

PARTNERS OF WHA is committed to advocating for the health of our communities and advancing the success of local health care volunteer organizations, through the coordination and provision of volunteer education, development resources, and leadership opportunities for health care volunteers and their organizations.

A Message from Partners of WHA President

Happy Spring to Everyone



Sue Lynch

Well, the past four months have flown by—I can't believe it is almost May. I started the year with a meeting of our Executive Committee at the Kalahari Resort in Wisconsin Dells, planning my two-year goals and working to set a road map on how to get there. I am thankful each member agreed to my ideas and are willing to work with me on T.E.A.M. (Together Everyone Accomplishes our Mission).

In March, the Partners of WHA Board of Directors met in Madison to plan and discuss the upcoming 2013/2014 events. The Finance, Bylaws, and Strategic Planning Committees, along with the district chairmen had lengthy discussions about communication and membership issues. Currently, as I write this article, we are on the final week of spring tour, which I will comment on later in this article.

After my trip to Washington, D.C. for the state auxiliary leaders meeting and American Hospital Association annual meeting the last week of April, I am ready to focus 100% of my time on our convention in October. I can report that Mary Licht, Convention chair, and her Committee have been working extremely diligent these past six months setting up the programs and workshops along with confirming our opening and closing speakers. You are in for a real treat, and I hope we hit a "HOME RUN" planning this event.

I promised last year to increase communication with everyone and we did just that. Email is such a wonderful tool to use, and believe me, we have burned up the computers going back and forth to get our message out to everyone. I also told you that a DVD would be created, and we did that also. It is intended to be a "tool" for membership recruitment. I hope you all enjoy it as much as I have enjoyed working with my friend, Kate Proctor from La Crosse, who was the one who took my ideas and came up with and produced the actual DVD. It should be ready for distribution by May 1.

Pat Freeders and Donna Miller updated the membership brochure and that will be ready May 1. Also, Mary Licht, my hero, redesigned our Partners website and added CURRENT information. Kudos to Mary for all her hard work to accomplish this task. It is ready to go, and I hope you like the changes.

Spring tour was super! This is my favorite job as President. I am always

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A Message from the President-Elect

President Sue Lynch's Theme is T.E.A.M.

T.E.A.M. stands for TOGETHER EVERYONE ACCOMPLISHES our MISSION!

As president-elect of Partners of WHA, I see my role as assistant coach. Coaching special teams, which would be the district chairs, and By-laws Committee—believing that someday, I may become Head Coach.

As with all teams, we as Partners of WHA individual players possess different talents and bring special gifts to the team. This is what we desire and need from every member of Partners of WHA. Whether you serve on the local hospital Partners organization or the Partners State Board, your talents are being utilized. Use the gifts: the gift of leadership (I will say "yes" to being district chair), the gift of communications (I will write the newsletter), the gift of technical support (I will update the website), the gift of organization (I'll update the Leadership handbook or be on the By-Laws Committee), Convention planning (Yes, I will be Convention chair or plan locations for future conventions, and financial expertise, (volunteer to be treasurer of your local or state Partners group). If you are creative, please volunteer to decorate at your fundraising functions.

LET US START ON FIRST BASE:

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Bonnie Olson

***A Message from the President-elect
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COMMUNICATION: REMEMBER—COMMUNICATION IS A TWO-WAY STREET! Information going only one way is not communication. Communication can only take place when there is dialogue going both ways. Communication must come from every PRESIDENT of a local organization. When there is a change of officers, this needs to be communicated to the DISTRICT CHAIRS, who will forward the information to our president, Sue Lynch, who will funnel it to the appropriate people so it can be updated on the web site and recorded for future use.

Our teams won't win every game and every year we will not win the World Series. However, reviewing what we are doing well, what we need to improve on, what didn't work so well, and adding new plays will all be important to make a winning team.

I am so glad to be on this winning team of Partners of WHA. I would like to congratulate all my teammates: the executive board, committee chairs, district chairs, and officers of local Partners boards. I look forward to an awesome year.

I worked with Jennifer Frank, our liaison from WHA headquarters, in updating the district chair PowerPoint orientation, which hadn't been updated since 2009.

When you read this we will have finished our spring tour. Thank you for welcoming us at your district meetings. Volunteers are an awesome group of individuals, who love what they do and do it so well. Renewing old friendships and making new friends makes a fun-filled spring tour. We learn so much about your districts and local organizations on spring tour. Volunteers are very generous people. God bless you for all you do for your hospitals and medical facilities.

*Bonnie R. Olson, President-Elect
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Best of the Best Accepting Applications until June 21

The Best of the Best Administrative Award sponsored by Partners of WHA honors on-site administrators, chief executive officers, executive directors, 1st vice presidents, and chief financial officers of Wisconsin hospitals and medical centers, and nominations are now being accepted until June 21. The nominee typically demonstrates a cooperative, supportive, enthusiastic, and well-defined relationship with their Partners of WHA volunteer organization.

Specific award criteria and eligibility requirements are included in the Best of the Best Award applications which are now available. Nomination instructions and the application packet were mailed to all Partners organizations at the end of March. Packets were also made available at spring district meetings. You may access an electronic copy at www.partnersofwha.org.

The Best of the Best Committee will evaluate each nomination and make its decision based upon the information provided in the application. The name of the candidate, organization represented, and location remain anonymous throughout this process. 2013 Best of the Best Committee members are Julie Steiner, chair; Sue Plimpton; Donna Miller; Kathy Lucey; and Faye Deich.

All Best of the Best entries must be returned to Julie Steiner and postmarked on or before June 21, 2013. Organizations submitting a nomination will receive two (2) honor points toward their 2013 Honor Points Award. This is an opportunity for your organization to acknowledge how proud you are to work with an administrator who is a vital part of your volunteer program, hospital, and community.

For questions relative to the nomination process, please contact me.

*Julie Steiner, 2013 Best of the Best Chair
608-638-7205; Email: steinerfam@mwt.net*

A Message from the President...continued from page 1

amazed at the projects and fundraising ideas that are shared during these district meetings. Our hospital Partners groups really go above and beyond the call of duty to help our hospitals. You can all be very proud of the work you do.

I have enclosed the year-end report for 2012 on page 3 so you can see just how much we have given to our hospitals and communities. What a huge success for Partners, and I hope 2013 will be even better. Keep up the good work!

Thank you again for all you do as volunteers. Enjoy your summer....be safe and look forward to receiving the packets for convention registration in June.

God Bless you!

Sue Lynch, President, 2042 Grandview Blvd., Onalaska, WI 54650; 608-792-5131; Email: kells52@aol.com

By-Laws Changes

Voted and passed at the 2012 Spring Board Meeting but not publicized.

Article X111:

Section 1. The Partners past president shall propose a slate of nominees to serve on the nominating committee.

Change Section 1 to read: The Partners past president, **serving as chair**, shall propose a slate of nominees to serve on the nominating committee.

Rationale: Adding the phrase “serving as chair” identifies the position of the chair of the committee.

Section 2. A three (3) member Nominating Committee, representing three (3) districts shall be elected by two-thirds majority of voting delegates to the Partners Annual Meeting following the year in which officers are elected.

Section 2 to read: A three (3) member Nominating Committee, representing three (3) districts shall be elected by two-thirds majority of voting delegates to the Partners Annual Meeting following the year in which officers are elected. **The president-elect shall serve as an ex-officio member.**

Rationale: Adding the president-elect as an ex-official member of the nominating committee is intended to keep the president-elect informed on the selection process

Section 3. Nominating may be made from the floor.

Section 3 to read: **Nominations** may be made from the floor

Rationale: returns to the original terminology

Voted on and passed at the Fall 2012 meetings, but not publicized.

Article VII Funds:

The last sentence reads: Regular books of accounts will be kept by the treasurer, and the officers are authorized to employ such services as may be necessary to keep the books of Partners and prepare necessary tax returns, yearly audits and other documentations as a result of Partners activity.

Article V11 Funds to read: Regular books of accounts will be kept by the treasurer and the officers are authorized to employ such services as may be necessary to keep the books of Partners and prepare necessary tax refunds (or RETURNS?), **yearly independent review**, and other documentations as a result of Partners activity.

Rationale: The use of the accounting term “audit” in the by-laws implies a detailed examination of the financial statements of the organization and come with a high cost associated with the time involved. Changing the terms “annual audit” to “annual independent review” imply that the financial statements were examined and provide a reasonable assurance of the reviewer that the statements are correct and would require less time and cost.

WAVE is Rolling Along

2013 Wisconsin Award for Volunteer Excellence (WAVE) applications were mailed to all the local presidents the end of March. The committee is looking forward to reviewing all the wonderful projects happening in the Partners family.

Categories are community service programs, in-service hospital volunteer programs, fund-raising programs, and community outreach and/or collaboration. You can submit any project you performed in the 2011-2012 year. It can be new or one that has been in use for a long time as long as it was in use between the time of July 2011 and June 2012. Programs submitted in the past may be resubmitted as long as they’ve not already received the WAVE award. Applications are mailed to the WHA office and must be postmarked on or before June 21, 2013.

Good luck to all of you that submit a project/program.

If you need another application packet email me with your address or print it off our Partners website: <http://www.partnersofwha.org>

Karla Martinsen, 2013 WAVE Chair
715-623-6799
Email: karla@martinsen.us.com

Partners of WHA Year End Report 2012

Districts reporting	8
Number of members in state organization	10,034
Total hours reported	1,396,600
Number of fundraising projects	518
Total money given from fundraising	\$2,230,946
Number of scholarships given	473
Total money given in scholarships	\$468,563
Number of health (CHE) projects	264
Number of health (CHE) articles/letters	238
Number of contacts with legislators	1,658
Number of public policy articles (PPE)/letters	174
Members who serve on hospital PPE Committee	
Yes	5
No	53

What's in a Pineapple?



First of all, the pineapple is a member of the bromeliad family. It is extremely rare that bromeliads produce something edible. The pineapple is the only available bromeliad today.

It is a multiple fruit. One pineapple is actually made up of dozens of individual florets that grow together to form the entire fruit. Each scale on a pineapple is evidence of a separate flower.

Pineapples stop ripening the minute they are picked. No special way of storing them will help ripen them further. Color is relatively unimportant in determining ripeness. Choose your pineapple by smell. If it smells fresh, tropical, and sweet, it will be a good fruit.

The more scales on the pineapple, the sweeter and juicier the taste.

After you cut off the top, you can plant it. It should grow much like a sweet potato will.

Pineapple offers many benefits to your health, such as easing indigestion, arthritis, and sinusitis. It is high in magnesium, a mineral that is critical to the development of strong bones and connective tissue. A cup of fresh pineapple will give you nearly 75% of the recommended daily amount needed. Regular ingestion of at least $\frac{1}{2}$ cup of fresh pineapple daily is a big help to relieve painful joints common to osteoarthritis. It also provides mild pain relief.

Fresh pineapple is high in vitamin C and the ability to reduce mucous in the throat. Those individuals who consume this fruit daily report few sinus problems related to allergies.

Would you believe that fresh pineapple juice is good for a healthier mouth? Why? It discourages plaque growth.

Now, go out and buy this fruit at your favorite store or market!

Helpful Home Solutions

Protect hands from hammering oops: by placing the nail between the tines of a wide-tooth plastic comb, then hammer as usual. The comb will hold the nail in place so your fingers don't have to.

Nontoxic weed killer: To eliminate weeds sprouting through the cracks in your driveway or sidewalk, mix one cup of salt with one gallon of white vinegar, pour into a spray bottle, and spritz on the cracks. The sodium will dehydrate the weeds and the vinegar makes the soil inhospitable to growth – so only use where you never want anything to grow!

To cover scratches in wood: rub a walnut over them.

Get rid of garden slugs: To ensure your garden stays free of harmful slugs, bury a clean yogurt container (any size) in an area where you've spotted the slugs, making sure the rim is even with the ground. Fill with beer, then bait the rim with small pieces of raw potato. The slugs will crawl in but won't be able to crawl out.

Sympathy Extended

Partners of WHA wishes to extend their sympathy to Sue Plimpton on the death of her husband, Peter, in February. She was a former Partners of WHA treasurer and held offices in Lake Michigan District.



Partners of WHA Board members, taken at the spring Board meeting in Madison

Volunteers Recognized at Partners of PdC Memorial Hospital Annual Meeting

On Thursday, February 28, Partners of Prairie du Chien Memorial Hospital held their Annual Meeting at The Barn Restaurant. Over 55 people were in attendance. In addition to a brief business meeting and various reports, six members of Partners were recognized for reaching the amazing milestone of providing volunteer services for over 50 years: Mary Ann Garrity, Deanie Kieser, Kay McDonald, Loretta Rod, Belita Taylor and Madonna Wachter. Volunteers who had achieved 25 or more years were recognized as well.

Belita Taylor reminisced that she started volunteering when her daughter Ruth was just three years old, and that in the last three years she had crocheted over 500 hats for the babies born at the hospital. Kay McDonald remembered Partners purchasing the first light for the operating room for the hospital in 1957. Old photos and newspaper clippings dating back to 1955 were displayed for volunteers to enjoy reviewing. The display featured a variety of activities that Partners had coordinated to boost their treasury to support the hospital, including home tours, sale of handwritten recipe books, the Red Stocking Revue, style shows, and progressive dinners. In 1955, Partners hosted a baseball game and sold bricks for 10 cents to support the construction of the hospital. When work was being completed for the hospital to open its doors in 1957, Partners rolled up their sleeves to help out by washing the cement flooring in the building preparing for laying tiles, washing light fixtures, and even donating the draperies.

Partners have clocked in countless hours, time away from their families, sharing their talents through sewing, crocheting, baking, delivering flowers, purchasing baby books, fundraising, or just offering a friendly smile and hello at the front entrance of the hospital.

"Right now there are many different ways for volunteers to get involved. This is an exciting time for the volunteers as we get closer to the construction of the new hospital," shares Mary Mara, PdC Memorial Hospital Volunteer Coordinator. "Volunteers have been involved in planning a gift shop for the new facility. The gift shop will offer a convenient and unique shopping experience for patients, family members, hospital employees, and the community."

Anyone interested in joining Partners, becoming a Hospice volunteer, or assisting the residents at Walter Schmidt Assisted Living, may learn about these opportunities by contacting Mary Mara at 608-357-2295. Interested individuals may also learn about Partners by accessing the hospital website, pdcmh.org.



Partners of PdC Memorial Hospital recently held their Annual Meeting where they recognized volunteers who had volunteered for over 50 years. Pictured from left are Belita Taylor, Deanie Kieser, Madonna Wachter and Kay McDonald. Not pictured are Mary Ann Garrity and Loretta Rod.

WADVS Conference begins June 13

The Wisconsin Association of Directors of Volunteer Services (WADVS) is having their annual conference June 13 and 14, 2013 at the Holiday Inn in Stevens Point to provide health care volunteer resource professionals the opportunity to think differently about their role in their field. The theme is "Denim & Diamonds."

Opening speaker Jamine Hamner of Lexington, KY will present "Paperless Volunteer Office." There will be a choice of breakout sessions, including "Transform Your Gift Shop to a Boutique Look without Boutique Prices" by Kathryn Pruitt, "Unique Hospice Projects," "Recruitment and Retention," "Benchmarking and Reporting" by WADVS President Tammy Behnke, "Volgistics User Group" by Jamine Hamner, and "Shop: Product, Trends, and Tradeshow" by Sarah Jones, retail relations specialist who is sponsored by GIFT+HOME at the Las Vegas Market. Jenny Boese, WHA vice president, external relations and member advocacy, and Sue Lynch, president of Partners of WHA, will be there to do a presentation. Another speaker, Patrick Tiffany from Waukesha Memorial Hospital, will speak on "Patient Satisfaction, Quality, and HCAPPS." Other speakers will include "Volunteer Mentor Program" and "2013 WADVS Scholarships."

For further information, contact Tasha Beestman, Aspirus Wausau Hospital, Volunteer Services, 333 Pine Ridge Blvd., Wausau, WI 54401; 715-847-2835; Email: batasha.beestman@aspirus.org

Registration deadline is May 24, 2013.

Public Policy Education Report

By the time this issue of *Reaching Out* reaches your “in-box” or mailbox, spring tour will be nearly over. It was a great spring tour, even with the rain and snow making travel for some groups nearly impossible. It is Wisconsin after all! We had a wonderful time as always and we loved being with you! Thank you to all the district hosts.

Advocacy Day will have ended, as well. I hope that you were there wearing your red, white, and blue as it promised to be an outstanding day in every way. I will report on Advocacy Day in the next issue of *Reaching Out*.



Diane Westbrook

Public Policy Summary Report for 2012

Local Partner groups in Wisconsin - 71

Number of Local PPE Chairs reporting – 55

Number of others reporting - 7

Number of local Organizations reporting – 62

Number of local Organizations not reporting – 9

Number of Administrators meeting regularly with: Local Board – 42 General Membership – 49

Number of PPE chairs who communicate regarding Public Policy with:

Local Board – 43

General Membership – 46

Administration – 33

Local PPE Chairs who read the WHA *Valued Voice* – 43 and pass it on – 34

It is important to read *The Valued Voice* and Steve Brenton's column in particular. It is a way that we as an organization can keep abreast of what is happening in the state in regard to our hospitals. It is published each Friday and you may access it at www.wha.org.

Number of total contacts made with Legislators (State and Federal) - 1,924

(Phone – 391, Hot Line – 0, Letter – 125, In Person – 366, Postcard – 30, Email – 1,012)

HEAT members: 547

Members attending Advocacy Day in 2012 – 259 individuals and 5 groups

70 plus issues were discussed, called or written about in 2012 : State and Federal Budgets and their effect, recall elections and Governor Walker, November elections, health care reform, fiscal cliff, Wisconsin physician shortage, Critical Access Hospital issues, Affordable Care Act and the Supreme Court decision, patient safety, sequester cuts, assault weapon ban, Wisconsin Insurance Exchange, charity care increases in Wisconsin, state and federal budget cuts and how they will affect our Wisconsin hospitals, and HEAT are among many of the topics. Sequester is here and it is costing millions to Wisconsin hospitals.

Thirteen Critical Access hospitals in Wisconsin were recently named to the top 100 in the nation for quality, outcome, efficiency, and affordability among 56 different metrics. The Affordable Care Act—The Supreme Court decision to uphold it—it is now the law of the land. The next step is to begin enrolling people into the insurance exchange and that will commence this fall.

I received a letter from Congressman Ron Kind a week ago concerning health care reform. “As we celebrate the third year anniversary of the Affordable Care Act, I want to update you on the ways that health care reform is already transforming the health care system and benefiting thousands of Wisconsinites. According to the U.S. Department of Health and Human Services, more than 39,000 children in Western Wisconsin alone now have health insurance, and more than 2,000 previously uninsured Wisconsinites who were unable to get health insurance due to pre-existing conditions are now eligible for insurance since the passage of health care reform. More than 647,000 Wisconsin seniors on Medicare receive free preventive care. More than two million people in the state are free from worrying about lifetime limits on coverage. Passage of the health care reform took an important step toward putting Americans back in charge of their health care.”

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Community Health Education Report



Gloria Sparacino

In dealing with a person with Alzheimer's and Dementia, there are no cures and only very general guidelines. You, as caregiver, must learn to trust your own observations and insights. At the time you accept that there is a problem your relationship changes from, for example, mother to daughter to patient and caregiver.

Crisis are unavoidable when caregiving. A simple thing like a change in medication can cause panic in the caregiver, making that person feel like a personal failure.

Nothing is further from the truth. Self-reproach and recriminations have no place in the caregiver's life.

According to an Alzheimer's Association article entitled "Compassionate Communication with the Memory Impaired," in order to relieve anxiety for the caregiver and improve the safety and well-being of the patient, here are a few "don'ts" that can be used to maintain a balanced mental attitude for both patient and caregiver:

1. Take up area rugs that are prone to slide.
2. Remove objects that could be easily displaced and fall.
3. Install grab bars in bathrooms and other areas to avoid tripping.
4. Do not wax floors to provide safer footing.
5. Don't reason, argue, or confront the patient.
6. Don't question recent memory or take its loss personally.

A few "do's" that will make the life of a patient and a caregiver easier are:

1. Give short, one-sentence explanations. Allow plenty of time for the patient to comprehend.
2. Repeat instructions of sentences exactly the same way. Avoid insistence – try again later.
3. Eliminate "but" from your vocabulary; substitute "nevertheless." Agree with the patient or distract them to a different subject or activity. If necessary leave the room to avoid confrontations.
4. Respond to the feelings rather than the words.

As memory loss progresses, be patient, cheerful, and reassuring. The caregiver must practice 100% forgiveness.

It's important for us to remember that individuals with dementia are not lazy or crazy. They simply say normal things and do normal things according to their memory impairments. Each patient with dementia reacts differently, but it is up to us to remember the patient may be scared all the time.

Lastly, I want to commend those of you who have already scheduled Alzheimer's programs. If you have not, please do so. There is so much information available, and so many people who would be willing to help with a program that putting together a presentation is no problem. And, remember, it is our project for this year.

Gloria Sparacino, CHE Chair
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YOU play a key role as an advocate for the health care facilities in your community and it shows in the End of Year Report! I urge you to not only become active in local and state politics, but at the federal level as well. Become familiar with the issues that will affect not only our hospitals but our communities, as well. For information at the state level, go to www.legis.wisconsin.gov.

Very few state hospital associations support their local volunteer organizations like WHA supports our Partners groups. We as an organization are extremely blessed to have their financial support and the advocacy support from our liaison, Jenny Boese at WHA. We play an important role in advocating for our hospitals. In fact, it is the one thing that WHA asks of us.... that we advocate at the local level. Like it or not, the future of health care and your hospital is largely determined by decisions made by elected officials. Never think for one moment that your voice is not heard. You are their constituent and they do listen to you! You can be a better advocate by becoming a member of HEAT...Hospital Education and Advocacy Team. HEAT provides you the information, the insight, the strategy, and the assistance needed to become an informed advocate.

A good advocate is a person who takes positive action to support a cause that results in positive change. Lead by example for the others in your local groups and districts. Encourage them to be good advocates, as well.

Diane Westbrook, PPE Chair
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River Falls, WI 54022
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*Frustration is trying to find your
glasses without your glasses.*



Pauline Kukell, Superior Partners and Northwestern district, was honored by KBJR-TV Channel 6 in Duluth on the segment "Making a Difference." Pauline is 87 years old and has logged almost 16,000 hours of volunteer services for Essentia St. Mary's – Superior. She is co-president of the Partners organization and is the main buyer for their gift shop. **Congratulations, Pauline!**

Around the State

Partners of Gundersen Health System, La Crosse:

A milestone for Dorothy Balfany – she was granted honorary membership into this auxiliary as a Golden Circle member for her service to the hospital for more than 50 years. She was a past president of the junior auxiliary and the merged junior-senior auxiliary. Dorothy also served as chair of the Western District. Congratulations!

Langlade Hospital Auxiliary, Antigo:

This auxiliary will be in charge of the food, beverages, and pies for "Music in the Park" on July 22. One of the donated items will be at least 35-40 pies. Now that's a lot of pies! Good luck ladies and gents!

Aurora Health Care Volunteers, Milwaukee:

A new shopping experience was held in March. The Partylite sale, which is a candle and scent company, was held in the hospital cafeteria. Orders were taken by a representative from the company and shipped directly to the buyer's home. The volunteers received 50% of the sales!

Aurora Lakeland Medical Center Volunteers, Elkhorn:

As part of their 50th Anniversary celebration, these volunteers hosted a "Popcorn, Punch, and Packer Party" in February for volunteers and hospital personnel. Packers gear was worn by many, and green punch and 150 bags of popcorn were served!

"Hit a Home Run" is Theme for 2013 Convention



We have been working hard on the 2013 convention at the Kalahari, October 8 -10. Our theme is "Hit a Home Run." So, get your baseball clothes ready—it is going to be fun. We have planned some great new workshops, from "What is Happening in the Legislative Arena" with Jenny Boese, to "Dealing with

Dementia and Alzheimers," to a panel discussion on gift shops, to senior exercise-use it or lose it, and many more. Our opening and closing speakers are going to talk on "Keeping the Sparkle and Volunteerism."

Something I am adding to the reservations this year, besides the rate of \$99.00 for one room/double occupancy, is the option of a suite for \$179.00, which sleeps six people—two queen beds and a king bed.

Our theme for the district baskets is "Hit a Home Run in Your District." Last year, we had some items that were spread on the table that did not fit in the containers. This year, I am asking that all the items in your baskets be contained in the baskets, nothing sitting loose on the tables. Hope to see you at the Kalahari in October.

Mary Licht, Chairman
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Reaching Out Deadlines

<u>Issue</u>	<u>Deadline</u>
August 2013	Mon., July 15, 2013
November 2013	Tues., October 15, 2013
February 2014	Wed., January 15, 2014

Partners *Reaching Out* is published four times a year by Partners of Wisconsin Hospital Association, Inc. Visit the Partners Web site at www.partnersofwha.org. Direct questions or comments to:

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