

HELPING HANDS HERALD



STAFF :

LOU HILL, MPH
Executive Director
CONNIE VERMILLION
Clinic Coordinator
PAT CORNETT
Pharmacy Manager
SHELIA HELTON
MAP Director
DEBRA PHILYAW
CHAP Program Director
DR. ANDY METZGER
Medical Director
RODGERS WHITE, RPh
Volunteer Pharmacy Director

BOARD MEMBERS:

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DEBORAH ASHLEY
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PAM PILKENTON
CHUCK SCRONCE, RN
REV. MARIETTA SMITH

A Message from the Director

"All your life you are told the things you cannot do. All your life they will say you're not good enough or strong enough or talented enough; they will say you're the wrong height or the wrong weight or the wrong type to play this or be this or achieve this. THEY WILL TELL YOU NO, a thousand times no, until all the no's become meaningless. All your life they will tell you no, quite firmly and very quickly. AND YOU WILL TELL THEM YES."

-Nike ad

When Helping Hands Clinic was started, there were people who said it could not be done, that it should not be done. Seven years later as the clinic is thriving beyond measure, I wonder if those people still think they were right. Just within the past year, Helping Hands has seen increases of 20% to 30% in every area—from medical visits, to prescriptions dispensed to the number of donors. Not only have the volume of services increased, but the community has risen to meet that need by giving more each year.

While a certain degree of caution and perspective is always healthy, many of history's greatest accomplishments came from taking risks...walking on the moon, bringing down the Berlin Wall and ending Apartheid. It is too easy to say "it can't be done" and leave it at that. Think about what would have happened if the founders of Helping Hands Clinic had believed the naysayers and given up – thousands of individuals would have gone without care.

The accomplishments that mean the most in my life are those that I was told I could not do or that I feared in my heart were impossible. They are my miracles. Today, I believe in the miracle of the impossible. I believe that one day our patients will have access to a complete system of health care. I believe this because the alternative is to look each patient in the eyes and tell them I cannot care for them. And that is something I cannot do.

Lou

"FUN" D RAISER A SUCCESS!

Every year, each of us is asked to buy a ticket to a special event or participate in a walkathon to raise money for good causes. Often it seems that I would rather give money directly to the cause I believe in than see as much as 20% of that donation go to event overhead. So, this year our Board of Directors made a decision to keep it simple and just ask, all the while poking fun at the lengths many will go to raise a dollar.

Many of you participated in this years "Fun"draiser, most often choosing "I do not want to walk, bike, swim, run or participate in any other physical activity that has the word "thon" in it. Here is the \$50 I would have spent on aspirin, Ben-Gay and bandages." Hopefully you got a little chuckle as you wrote your checks. Out of 275 letters mailed, 69 of you responded donating a total of \$8,019. With a response rate of 25% and \$3,000 over goal, our Board of Directors is thrilled with this first year's effort. Thanks to all of for your support and great sense of humor!

THIRD FLOOR RENOVATIONS COMPLETED

In the seven years that Helping Hands Clinic of Caldwell County has existed, the organization has expanded to meet the ever-growing medical needs of the uninsured citizens of our community. The clinic has been housed at its present location on Harper Avenue since December 2001, and by 2004, it was apparent that more space was needed at that site, due both to increased demand and to expanded services (such as the CHAP program and a third clinic day). Founding Board member Debi Nelson oversaw the site's development on behalf of the Board of Directors, working closely with HHC staff. The construction work by our general contractor, Keith Blinson Construction Company, took approximately five months.

The second floor, pharmacy, and mezzanine areas underwent extensive renovations. The second floor now includes six offices, a large meeting area, storage space, and a small kitchenette. The mezzanine area was converted into a



BEFORE



AFTER

space for small group meetings or for breaks for volunteers. This expansion freed up space on the main (first) floor with more room for pharmacy storage and clinic space. Part of the construction also included a two-story fire escape with platform area.

All this work would not have been possible without the efforts of volunteers, particularly in painting, flooring, pharmacy renovation, and cleaning up in time for the Open House. In all, an astounding 674 volunteer hours went into this expansion project. HHC wishes to thank all the volunteers, and to especially recognize Don Weiller, Sara and Dick Mursch, Marisue Haigler and volunteers from Habitat for Humanity and First United Methodist Church. HHC also wishes to thank Bernhardt Furniture and AF Insurance Services for donating furniture and Cannon Paint Co. for donating paint.

HELPING HANDS CLINIC WINS 9 WHO CARE AWARD

Helping Hands Clinic was honored by Charlotte's WSOC-TV in September with a *Nine Who Care Award* at a luncheon held at Lowes Motor Speedway. The awards program, celebrating its 25th year, seeks to recognize "extraordinary community service of individuals, groups and businesses in local communities." The luncheon was hosted by WSOC-TV Eyewitness News anchors Debi Faubion and Vince Coakley, with a keynote speech by former NBA star and Director of Basketball Operations for the Charlotte Bobcats, Dell Curry. According to a WSOC press release, nominations are open

to anyone and are submitted by individuals in communities within the Channel 9 viewing area. The finalists and winners for the Nine Who Care Awards are se-



Left to right: Debi Faubion, Board members Pam Pilkenton and Sara Mursch, Dell Curry, HHC Executive Director Lou Hill, Vince Coakley, and volunteer Norman Ross.

lected by a panel of independent judges. The nomination form for HHC noted that in 2004, 136 volunteers contributed a total of 2,534 hours to the clinic. It

went on to say, "The volunteers are more than just 'volunteers.' They are part of an organization that truly cares about the patients. It is an atmosphere of neighbors helping neighbors, giving from the heart. It is a true community collaboration of individuals working together to help those in need and create a healthier community."

The nomination also described the tremendous impact that HHC has on the community: "In a recent survey, patients were asked where they would go if [the clinic] did not exist, 58 percent said 'I don't know.' As many patients have told us over the years, 'Not having to choose whether to get my medicine or eat has saved my life.'"

BOARD AND STAFF NEWS

NEW CHAP PROGRAM DIRECTOR

Debra Philyaw recently became Program Director for the Caldwell Health Access Program (CHAP) at HHC. Prior to joining the staff, Debra had

been a volunteer for HHC for six years.

She has eleven years of eligibility and social work experience

and has worked for both Caldwell Memorial Hospital and Catawba Valley Medical Center in the past. Debra is a member of St. John's Lutheran Church in Hudson and enjoys reading and playing tennis. She is married to Michael Philyaw, Director of College Stores at CCC&TI, has one 16-year-old son, Brad Suddreth, and has one dog, a Westie named Sam.



DEPARTING BOARD MEMBERS

Like most non-profits, Helping Hands Clinic is governed by a volunteer Board of Directors representing all areas of the community. Every year, there is a rotation of experience board members to allow for new representation. This year, the Helping Hands Clinic Board said goodbye to some of its most dedicated and longtime supporters. Debi Nelson, Deborah Dlugos, Sara Mursch, Randee Davis and Tom Withem provided years of service to the clinic. Debi and Deborah even served on the founding Board of Directors. Each member will be missed greatly. We are so thankful for their service.

NEW BOARD MEMBERS

Denise Michaud is the director of the Caldwell County Health Department, where she has worked for the past 16 years. Before assuming the post of Public Health Director in February 2005, she had worked in the Nutrition program, as

Assistant Health Director from 2001 through 2004, and interim director from September 2004 until being appointed director. In addition to being a registered dietitian and Board-certified lactation consultant, Denise holds a Bachelor's of Science from North Carolina State University and a Master's in Public Health from the University of North Carolina-Chapel Hill. Denise lives in Burke County with her husband and two children.



Adrienne McKinnon, a Caldwell County native and former Business & Marketing teacher, is currently employed as Professional Development Coordinator for Caldwell County Schools. She is a graduate of the University of North Carolina at Greensboro with a Bachelor of Science in Management & Marketing and will receive her Master's Degree in School Administration from Appalachian State University this December. She is a member of the American Business Women's Association and Delta Sigma Theta Sorority, Incorporated. She serves as a member of the Education Foundation Board and works with the Catawba Valley Girl Scout Council as a Troop Leader. Adrienne enjoys attending church, traveling and spending time with her 8-year old daughter, Gabrielle.



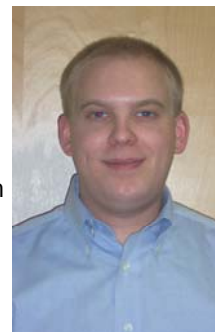
Sarah Eckard, originally from Columbia, SC, has been a nurse for the past 22 years and is currently Congregational Nurse at Caldwell Memorial Hospital and Site Director for the Christian Women's Job Corps through the SHIELD Foundation. She earned both an Associate's degree in Nursing and a Bachelor's degree in Health Management from Gardner-Webb University. Her nursing career

has included everything from newborn care to geriatrics, in addition to education and ministering to those in need. She previously worked with South Caldwell Christian Ministries, which she

says was good preparation for her current mission. Sarah and her husband of 22 years, Chris, have two sons, Seth and Cameron.

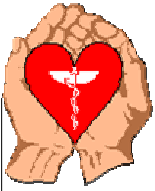


Andrew Beal has since early 2005 been Special Projects and Public Information Coordinator for the Caldwell County Department of Social Services. Because of his professional background, he is excited to be helping HHC with enhancing its communications, through this newsletter, the new website (still under construction), and perhaps other media. He grew up in Lenoir and graduated from Hibriten High School before earning a Bachelor's degree from the University of Georgia's journalism college. Andrew and his wife, Alison, live in Lenoir.



Amy Bowman has for the past six years worked for Cytosol Ophthalmics, where she is currently Operations Manager, and she hopes her pharmaceutical industry experience will be beneficial to the Board. She is also working toward a degree at CCC & TI and hopes to attend Gardner Webb University thereafter. Amy says that her friends and family have benefited from the services provided by Helping Hands Clinic.





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RETURN SERVICE REQUESTED

WELCOME NEW VOLUNTEERS!

Cindy Sue Hargraves

Billy Dempsey, Reception

Elise Saunders, Reception

Pauline Smith, Pharmacy

Brad Suddreth, Discharge

WANTED: VOLUNTEERS!

No experience necessary-we will train!

Daytime volunteers to help in the main office,
the pharmacy, and CHAP

Scrapbooker to put together a scrapbook of the
clinic's history

Artist to paint a mural around the pharmacy win-
dow

Special events and fundraising volunteers

Eligibility volunteers for daytime and evening

Anyone interested in the clinic who feels they
have a talent to offer!

WISH LIST

Paper towels

Toilet Paper

Kleenex

Copy Paper

#10 Envelopes

Anti-bacterial hand cleaner

Anti-bacterial spray

Sterile gauze pads (4x4)

Canned drinks and bottled water

Home-cooked meals and des-
serts for our volunteers

BIG WISHES

EKG Machine

Defibrillator (AED)

Conference Table & Chairs