

'MAVRIC' Veterans Center Dedicated

It's designed to meet the unique needs of veterans.

Hazleton Renovation/Expansion Project Update

We'll modernize the hospital and create a new campus.

Reminder: Get Your Flu Shot

The vaccination deadline is Nov. 22.

Open Mike: The Avenue of Access

LVPG's President links his past with our present access goal.

Complete the Second Core Bundle

This mandatory training must be done by Dec. 30.

Schedule Your Mammogram in Minutes

Our new campaign tells women just how easy it is.

Community Flu Shot Campaign Wrap-up

Nearly 8,000 people received vaccinations.

Free Access to LVHN Fitness for Veterans

They can exercise for free Nov. 11-18.

Tina Faller Celebrates 55 Years of Service

You'll be inspired by her dedication to our patients.

The Nurse Staffing Tsunami

Why staff ratios rely on staff retention.

Get Your Turkey Certificate

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Colleagues Honored at Star Celebration

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Professional Development Classes

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LVHN news

ExpressCARE Wait Times
Now on LVHN.org »

Eyebrow Wow! »

Give Blood Nov. 15

This drive will be held at LVH–Muhlenberg.

Handbag & Accessories Sale Nov. 14-15

It's sponsored by the Auxiliary of Lehigh Valley Hospital.

Basket Social Set for Nov. 17

It's sponsored by the LVH–Muhlenberg Auxiliary.

This Week's United Way Winners

If you donated, your name may be on the list.

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For Love of Country: A Story
of an Unlikely Friendship »

LVHN Dedicates “MAVRIC” Veterans Center at LVH–17th Street

BY [ROBERT STEVENS](#) · NOVEMBER 10, 2017



On the eve of Veterans Day, LVHN celebrated the opening of the newly completed Dick and Peggy Fleming Military and Veteran Resource/Information Center on the first floor of the School of Nursing building on the campus of LVH–17th Street.

MAVRIC, as it is known, will provide U.S. veterans, guard and reservists, active military, and their families with personal and professional support, especially to those who are challenged in readjusting to civilian life due to illness, injuries or other difficult circumstances. LVHN employs more than 350 veterans, some of whom attended the ceremony.

“At LVHN, we are committed to meeting the unique needs of our veterans, and the MAVRIC takes that commitment to another level,” says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer of LVHN.

The facility measures 11,000 square feet and comprises a dozen rooms, including:

- A resource room equipped with computer terminals and printed materials
- Offices where trained and certified personnel interview, screen, counsel and assist veterans in

applying for health insurance, and connect them to medical and legal resources

- Men's and women's supply closets stocked with clothing and personal items
- A pantry with a variety of food items and emergency, 72-hour meal kits for veterans dealing with immediate hunger needs
- Community meeting rooms and a coffee lounge for learning, relaxing and socializing

"This new resource will link the continuum of services and care for our veterans and military, including the VA, private providers and LVHN, to offer a seamless experience," says Debbie Salas-Lopez, MD, LVHN's Chief Transformation Officer.

N04055 MAVRIC Event 5245



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MAVRIC was built with funding from the Fleming Foundation, an organization founded by the late Richard (Dick) and Peggy Fleming, longtime LVHN supporters. An oil painting of the Flemings was unveiled during the dedication and will hang in the center. Dick Fleming, a retired executive of Air Products and longtime trustee of LVHN, passed away in 2015. He was a World War II veteran. His wife, Peggy, an ardent supporter of LVHN nurses and founder of the Friends of Nursing awards program at LVHN, was a constant companion and source of support until she was diagnosed with Alzheimer's disease in 2002 and died in 2008. The Fleming Foundation has pledged a \$2 million gift to fund staffing and capital items for MAVRIC.

"Dick and Peggy Fleming were great friends of LVHN and pillars of our community," Nester says. "Their

legacy will be their dedication, generosity and vision for making ours a healthier place to live.”

Construction Timelines Announced for Hazleton Renovation and Expansion Projects

BY [SHEILA CABALLERO](#) · NOVEMBER 9, 2017

In March, colleagues learned about plans to reimagine the future of health care in the Hazleton region. Those plans included renovations throughout LVH–Hazleton to upgrade and modernize patient rooms, corridors, common areas and nursing stations, as well as a robust expansion plan for the ED. They also included a new “health care campus of the future” in Hazle Township that will create a walkable medical mall and serve as a hub for outpatient care.

LVH–Hazleton modernization (renovations to begin spring 2018)

Renovations to the hospital campus are designed to enhance patient privacy and comfort, improve wayfinding and create a safe, welcoming environment for patients and their families. Here are some of the changes you can expect to find there:



- **Lobby** – Expansion and renovations to the lobby will create a welcoming environment that increases comfort and decreases stress for families and patients. We’re also adding large windows to bring in natural light and garden views, and creating positive distractions to capture the attention and imagination of patients and their families while they wait.
- **Room upgrades** – Renovations will include new flooring, lighting, wall finishes, and infrastructure for a future Epic implementation. Double rooms will be transformed into singles to give patients the privacy they desire, while maintaining the ability to flex back to double occupancy during times of high demand.
- **Common areas** – Nursing stations, corridors and other common areas will be upgraded to include new casework, task chairs and other amenities.
- **Cohesive design features** – An overall design will unify the look and feel of the hospital using nature-inspired colors and materials to create a calming, tranquil and comforting environment. The addition of accent colors will improve wayfinding.

LVH–Hazleton ED expansion (construction to begin summer 2018)

ED expansion will enable us to care for more patients and their families and improve the flow of patient care. Best design practices will be used throughout the campus to influence how patients and families feel from the moment they arrive on campus through discharge.

- **External improvements** – Changes will include a separate entrance to the ED, modifications to the existing drive-up entrance, a new patient drop-off area for the ED and hospital, and alterations to the main parking area.
- **ED expansion** – Plans include a larger check-in area, more ambulance bays (3 total), large private treatment rooms with sliding glass doors for privacy, a secure behavioral health zone, and the creation of a double trauma bay. Plans also include two centralized nursing hubs that will improve patient access, visibility and flow, as well as other features.
- **Centralized nursing stations** – These areas will be designed to increase professional privacy and security, maximize visibility and accessibility to patients, and reduce walking distances and noise levels.

Center City expansion

- **Expansion** of LVPG's services in center city to include an increase in physical space and the addition of primary care and OB-GYN services to our already existing ExpressCARE and pediatric services.

Health care campus of the future (construction to begin summer 2018)

LVHN is on a journey to reimagine the health care of the future by creating a new hub for outpatient care in Hazle Township. The strategy is a direct response to health care trends that show decreasing rates of inpatient care and an increased need for outpatient services. Programming is still being finalized.

Plans include expansion and renovation of the current Health & Wellness Center and the LVPG–Alliance Drive location (formerly known as the Dessen Center), as well as new construction. When complete, the campus will provide comprehensive services from primary to specialty care, wellness facilities, a pharmacy and other features. These plans are in addition to our ongoing commitment to recruit physicians who can provide the “health care of the future.”

“Our campus of the future will preserve the natural landscape and park-like features that make it such a special place to work and receive care,” says John Fletcher, President of LVH–Hazleton. “Construction and renovation is set to begin this summer. When complete, this campus will usher in new growth opportunities for us and improve access and experience for patients in our community.”

Reminder: Flu Shot Deadlines Are Coming Fast

BY [TED WILLIAMS](#) · NOVEMBER 6, 2017

About 73 percent of colleagues at our Lehigh Valley campuses have received flu shots thus far as the annual flu shot clinic season continues through Nov. 20.

As of Nov. 1, more than 11,300 colleagues network-wide (including students, contracted personnel, volunteers and licensed independent practitioners) had been vaccinated. LVHN policy mandates a flu shot for Lehigh Valley colleagues who have patient contact. All other colleagues are strongly encouraged to get one as well. Colleagues need to complete the [electronic consent form](#) before getting the shot. You must get vaccination by Nov. 22.

Last year, 98 percent of Lehigh Valley colleagues received flu shots. Let's shoot for 100 percent this year. If you didn't get vaccinated yet, here's how you can:



- [Lehigh Valley flu clinic schedule](#)
- [Lehigh Valley Employee Health walk-in hours](#)

Open Mike: The Avenue of Access

BY [MIKE ROSSI](#) · NOVEMBER 6, 2017



As I plug in the microphone this month, I am filled with a bit of nostalgia. Recent seasonal shifts in weather have elicited some youthful autumn memories. Taking the time to remember ultimately brings you back to the foundation of who you are.

Growing up in Brooklyn, autumn was a pretty magical time. Remember folks, this is before gentrification, property price skyrockets, Starbucks and trendy hipsters. Whether you were walking against whipping winds on the Brooklyn Bridge, visiting Prospect Park or grabbing a slice of pie at the corner pizza shop, everywhere you turned there was an avenue of access to just about anything you want or need.

Brooklyn had (and still does have) an extensive public transit system. Some of my earliest memories are hearing the subway tram rumbling through the borough. You knew by experience and daily observation that a person could jump on one of the “avenue” trains and get to where they needed to be, when they needed to be there. There was always a way to get there, regardless of where the “there” was, day or night. To put it simply, there was “easy access.”

Fast forward a few years later (ok, more than a few), and another glorious fall season is upon us. The theme of access comes back into sight. This time, we’re focusing on what access means to our patients, who are the center of what we do. I believe it was Alphonse Karr who was quoted as saying, “The more things change, the more they stay the same.” We are back to basics. Enhancing our ability to provide easy access for our patients reduces potential outmigration and connects us better with the community we serve.

Remember, the avenue of access starts with us. LVPG is dedicated to providing easy patient access, making it convenient and simple – [today, tomorrow or the next day](#). Now if you don’t mind, I need to go find a few friends for a couple rounds of “Stoop Ball.” You can leave Brooklyn, but it never really leaves you.



Michael Rossi, MD

About me: My name is Michael Rossi, MD, MBA, and I am the Chief Physician Executive for LVHN and President of LVPG. I came to LVPG 15 years ago as Chief of Cardiology for LVHN and Medical Director of our Regional Heart Center. I truly enjoyed caring for cardiac patients and getting to know them and their families. I am proud to be part of such a great organization. My passion is patient care. I view my current role as taking that passion for caring for an individual patient, to caring for our entire community. It is an honor to work with such an outstanding network of dedicated colleagues.

Second Core Bundle of Fiscal Year 2018 on The Learning Curve

BY [RICK MARTUSCELLI](#) · NOVEMBER 6, 2017

The second core bundle of fiscal year 2018 will be released in early November on The Learning Curve (TLC). The mandatory training must be completed by Dec. 30, 2017. The second quarter bundle includes courses that focus on protecting the environment, as well as protecting the health and safety of our patients and colleagues.

To access the bundle, click the TLC icon on your SSO toolbar. From the Learner Dashboard in TLC you will see the curriculum in your Timeline. This is the second of four bundles that will be available in fiscal year 2018.



Imagine...You Can Make an Appointment for Your Mammogram in Minutes

BY JENN FISHER · NOVEMBER 6, 2017



We understand – life is busy. But we have made it so simple to schedule a screening mammogram, there's no excuse not to make that date. That message is at the heart of a new campaign focused on women, ages 40 to 75, who have not had a screening mammogram in the last 365 days.

This campaign not only is the right thing to do, it is also one of LVHN's Better Health goals for fiscal year 2018: Increase the number of women who receive a screening mammogram.

How we will share the mammogram message?

We will use targeted strategies to reach women in the right age group who need a screening mammogram. Some of the ways we will connect with women in that age 40+ group include:

- **Direct mail** – A postcard invites women to schedule their screening mammogram.
- **Social media** – We'll have a little fun with social media messages to draw people to the campaign's web page.
- **Campaign web page** – This specially designed page will encourage women to schedule a

mammogram, plus offer a guide with information about mammography and our care team, and “Call” and “Click” instructions designed to make scheduling a mammogram easy.

- **Guide** – The guide will offer insights about why you should have a mammogram, where you can have it done and explain differences between 2-D and 3-D mammography.
- **Search**—As people search for mammograms, ads will appear and direct people to the mammography campaign landing page.
- **MyLVHN letter** – Practices will be provided with a letter they can personalize for patients who fit the demographic and then send the letter securely through MyLVHN to the patient.

Colleague awareness

If you are a female colleague who happens to be in the target age bracket for this campaign, please remember to set up an appointment for your own screening mammogram. And consider this: You can be an advocate for your friends and family members to do the same. Mammograms save lives.

Note to LVHN men: While it is unlikely you will see any of these strategies in action – we are focusing on certain women for this campaign and those online elements will only appear to them – we still encourage you to ask the women in your life about scheduling an annual screening mammogram starting at age 40.

If we can increase the number of women who are screened for mammograms, we hope to reduce the incidence of advanced breast cancer in the communities we serve, including right here in our LVHN family.

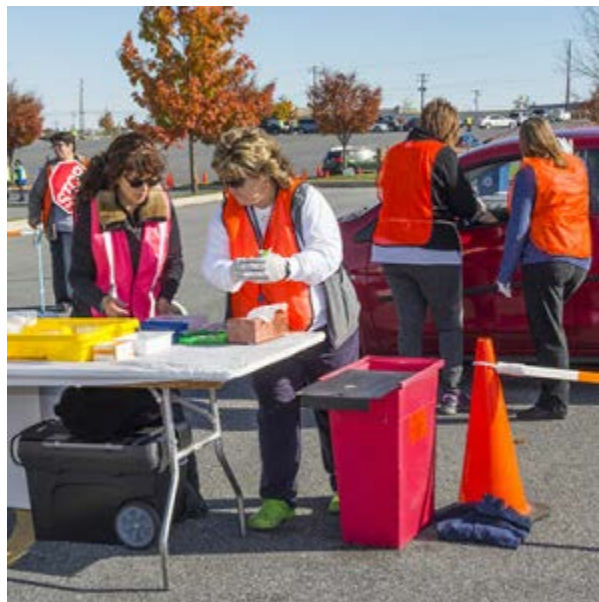
20th Community Flu Shot Campaign Draws Close to 8,000

BY [TED WILLIAMS](#) · NOVEMBER 8, 2017

Almost 8,000 individuals received vaccinations this year during the 20th anniversary edition of the LVHN Community Drive-Thru Influenza Campaign held Nov. 4-5 at Dorney Park in South Whitehall Township and Coca-Cola Park in Allentown.

A total of 4,707 shots were administered at Dorney Park on Saturday and another 3,082 vaccinations were given at Coca-Cola Park Sunday. A total of 12,400 pounds of food was collected at both clinics for donation to area food banks.

More than 700 LVHN volunteers joined health network physicians and advance practice clinicians in the two-day flu shot effort. LVHN's Flu Committee is deeply appreciative of everyone's participation in the clinics.



- [20 years of keeping Lehigh Valley vaccinated \(Morning Call\)](#)

Free Access to LVHN Fitness for Veterans Nov. 11-18

BY [EMILY SHIFFER](#) · NOVEMBER 9, 2017

In honor of Veterans Day, LVHN Fitness will open its doors to all active duty, reserve duty and veterans for a complimentary week of exercise.

Past and present members of the U.S. Armed Forces should simply show their military ID at one of our three locations from Friday, Nov. 11, through Saturday, Nov. 18:

LVHN Fitness-Cedar Crest

1243 S. Cedar Crest Blvd., Allentown

610-402-3699

LVHN Fitness-Muhlenberg

1770 Bathgate Rd., Bethlehem

484-884-2851

LVHN Fitness at One City Center

707 Hamilton St., Allentown

484-862-3001

Spread the word and encourage those who defend our freedom to take advantage of this great opportunity.



Tina Faller Celebrates 55 Years of Service

BY [RICK MARTUSCELLI](#) · NOVEMBER 8, 2017



Before Tina Faller graduated from St. Agnes Hospital's nursing program, an instructor encouraged her to become a well-rounded nurse. The instructor said, "Spread your wings. Look for a change in position every six to eight years." Faller took her advice.

During her 55-year career, Faller worked on pediatric, mother-baby, emergency, burn, renal and transitional skilled units as a caregiver and director. She also was director of the float pool and recruited nurses to our organization. Perhaps that's why a supervisor once called her a Jack of all trades.



Faller's husband died young in an airplane crash. At the time, she had a 2-year-old son and was 6 months pregnant with her daughter. Her faith, family and profession helped her persevere. "What would I have done if it wasn't for nursing," she says.

As the oldest of 11 children, Faller also had learned from her parents that "nothing is insurmountable." She earned her bachelor's degree in nursing from East Stroudsburg University and her master's degree in health care administration from the University of Scranton.

Today, Faller is LVH–Cedar Crest's weekend nursing supervisor. She visits every unit to ensure the needs of our nurses, patients and their family members are met. At age 80 – and still working up to 12-hour shifts – Faller shows no signs of slowing down.

Faller enjoys sharing her experience with colleagues. "I learned so much from patients," she says. "I want to share those stories with our nurses because nursing has been everything to me."



Faller has three grandchildren. She enjoys gardening, art, flower arranging and crossword puzzles.

The Nurse Staffing Tsunami: Why Staff Ratios Rely on Staff Retention

BY [KIM JORDAN, DNP, RN](#) · NOVEMBER 10, 2017

I enjoyed meeting with patient care services (PCS) colleagues this week at PCS Town Halls held at LVH–Muhlenberg. We always have a lively discussion and Q&A period at these meetings. One of the topics that comes up regularly (and came up at each town hall) concerns budgeted staff ratios.

We are all keenly aware of the need for more nursing staff. In some areas – medical-surgical, in particular – we are working hard to bring qualified nurses to LVHN to rebalance our staffing needs.

Here are some things to bear in mind about what I call the nurse staffing tsunami:



- **The nursing shortage is a national shortage – and it is growing.** Not only is the median age for nurses getting older and grayer (the American Nurses Association says in the last decade median age has risen to 44.6 years, up from 42.7 years), the Bureau of Labor Statistics (a division of the U.S. Department of Labor) says, “Employment of registered nurses is projected to grow 15 percent from 2016 to 2026, much faster than the average for all occupations.”

While the Bureau of Labor Statistics report sounds like a positive for nursing job potential, it is actually hard to get enough nurses trained for these positions because...

- **Nurse education programs are understaffed.** And that problem is growing too. A report by the American Association of Colleges of Nursing (AACN) finds that more than 64,000 qualified applicants were turned away from baccalaureate and graduate nursing programs in 2016 due to an insufficient number of faculty as the primary reason. The faculty members currently teaching in nursing programs at U.S. colleges are rapidly approaching retirement age, and there are not enough doctoral-prepared nurses ready to take the reins and begin teaching the next generation of nurses.
- **There is a limit to the effectiveness of incentives.** While you may read about some hospitals offering amazing sign-on bonuses, there’s usually a catch: distance from family; decreased quality of life outside of work; years until the bonus is fully paid out, etc. Here at LVHN, we use a

combination of incentives, including some sign-on bonuses for particularly in-demand positions.

However, the key to keeping nurses here – I firmly believe – is more down to earth: it is the nursing culture.

Staff ratios rely on staff retention

Each year, we budget for the number of nurses and other patient care services colleagues we anticipate needing in the coming fiscal year. It is part science and part art. However, the math has been off, in part, due to difficulty keeping staff. Regardless of how many nurses we hire (at the rate we are hiring them), it will be impossible to reach our budgeted staff levels unless nurses who are already here stick around. The brighter side of this somewhat dismal news about nurses, staffing levels and shortage of nursing professors is **you**. You and your colleagues are not only outstanding nurses and patient care services staff, you also have the opportunity to help ensure new nurses, tech partners, medical assistants and administrative partners who join LVHN feel welcome and part of the family. (And not part of a “feuding family,” thank you.)

The kind culture

I know I don’t have to do this alone – many of you express your deep love and pride for LVHN when you share your thoughts and concerns with me on PRIDE Rounds, in huddles or at Town Halls. You want it to be better, and so do I. My request is simple: Help make LVHN the place where you and your colleagues want to work for years, and hopefully, decades.

Each of you holds the key to staff retention. Choose to build a culture of kindness toward each other. On units where kindness is at the center, you can see it – and feel it! Colleagues trust and care for each other. Their patients see teamwork that goes beyond doing just the minimum. It transforms patient care into a higher level of care, simply because people chose kindness and caring first.

I know you have it in you. I have seen it in action. The nurse staffing tsunami needs a paradigm shift. Let’s focus on what we can do – creating a culture of kindness, trust and civility – which in turn, increases the likelihood staff will stay. By making our culture one in which we enjoy working, even the tough days will be bearable because we know our family is at our side.

Kim

P.S.: Your concerns are my concerns. I invite you to send me an email so I know what is happening in the field. My email is: Marie.Jordan@lvhn.org.

And, if you have any interest in reading more about nursing shortages, future job needs, etc., here are the resources I used for the blog:

<http://www.nursingworld.org/nursingshortage>

<https://www.bls.gov/ooh/healthcare/registered-nurses.htm>

<http://www.aacnnursing.org/News-Information/Fact-Sheets/Nursing-Faculty-Shortage>

<https://www.monster.com/career-advice/article/creative-benefits-for-nurses-hospitals>



Kim Jordan

About me: My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

Give Blood Nov. 15 at LVH–Muhlenberg

BY [TED WILLIAMS](#) · NOVEMBER 9, 2017

LVHN and Miller-Keystone Blood Center make it easy for you to give the gift of life. Visit giveapint.org/LVHN to sign up online for an upcoming blood drive at the various LVHN locations.

By signing up online, you save time and are rewarded by earning points for each donation you make through the LifeSaver Rewards Program. These points can be redeemed for a variety of gifts at the online shop. You also can attend any blood drive without signing up online. Here is an upcoming opportunity for you to save a life in November.

Nov. 15: LVH–Muhlenberg ECC room B, C and D, 8 a.m.-3 p.m.

To reserve an appointment, visit giveapint.org/LVHN. Walk-ins also are welcome at these blood drives. Each donor will receive cafeteria vouchers for a meal (\$4 value) and small beverage.



Handbag & Accessories Sale at LVH–Cedar Crest Nov. 14-15

BY [TED WILLIAMS](#) · NOVEMBER 7, 2017

Over the years, the Auxiliary of Lehigh Valley Hospital has supported the hospital by operating gift shops and conducting a variety of fund-raising events and activities. During November, the auxiliary will be hosting a handbag & accessories sale at LVH–Cedar Crest.

Handbag & Accessories Sale

LVH–Cedar Crest, Jaindl Pavilion, lower level

Nov. 14, 8 a.m.-4 p.m.

Nov. 15, 7 a.m.-4 p.m.

The history of the Auxiliary of Lehigh Valley Hospital

The Auxiliary of Lehigh Valley Hospital has roots that date back more than a century. Thirteen women formed the Auxiliary of Allentown hospital to raise money for the city's first hospital. Then they bought a plot of land at 17th and Chew streets in Allentown, and in 1899, they opened The Allentown Hospital. Today, the Auxiliary of Lehigh Valley Hospital supports two hospitals and is the only one in the nation to support three endowed chairs.



Basket Social Set for LVH–Muhlenberg Nov. 17

BY [TED WILLIAMS](#) · NOVEMBER 8, 2017

Over the years, the Lehigh Valley Hospital–Muhlenberg Auxiliary has supported the hospital by operating the Camille gift shop and conducting a variety of fund-raising events and activities. Here is what the auxiliary has scheduled in November:

Basket Social Sale

LVH–Muhlenberg cafeteria hallway

Nov. 17, 8 a.m.-5 p.m.

The history of The Lehigh Valley Hospital–Muhlenberg Auxiliary

When a group of Lutheran clergy purchased a 102-acre alfalfa field and set out to build a new hospital for Bethlehem in the late 1950s, a group of women who became The Auxiliary of the Muhlenberg Hospital Center went to churches all over the Lehigh Valley to gather members and funds in support of the project. By the time the hospital was dedicated in 1961, it was one of the largest auxiliaries in the country.



Are You a Winner? You Can Be When You Give to the United Way.

BY [ADMIN](#) · NOVEMBER 9, 2017

Our annual LVHN United Way campaign runs through Dec. 1. This year’s theme is “Our Future. Our Community.” Your donation will help the United Way of the Greater Lehigh Valley support vital community-based programs that focus on education, food access, healthy aging and emergency services.

Each week, colleagues who donate are entered into a drawing for a variety of exciting prizes. Don’t fret if you don’t win. Your name will automatically be entered into the following week’s drawing. Below is the list of winners for week six.

OUR FUTURE.
OUR COMMUNITY

LVHN COLLEAGUE
UNITED WAY CAMPAIGN
Oct. 3–Dec. 1, 2017



Winner

Prize

Debra Gehr Gift certificate: Recreation Committee
tickets/trips

Donated by: LVHN Recreation Committee

Kelly Payne VIP Parking June 1-Dec. 31: LVH-17th Street, LVHN–Mack or LVH–Muhlenberg

Donated by: LVHN Security

Diane Kowalski Sodexho Gift Card

Donated by: Sodexho

Kim Hitchings Gift card: Atarah Oliva Salon Gift Card

Donated by: Atarah Oliva Salon

Elizabeth Wagner Gift card: Weis

Donated by: Weis

Melissa Blihar Personal Training Session

Donated by: LVHN Fitness

Keith Kocsis Personal Training Session

Donated by: LVHN Fitness

Lisa Milinchuk Personal Training Session

Donated by: LVHN Fitness

Diane Weslosky Personal Training Session

Donated by: LVHN Fitness

There’s still time to donate. You can give to the campaign by clicking the United Way icon on your SSO toolbar. *(Please note: To donate to the United Way, you must click the “United Way” icon. If the icon does not appear, refresh your toolbar under the “Options” drop down. The “Give Now” icon is for colleagues to donate to Lehigh Valley Health Network.)*