,000 Justice and Mental Health Collaboration Program grant in fall 2008, it contracted with AltaPointe to be the grant's sole-source provider. This means that AHS leads the planning and implementation of the Mobile Jail Diversion program.

**Ray Terrell**, LPC, is the program's coordinator and serves on the Mobile Jail Diversion Advisory Board, which comprises representatives from 19 area agencies that have agreed to provide services

and support for the jail diversion program.

**Art Meadows**, case manager, and Terrell, form a Jail Diversion Assistance Team that works with the Metro Jail Health Services and local court system to divert seriously mentally ill individuals from incarceration into appropriate treatment.

Terrell expects formal implementation of the Mobile Jail Diversion program to begin by August.

Watch for more details in the fall 2009 issue of AltaNews.

## Adult Outpatient Services

### Good news from pilot program audits

This past fall, the State Department of Mental Health selected AltaPointe Adult Outpatient Services as a pilot site for the Illness Management and Recovery (IMR) evidenced-based practice program being implemented throughout Alabama. AOP also is a pilot site for Permanent Supported Housing (PSH) evidence-based practice.

The Center for Excellence through the University of Alabama at Birmingham conducted six-month audits of these programs in April, according to **Janet Langley**, MS, LPR, NCC, the coordinator for AOP-West Mobile and Zeigler. "We received good news from both audits," Langley said.

The IMR operates through AOP-West Mobile day treatment and AOP-Gordon Smith's ACT Team. PSH operates through AOP-Zeigler (ZOP).

### Couples group therapy at AOP-West Mobile

AOP-West Mobile began a couples group therapy May 20, offered for the first time as part of AltaPointe's substance abuse services. The intensive outpatient (IOP) treatment team of **Davey Chastang** and **Brandie Johnson** identified unresolved marital conflict resulting from past substance abuse as the missing link for successful long-term recovery for some of their consumers.

While researching evidence-based practices, Chastang and Johnson discovered the "Brief Couples Therapy: Group and Individual Couple Treatment for Addiction and Related Mental Health Concerns." **Leticia Hooker**, Special Women's and Children's program therapist, joined the IOP team to implement the new group.

### Green speaks to Special Women's & Children's group



**Cynthia Stargell**, AOP-West Mobile Team Leader, greets Steve Green May 28, during a Special Women's and Children's therapy group. Green, a veteran counselor and former state parole officer, is the director of the Community Correction Center in Mobile. Green

has bachelor and master degrees in sociology. He spoke about the prevalence of sex offenders in our society, characteristics of offenders and what to watch for in people who have the closest contact with our children, whether male or female.

### BayView Professional Associates

This March, the BayView offices moved into new space in the Children's Outpatient Services building at 501 Bishop Lane North at Old Shell Road.

"This move helps us streamline our operations while continuing to provide excellent counseling services to our employee assistant program (EAP) clients,"

**John Conrad**, BayView Coordinator, said.



# 'Scale Back Alabama' 2009

## Thirty-seven staff members succeed at Scale Back Alabama weight loss

The 2009 Scale Back Alabama statewide weight-loss competition motivated 164 AltaPointe staff members, or 41 teams of four, to attempt losing at least 10 pounds from Jan. 10 to March 20.

This year, AltaPointe offered cash incentives to each participant who lost ten pounds or more. Each team member belonging to a team in which all four members lost 10 pounds also received \$50.

Thirty-seven staff members received \$20 each for reaching or surpassing the 10-pound goal. They included **Larry Bellamy, Marjorie Bowden, Rita Brown, Rachel Campbell, Robert Carlock, Cheryl Cheese, John Chieh, Martis Cobb, Toby Cummings, Ollie Doyle, Tomekia Finklea, Misty Flennory, Juanita Goodner, Charles Graham,**

**Bill Hamilton, Ingrid Hartman, Phillip Ingram, Charmagne Jackson, Lizona Jefferson, Alicia Johnson, Alecia Jones, Monica Jones, Kathy Kilcrease, Norris Laurence, Phyllis Mason, LaToya Massey, Ed McGaughy, Angela McMillan, Dean Milan, Grace Moffett, Jim Persons, Lorraine Pugh, Jamie Sheppard, Sharonda Shula, Karin Terrell, Alicia Johnson, and LaQuanda Wingate.**

Three of AltaPointe's 41 participating teams surpassed the 40-pound team goal. Those teams were "Big Boys Don't Cry," "Bringin' Sexy Back" and "Phat-No-More."



The "Big Boys Don't Cry" team members posing with their cash prizes include, from left, **Bill Hamilton**, captain (34 lbs.); **Martis Cobb** (19 lbs.); **Dean Milan** (11 lbs.); and **Charles Graham** (13 lbs.). This men's team lost a total of 77 pounds.



AltaPointe Children's Outpatient Services had one team with all four members reaching the 10-pound goal. Members of "Bringin' Sexy Back," showing off their cash prizes are, standing from left, **Angela McMillan** and **Lorraine Pugh**; seated from left, **LaQuanda Wingate**, and **Ingrid Hartman**, captain.



BayPointe Hospital & Children's Residential winning team members happily display their \$50 prizes. They are, from left, **Lizona Jefferson, Alicia Johnson, Jenny Tingley**, and **Phyllis Mason**, captain.

## Peer specialist Jaclyn Scanlon advocates for consumers



Jaclyn Scanlon

**Jaclyn Scanlon** believes recovery is a journey, not a destination. In her role as peer specialist for AltaPointe's adult residential services, she tells consumers that recovery is ongoing and that they must discover and accept this fact.

Scanlon visits each of AltaPointe's 20 adult residential homes to help consumers with their recovery experiences. She uses her acquired knowledge to promote coping skills in her fellow consumers.

Scanlon's own journey began at 13 years of age when she was diagnosed with depression. At 16, she experienced her first manic episode resulting in a diagnosis of bipolar disorder. Scanlon's family did not tolerate her illness, which forced her to leave home.

"So, as a teenager I was homeless, bipolar and on a path that led to a series of suicide attempts," she explained. "This resulted in my being committed to a state hospital by the age of 21.

"It was in this institution that I began to learn 'introspection,'" she said. "In my role as peer specialist, I have observed that many consumers lack introspection. I try to use my story of recovery to bring this out in them."

She encourages consumers to "take care of you. Don't get wrapped up in your diagnosis. Don't become your diagnosis."

Scanlon is two courses from completing her bachelor's degree in psychology. She plans to work toward a master's degree in community counseling so she can continue working to help consumers find their own paths to recovery.

"Jaclyn goes above and beyond the call of duty," **Patricia Sullivan**, her supervisor, said. "She is an exceptional peer specialist."



## Netsmart conference features AHS success

AltaPointe staff members attending the Netsmart conference in Nashville in May, pose next to a bigger-than-life photo of AHS CEO, Tuerk Schlesinger. Netsmart began highlighting AHS's success with the software company's products in 2007. Standing next to the display are, from left, **Steve Dolan**, **Tisha Myers**, **Kartik Joshi**, and **Dwight Lacy**.

## Orange and teal scrubs make positive statement

A new standard dress policy has been implemented for AltaPointe's office professional staff. The staff members can be seen wearing bright orange or teal scrubs as they go about their busy days of greeting consumers and the public, among their many other tasks.



The scrubs make just the right statement at the newly renovated Children's Outpatient Services building. Standing together for the camera are, from left, Lakeshia Moffett, Cassandra Franklin, Lorraine Pugh, Katrina Hobson, Veronica Pettway, and Constance Mitchell, supervisor.



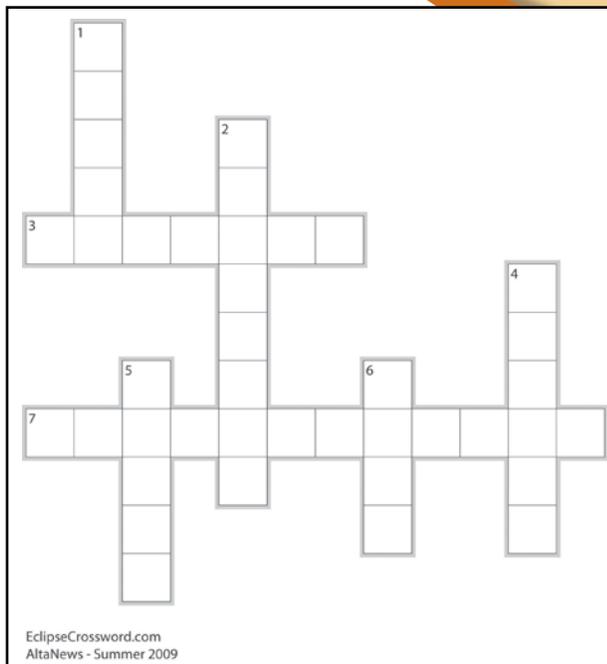
Rachel Dabney, Doris Hopkins and Khrystal Edwards model the new AltaPointe scrubs at the Adult Outpatient Services office at Zeigler.



BayPointe office professional staff members posing in their new scrubs are, from left, Courtney Walker, Laura Durgin, and Jennifer Clayton; back: Cassandra Tucker and Debra Fountain.



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EclipseCrossword.com  
AltaNews - Summer 2009



## Five-Star Service Crossword Puzzle

'Do you know the Telephone Standards?'

### Across

3. Taking this should be a last resort.
7. Ask for a \_\_\_\_\_ for a return call when taking a message.

### Down

1. Always try to do this when talking on the phone with a customer.
2. Inform callers before you do this with a call.
4. Use polite \_\_\_\_\_ in every situation.
5. Before ending a call, ask "Is there anything I can do for you, \_\_\_\_\_?"
6. Callers deserve \_\_\_\_\_ attention.

Submit your crossword puzzle answers to Carol Mann/Public Relations Office by July 15. If your answers are correct, you could win a drawing for an AltaPointe spa tote imprinted with our company logo.

- **Chief Executive Officer**, Tuerk Schlesinger
- **Editor**, Carol Mann, Director of Public Relations
- **Chief Operating Officer**, Julie Bellcase
- **Design & Production**, Pixallure Design

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