

This Is Not A Test!

"WARNING!! YOU HAVE VIOLATED A PROTECTED AREA! THE POLICE HAVE BEEN CALLED!"

Many of us may have heard this message echoing through Southeastern's halls recently. No, it is not someone's Viper car alarm, it is the new security system that has been installed at the Forsythe street office.

The system was installed by Gill Security Systems Inc. located in Fayetteville. Plans began last year as to where to place the motion detectors and contact breakers for the best coverage of the building. Finally, on February 1, 1994 the security system became live.

The system is not just a burglar alarm. The entire building is being monitored 24-hours a day. The security system checks the temperatures of the refrigerators in the warehouse, it makes sure that the sprinkler system is working properly, and it also checks to make sure that the building is properly grounded in case of an electrical storm.

Also included with the security system is a video camera that monitors the main associate entrance. The monitor for the camera is located in MIS along with a speaker phone that allows communication with anyone that needs to get into the building after normal working hours.

There are four system control panels located in the building. There are three panic buttons located on the control panels that directly call either the police, fire department, or an ambulance. From one of the control panels, a spe-

cial mode called "Chime" can be turned on or off. The Chime mode sounds a bell informing the people inside the building that someone has opened a door.

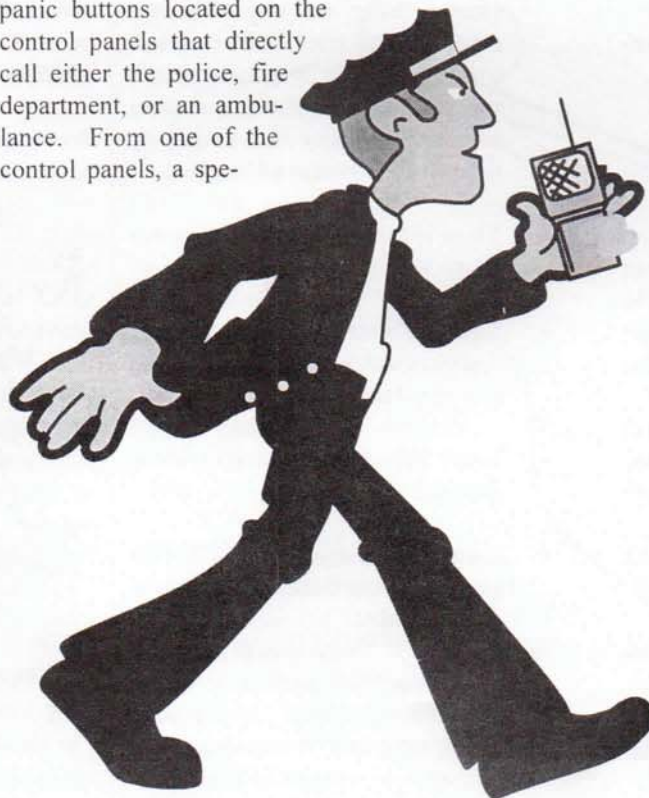
Glen Carter, Compliance and Safety Director, hopes that everyone at Southeastern feels safer and more secure now that there is a security system monitoring the building. Glen would also like to extend his thanks to everyone for their patience and understanding during the times that the system was tested during working hours.

"The system is more than just a burglar alarm. The entire building is being monitored 24-hours a day."

We in MIS would like to extend to Glen a special thanks. With the new security system installed, working until midnight or longer and being here on the weekends alone isn't as worrisome as it used to be.

THIS IS NOT A TEST!

- Written by the One and Only Mike Yonkofski



1994 Holiday Schedule

SEHS will be closed on:

MEMORIAL DAY-
Monday, May 30th

INDEPENDENCE DAY-
Monday, July 4th

LABOR DAY-
Monday, September 5th

THANKSGIVING-
Thursday, November 24th

CHRISTMAS-
Monday, December 26th

NEW YEARS-
Monday, January 2, 1995

ASSOCIATE OF THE MONTH

FEBRUARY 1994

Congratulations to **Russell Carr** for being selected Southeastern's Associate of the Month for February of 1994!

Russell came to Southeastern in October of 1988 in the Richmond warehouse where he still works. He does backorder sweeps and is a vital member of the Richmond Inventory Control team. Russell takes over co-worker **Karon Lane's** duties when she leaves at 3 pm each day.



Russell Carr

Russell's attitude is pleasant and courteous of others, no matter what is requested of him. He always lends a hand to others when needed, even though he may be very busy with his own duties.

Hospital Sales Rep, **Pat Clingenpeel**, says, "Russell is always thorough in checking out problems, finding unusual stock, keeping track of custom trays, or other tasks requested of him. He seems to be exceedingly loyal to Southeastern, friendly to all his co-workers, and strives daily to learn better ways to do his job."

Congratulations to Russell on this well deserved honor. Keep up the good work!



Ronnie McLaurin

Above: The Associate of the Month for January of 1994, Ronnie McLaurin. Ronnie is the delivery/service person for Southeastern's HomeCare Store.

Proud Moments

PATSY MARKHAM-

Congratulations to George Patrick Markham who had an article published in the January 1994 issue of the "American Pharmacy Journal" that he helped research and write. George has a BS in Chemistry

from UNC-CH and will graduate in June from UNC-CH with a BS in Pharmacy. George worked at Southeastern during the summers of 1988, 1989 and 1990 in Customer Service. The proud Mama, **Patsy Markham**, works on SEHS's Marketing Team. The proud Papa, George, is also a Pharmacist and is employed at Highsmith-Rainey Hospital in Fayetteville.

Check It Out!

Following is a list of new additions to the Personnel Library:

Assertiveness Training for Professionals - a two-volume video;
Training Methods that Work;
Training Managers to Train;
Making Humor Work - Take your Job Seriously and Yourself Lightly;
Visual Aids in Business.

If you are interested in checking out any library materials, just call **Jean Arnold** at extension 3109. Associates in Richmond, Greenville, and Hope Mills can have materials mailed to them.

Following are just a few quotes from one of the new library books, entitled "Making Humor Work". It is a guide to improve morale and increase productivity.

Following are some quotes from the chapter, "Laughter may be the best medicine":

- Three to five minutes of intense laughter can double the heart rate, the aerobic equivalent of three strenuous minutes on a rowing machine!

Making the most of our Human Resources information library -

- When we laugh, muscles are activated. When we stop laughing, these muscles relax. Since muscle tension magnifies pain, many people with arthritis, rheumatism and other painful conditions benefit greatly from a healthy dose of laughter.
- There is an inverse relationship between humor and pain.
- You don't stop laughing because you grow old; you grow old because you stop laughing.
- Some days you're the bug, some days the windshield.
- Laughter is a non fattening, contagious, pleasant tranquilizer without side effects.

So, check out "Making Humor Work" by Terry L. Paulson, Ph.D., or any other materials for more quotes and ideas!

- Written by Jean Arnold

DID YOU KNOW...

FROM GREENVILLE...

...that **Ed Harper** was once a DEA agent?

...that **John Leidy** once played in the Cotton Bowl Parade and the Orange Bowl parade?

...that **Jane Egan** was on TV in Michigan for her participation with the Jerry Lewis Labor Day Muscular Dystrophy Telethon?

...that **Glenn Barnett** shook hands with Loretta "Hot Lips Hulahan" Swit from M*A*S*H and also with Tony Franciscosa?

...that **Eric Webb** came to work with his "brown bag lunch" and noticed it was soft when he put it in the refrigerator. He opened the bag and was shocked to discover that his lunch was...dirty baby diapers!

SPIRIT Success Story

Working as a team is not a new thing for the Long Term Care Division. We have been working as a team since the beginning of the SPIRIT process.

The LTC division consists of four sub-teams to make up a progressive parent team. Each team works with their basic issues with weekly or bi-weekly meetings. A monthly meeting combines all the teams together when issues that affect the whole division are discussed.

We have seen a great number of changes in the past year that have helped us to grow and to meet the many

challenges that arise each day. We strive to do the best as a team to meet our many goals.

A short term goal is to achieve at least one week 100% error-free. This will in turn help us strive towards our long term goal of total customer satisfaction.

Specific things we are doing are keeping records of customer complaints and taking the necessary corrective action. LTC members regularly call customers back with follow-ups on problems. A "Quality Assurance" Form is completed for the situations that happen more than once.

I believe that we are very lucky to have a great sales force that are so easy to work along side of. They have what it takes to keep us on the road to growth and success. As an ASR in Long Term Care, I am proud to be a part of our "Spirit Success Story."

- Written by Constance Bowers



PARTNERS IN EDUCATION

Southeastern has formed a partnership in education with Mary McArthur Elementary School. The formal signing of the agreement will take place in April. We will become more active when the new school year begins next fall.

The partnership program was introduced to fulfill needs of the school as well as the business partner. We will act as mentors or role models to the students. This will encourage and motivate them.

We will give them a better understanding of the various occupations and careers that are available and show them how businesses operate. We can share our skills and knowledge with the students to help better prepare them for the future. Community development will be enhanced through this partnership.

Southeastern will also gain through the partnership. We will be using the softball field at Mary McArthur for our softball practice. The teachers may provide us with a writing workshop. We will also feel a great sense of accomplishment by giving something back to our community.

The partnership will provide exciting opportunities for Southeastern employees. All associates will be encouraged to participate in the program. Remember—YOU can make a difference.

- Written by Tammy Johnson

PRODUCT WATCH

Product Talk is a new article we will be featuring often in our Vital Signs issues. We each have come across products through our daily work that we may not recognize and wonder of its purpose. Each article will feature products

that are unique to each market group. The Vital Signs staff hopes you will enjoy this new feature.

As a company growing in the SPIRIT process, we need to become more tuned in to our customers. By becoming more aware of the customers' product needs, we come closer to our Rule #1 which is always "Customer Satisfaction".

"VIRAHOL"-

Featured in the Winter Showcase, Virahol is a hard surface disinfectant. It is designed to remain moist for ten minutes, the required kill time for HIV-1, TB, and Polio. OSHA approved, it is unique among disinfectants because it consists of organic materials

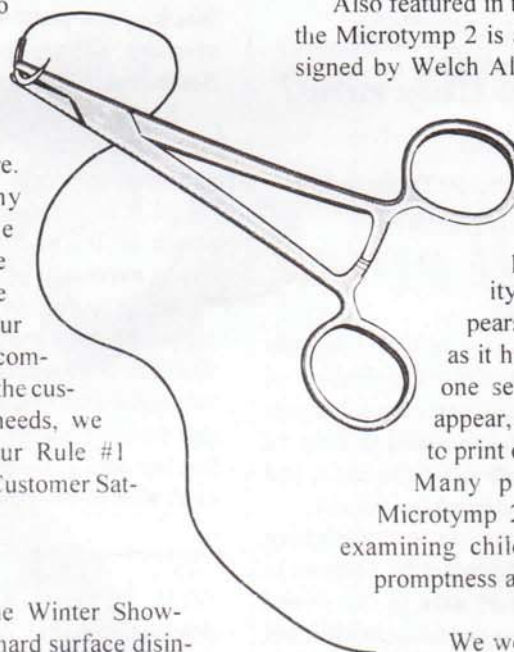
rather than aqueous based materials. It will not harm clothing and has a pleasant smell. Virahol is manufactured by Healthlink.

"MICROTYMP 2"-

Also featured in the Winter Showcase, the Microtym 2 is a new instrument designed by Welch Allyn to detect chronic Otis Media, or ear infections. It has a soft ear tip that fits into the ear, where it reads the tympanic pressure. Any activity within the ear appears on the built-in screen, as it happens. It only takes one second for the data to appear, and five seconds for it to print on the built-in printer. Many physicians find the Microtym 2 most helpful when examining children, because of its promptness and accuracy.

We would like to thank the Physician Division for their contribution to this article. Next month, we will feature products from our Hospital Market.

- Written by Lori Horne



Happy Birthday to You!

April Birthdays

Bud Faircloth	4/02
Karon Lane	4/05
Norman Davis	4/07
Brenda Culbreth	4/08
Jean Jackson	4/09
Kate Endriga	4/10
Constance Bowers	4/12
Bill Bateman	4/12
Sean Melvin	4/12
Mike Yonkofski	4/13
Bruce Day	4/14
John Chelena	4/14
Thomas Powell	4/15
Janice Nettles	4/15



Walter Tolbert	4/16
William Smith	4/17
Michael Carraway	4/19
John Gebhardt	4/21
Rosa Grissom	4/22
Jean Arnold	4/25
Terry Reno	4/25
Tom Hester	4/27
Art Capps	4/28
Henry Kauffelt	4/28

New Faces at Southeastern!

Eric McCallum-
Hope Mills Inventory Control
Fred Williams-
Carolina Nursing
Glyndale McLaughlin-
Hope Mills Order Puller

Where are they now?

Donna Vinson-
From MIS to Hospital Division ISR

Help Wanted

Southeastern is currently seeking volunteers to be mentors for the children of Mary McArthur Elementary. Requirements are patience (willing to spend at least 30 minutes weekly with their children), and regular visits (share breakfast/lunch).

For more information on this exciting opportunity, please contact the Partners in Education rep in your area or one of the following: **Pat Davis** and **Luanne Hilburn** (Physician Division), **LaSonya Dickey** (HomeCare), **Patsy Markham** (Marketing), **Frank Nelson** (Hospital Division), **Joe Stephens** (CIS), or **Lisa Stephens** (Long Term Care).

- Written by Pat Davis

SEHS Veterans

Kathy Shanahan 11-year veteran) -

Kathy came to work at SEHS in May of 1983. She started in Accounts Receivable and received her training from Jill Spell. After being there for two years, she was named supervisor of the A/R Department. She held that position for six years before moving to her present position as Southeastern's Accountant.

Kathy holds an Associate Degree in Accounting and continues to pursue her academic interests. She is currently enrolled in a computer course and plans to obtain her B.S. in Accounting. She would like to eventually become a C.P.A.

In her spare time, Kathy enjoys shooting pool and is a member of a Dart League. She has a daughter, Chrissy, two cats, Whiskers and Precious, and a one-eyed dog named Champ. Kathy is now expecting her first grandchild, and oh, how we can't wait to call her "Granny Shanny!"

Written by LaSonya Dickey

"O.R. Manning, Sr. Memorial Fund"

donations should be sent to:

Duke University Medical Center
in memory of O. R. Manning, Sr.
c/o Alan G. Herosian
DUMC Development Office
3100 Tower Blvd., Suite 700
Durham, NC 27707

Mailbox Chatter...

Did you know that the United States Post Office handles approximately 166 billion pieces of mail annually? The volume alone could explain that occasional piece of mail that took so long to deliver or did not show up at all.

By using the following format and steps for addressing, you will help to ensure proper delivery of your personal and business mail.

1. The top line should be the attention line or the name of the person.
2. The next line is the name of the company or recipient.
3. The next to last line should contain the street address, P.O. box, or rural route number, followed by the apartment, unit, office or multi dwelling number if applicable.
4. In the last line you place the city, state and ZIP or ZIP+4.

Remember to: CAPITALIZE everything in the address, eliminate all punctuation, and use the USPS list of common address and state abbreviations.

SEHS Service Anniversaries

APRIL 1994..... # OF YEARS

Pat Clingenpeel	12
Joey Sanders	11
Joy Winslow	9
Phyllis Page	9
Jane Fort	8
Tommy Carver	8
Melody Dyda	7
Lisa Webster	7
Jeanie Driver	6
Stacey Johnson	6
Bruce McKenna	5
Walter DeLoach	4
LaSonya Dickey	3
Lori Keir	1