

To All Employees

As we prepare for a survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), it's not unusual to feel a bit apprehensive. The survey team will visit the hospital Nov. 3 through 9 and, in the course of evaluating our services and operations, will ask questions of our staff.

An important new aspect of this year's survey is JCAHO's focus on your knowledge of hospital policies and procedures and your compliance in carrying them out.

To that end, the survey team, which includes a physician, nurse and an administrator, may ask you questions such as these:

- What is the hospital's mission statement? (This information appears on the back of your hospital identification badge.)
- What do you do in case of a fire?
- What is the location of fire extinguishers and escape routes in the areas you frequent?
- What do you do in case of a hazardous spill?
- How is your job performance evaluated?

I am confident that if you are asked a question, it will be answered courteously, confidently and appropriately.

Your participation in the survey will have a significant impact on the hospital's overall rating. Your work area will also be evaluated, so please make sure that it is free of clutter.

■ **IN THIS ISSUE**

- 1 • JACHO Survey
- 2 • Choice Plus Update
- 3 • Hospice Award
- 4 • Bulletin Board
- 6 • About Our People
- 8 • Education

I would like to take this opportunity to thank you for your diligence in preparing for the JCAHO survey.

Special thanks also to George Ellis and his team for their exceptional efforts in this regard.

I wish you well during the survey. Given your support, we can be confident of the outcome.

Sincerely,

Louis Liebhaber
Chief Operating Officer

Lehigh Valley Physician Hospital Organization & LVHN Working Together to Meet Region's Healthcare Needs

In a previous issue of *CheckUp*, Greg Kile, Executive Director of the Lehigh Valley Physician Hospital Organization (LVPHO), reported that Spectrum Administrators, part of the Lehigh Valley Health Network (LVHN), is the Third Party Administrator for Choice Plus and can fulfill that function for interested Valley Preferred clients. Here, Kile details how this and other LVPHO-LVHN partnerships can benefit area purchasers of healthcare and their employees.

Q: What are the advantages of having the third party administrator for Valley Preferred and Choice Plus come from within Lehigh Valley Health Network?

A: Usually, a managed care network contracts with an "outside" third party administrator (TPA) to provide administrative and care management services to its clients. Valley Preferred clients who contract with Spectrum Administrators for TPA services enable us to monitor care for better results. We have immediate access to clinical data and can manage such data and services through quality assurance and utilization review. This process enables all parties to effectively track patient care. Physicians are in an optimum position to make critical decisions about care management. Furthermore, we are able to send our clients timely information that their employees are receiving maximum benefit and value from the healthcare dollars spent on their behalf.

Q: Does this represent a conflict of interest?

A: Not at all. When we market Valley Preferred to area healthcare purchasers we let them know about our third-party administration capabilities and they are free to decide whether they will contract for those services. We also inform them that if they have existing arrangements with an administrator, we can help maintain those arrangements and work together to provide a seamless process for care management and claims adjudication.

Spectrum Administrators still plays a key role even if a client decides to stay with their current TPA because all claims come through Spectrum Administrators first. We capture all critical clinical data necessary for us to perform care management and then forward claims to the appropriate TPAs for full processing.

Q: What other LVHN services are available through the Valley Preferred product to its clients?

A: We are fortunate that the Valley Preferred network can benefit from the wide spectrum of services offered by LVHN. At present, we have several LVHN partners including the Health Promotion and Disease Prevention (HPDP) Department, Health Spectrum Medical Products, Health Spectrum Pharmacy Services, Home Care and Lehigh Valley Hospice to help us meet our clients' needs.

For example, we coordinate efforts with HPDP to provide a Health Risk Analysis for each employee with an overall company analysis for our client. Based on the results, HPDP can consult with the client and introduce their varied services such as smoking cessation, nutrition counseling and so on.

Q: What other LVHN services do you expect will participate in Valley Preferred in the future?

A: I expect that, over time, our members will utilize the full range of LVHN services.

Q: Why would different services be involved at different times?

A: One of the key features of the Valley Preferred network is its ability to offer a wide variety of healthcare options to its clients. Underlying all, however, is the emphasis on preventive and comprehensive care. Our marketing staff initially works with companies to design individualized plans to meet their cost and coverage objectives. One company may want to offer health screenings

(please turn to page 3)

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Hospice Documentary Merits National Honor

Lehigh Valley Hospice is the recipient of the National Hospice Organization's prestigious Award of Excellence.

Lehigh Valley Hospice was accorded the honor for a documentary it co-produced with Barlieb Wallace Heilman Productions of Allentown. "*To Live In Hope, To Die In Peace*," weaves footage of actual hospice patients and families, interviews with local hospice staff and commentary from world-renowned hospice advocates, critics and practitioners.

The Rev. Anne Huey, who serves as hospice's director of support services and spearheaded the development of the documentary, accepted the award at the NHO's 16th annual symposium and exhibition in Washington, DC.

"We were confident of the work we had done, but we were still stunned to have been chosen for this honor," she says, noting that the documentary was selected from among 170 entries in the educational programming category of the awards competition.

Because the video focuses on actual services that hospice provides, Rev. Huey also regards the award as a "validation of the work we do."

Healthcare Needs *(from page 2)*

and annual physicals, while another may want fitness, or weight control or women's health programs. We would tap the resources of Lehigh Valley Health Network according to the needs of our clients.

Glossary of Terms

Network - Selected hospital(s), physicians and other medical providers who have agreed to participate in an organized system. In joining the network, healthcare providers must meet standards for quality and efficiency and demonstrate a commitment to providing appropriate care at a reasonable cost.

Point Of Service - Similar to a Health Mainte-

The culmination of a year-and-a-half's work and the distillation of more than 50 hours of footage, the documentary aims to dispel myths about death and dying, and to inform people that hospice is an alternative that supports life and hope

"Through the video, we have been able to convey the message that there is a way to manage pain, ensure the dignity of the individual and assist the family in coping with the challenges of caring for a loved one who is dying," Huey says.

Featured in the video are Elisabeth Kubler-Ross, MD, author of "*On Death and Dying*," Dame Cicely Saunders, founder of the modern hospice movement; Ram Dass, spiritual researcher, hospice critic and author of the '60s classic "*Be Here Now*;" Dr. Donald W. Cox, euthanasia advocate and president of the Hemlock Society; Alan Wolfelt, PhD, clinical thanatologist and bereavement counselor; Stephen Levine, author and expert on meditation and conscious living; Rabbi Harold Kushner, author of "*When Bad Things Happen To Good People*;" and Michael Levy, MD, head of the pain management service at Fox Chase Cancer Center, Philadelphia.

The video premiered in March to an audience of more than 700 people at a special community program and has since been broadcast on Channel 39. ■

nance Organization plan except that the member may choose to use healthcare providers outside the network on a self-referral basis. Incentives for the members to use network providers and have the primary care physician coordinate care are included in the program. Members pay a greater amount if they use non-network providers or do not have the primary care physician coordinate care.

TPA - A TPA meets client needs in the areas of claim adjudication, benefit design, consultative services and the ongoing provision of specialized reports (e.g., claim listings, benefit payment analysis, top provider performance, etc.) ■

Bulletin Board

Body Composition Testing Available

Because body fat not only affects your appearance but can compromise your health, the Health Promotion and Disease Prevention Department is offering free body composition testing. To schedule an appointment for the painless procedure and obtain immediate results, call the department at 821-2150. Appointments will be scheduled between 8 a.m. and 1 p.m. on the following dates.

Monday, Oct. 31	Classroom 2, CC
Wednesday, Nov. 9	Auditorium, 17
Tuesday, Nov. 15	Classroom 1, CC

Art Exhibit And Sale In Progress

Landscapes, portraits and other original oils and watercolors are featured at the annual art exhibition and sale sponsored by the Arts Advisory Council of Lehigh Valley Hospital. The artwork is on display in public areas of the John and Dorothy Morgan Cancer Center through Nov. 5. Hours for the exhibit are 10 a.m. - 6 p.m.

Staff Raising Voices In Song

The Macungie Minstrelaires, featuring Noreen Williams, Lehigh Valley Physician Group; Erma Aquino, Materiel Management; and Jane Taylor, Transitional Open Heart Unit; will present "Home for the Holidays," a musical revue, at 8 p.m. on Friday, Nov. 4 & 11 and at 2 p.m. and 8 p.m. on Saturday, Nov. 5 & 12 at Eyer Junior High School, Macungie. For tickets, call Williams at ext. 9780 or Aquino at ext. 8559. A portion of the proceeds from ticket sales will benefit Toys for Tots.

Hospital To Host Senior Health Fair

Nearly 30 hospital departments will provide health screenings and presentations on age-related illnesses at a Senior Health Fair, Saturday, Oct. 29 from 9 a.m. - 2 p.m. in the Anderson Wing. The fair is sponsored by the Geriatric Interest Network, a group of hospital employees who participate in volunteer activities to benefit older adults. During the fair, participants will have the opportunity to participate in blood pressure, cholesterol, oral cancer, grip strength, nutrition and sleep apnea screenings and a computerized cancer risk assessment. Seniors are also encouraged

to bring both prescription and over-the-counter medications with them for evaluation by a pharmacist. In addition, they will be invited to tour the Operating Room, sample nutritious snacks, hear a presentation by hospital personnel on fraudulent activities directed toward older adults and obtain written materials on a variety of topics including arthritis, heart disease, diabetes, stroke and pain management. For more information, please call ext. 7370.

Flu Vaccine for Employees

Employee Health will administer the flu vaccine, free to hospital employees and volunteers, during "open hours" at both sites. The revised schedule is as follows:

Fourth Floor, Morgan Cancer Center, CC& I-78	
Mondays	7-8 a.m. & 1:30-4 p.m.
Tuesdays	7-8 a.m. & Noon-3 p.m.
Wednesdays	7-8:30 a.m.
Thursdays	7-8 a.m. & 12:30-4 p.m.
Fridays	7-8:30 a.m.

Medical Clinic Room #11, 17th & Chew

Tuesdays	7-10 a.m.
Wednesdays	1-4 p.m.
Thursdays	7-10 a.m.
Fridays	2-3:30 p.m.

Winter Weekend Adventure Planned

Set aside your snow shovel and get out your skis for a weekend adventure, Feb. 3-5, in Holiday/Hunter Mountain, New York. In addition to skiing, you can enjoy horseback and sleigh riding, snowmobiling, paintball/skirmish and a serpentine slide with tubes and sleds. Cost per person is \$214 (based on double occupancy) and includes lodging in the Granit Hotel Mountain Resort, two breakfast buffets and smorgasbord dinners, discounted lift tickets and nightly entertainment. A deposit of \$50, payable by check only to Lehigh Valley Hospital, is due by Nov. 4. For more information, please call Jill Biszek, public relations, at ext. 3002.

Coping With Loss Focus Of Group

People who have experienced the sudden & traumatic loss of a loved one are invited to participate in a support group sponsored by Lehigh Valley Hospital. Greg Palmer and Karen Peterson are facilitating the support

Bulletin Board

group which meets at 7 p.m. on the fourth Tuesday of each month at First Presbyterian Church, Cedar Crest Blvd. and Tilghman St., Allentown. For more information, call Peterson at ext. 8260.

Holiday Bazaar

The creative craftwork of talented hospital employees will be featured at the Recreation Committee's annual Holiday Bazaar in the main lobby, CC&I-78.

Thursday, Nov. 10: 6-8:30 p.m.

Friday, Nov. 11: 7 a.m.-3 p.m.

Mark Your Calendar!

Nov. 1 & 2: Jewelry Sale

Golden Image Jewelry, in 14k gold and sterling silver, will be featured at a pre-holiday sale, Tuesday and Wednesday, Nov. 1 and 2 from 7 a.m.-4 p.m. in the Anderson Wing lobby. The sale will be hosted by the Lehigh Valley Hospital Auxiliary.

Nov. 10 & 11: Holiday Bazaar (CC)

Dec. 1 & 2: Holiday Bazaar (17)

The creative craftwork of talented hospital employees will be featured at the Recreation Committee's annual Holiday Bazaar, Thursday, Nov. 10 from 6-8:30 p.m. and Friday, Nov. 11 from 7 a.m.-3 p.m. in the main lobby, CC & 78. Meanwhile, a holiday bazaar at 17th & Chew has been scheduled for Thursday and Friday, Dec. 1 and 2. Any craftsperson interested in participating in the 17th Street bazaar can contact Joanne Horwath at ext. 9456.

Recreation Committee Meeting Schedule

The Recreation Committee has updated its meeting schedule for the remainder of the year. Dates and locations of the monthly meetings, which are held from 12:15-1:30 p.m., are as follows:

Nov. 22 School of Nursing, Parlor A, 17

Dec. 27 President's Room, CC ■



The library at each site is unloading a figurative "dinosaur" (in addition to the stuffed versions above), so that it can travel at supersonic speeds on the information highway. For your chance to win one of the plush plesiosauruses, stop by the library and fill out an entry form. Also, be sure to watch for upcoming articles in Checkup about library/information services for the 21st century that will soon be available at Lehigh Valley Hospital.

About Our People



Lehigh Valley Hospital showcased its newly-renovated and relocated facilities during a staff reception and community open house at 17th & Chew. Nearly 700 people attended the events which included tours of the new Mother-Baby Unit, Labor-Delivery-Recovery Suites, Center for Women's Medicine, Physical and Occupational Therapy and the Dental Department.



Because Lehigh Valley Hospital's observance of Child Health Month coincided with the March of Dimes Campaign for Healthier Babies, both organizations co-sponsored family health fairs for new, expectant and "experienced" parents during October. The fairs featured everything from free fingerprinting and blood pressure screening to prenatal education and halloween safety bags.



The mouth-watering recipes of Mike Scott, Engineering, and Maria Myers, Food Service, merited them first-place finishes in the hotly-contested Chili Cook-Off Competition at Lehigh Valley Hospital.

About Our People

Psychiatry Staff Presents Paper

Mental health professionals from Lehigh Valley Hospital recently presented the results of their research on clozaril treatment at the Hospital and Community Psychiatry National Conference in San Diego. Their paper, entitled "Outcomes of Community Based Clozaril Treatment," describes how treatment with clozaril, a new anti-psychotic drug, coupled with social skills training and group support therapy led to significant improvement in the functioning of patients with schizophrenia. The successful 11-month trial was conducted at the Lehigh Valley Hospital Mental Health/Mental Retardation Clinic. The project's researchers and authors include: Susan D. Wiley, MD, Vice-Chair of Psychiatry; Maureen McFarland, BSN, psychiatric nurse; Richard C. Bogart, MEd, Director of the Mental Health/Mental Retardation Clinic; and Peggy E. Showalter, MD, consultation-liaison psychiatrist.

VP, Legal Services Featured At Nursing Congress

Janine Fiesta, BSN, JD, vice-president of legal services, was a featured speaker and panelist at the 1994 Nursing Management Congress in Washington, DC. Fiesta presented three sessions: "Assistive Personnel and Risk Management: The Law and Liability," "Nursing Torts: The Law and the Nurse," and "Informatics and the Law: Privacy and Regulation." She also participated in a panel discussion on ethics, law and management.

GI Lab Nurse Merits Honor

As one of the founders and an active member of the Pennsylvania Society of Gastroenterology Nurses and Associates (SGNA), Bernice McAloose, RN, patient care manager of the GI Lab, was honored by her peers at the society's annual education course in Atlantic City. The actual program was dedicated to McAloose who was also presented a plaque and granted a charter lifetime membership in the society. McAloose was accompanied by Lynn Dashner, LPN,

GI Lab, and President of the Pennsylvania SGNA. Dashner is currently a candidate for a seat on the nominations and election committee of SGNA.

Patient Accounting Week Observed

"There's Strength In Numbers" served as the theme of National Patient Accounting Week, October 16-22. Belated recognition goes to the staff of the Patient Accounting Departments and Cashier Offices for their significant contribution to the hospital's bottom line. Anyone who would like to learn more about patient accounting and cashier functions at Lehigh Valley Hospital can obtain information through Sandra Colon, director, patient accounting at ext. 9461.

Congratulations ...

... To **Patty Longenhagen**, CRTT, staff therapist, and **Suzanne Smith**, RRT, Advanced Clinician, on their selection as Respiratory Care's Employees of the Month for September and October, respectively. Longenhagen was cited for her clinical performance by the department's Reward and Recognition Committee. Smith was recognized by the committee for her excellent clinical skills and her development of a staff orientation program.

... To the following employees who were awarded prizes by the Health Promotion and Disease Prevention Department for their participation in the "I'm Worth It" incentive program for September.

1st Prize \$75 LL Bean Gift Certificate

Janice Esposito, Chemistry, CC
Marjorie Nader, Business Office, 17

2nd Prize Two Tickets To Pennsylvania Stage Company Show Of Choice

Mary Ann Yackabanis, SPU/PACU, CC
Sharon Boley, Laboratory, 17

3rd Prize \$25 Gift Certificate to Lehigh Valley Mall

Brenda Rocchino, Facilities Planning, 1243
Deb Schantzenbach, OR, 17 ■

HR Development Information

Hospital Orientation

The next hospital orientation will begin at 8 a.m. at CC&I-78 on Monday, Nov. 7. An optional tour of both sites will be held on Wednesday, Nov. 9 beginning at 1 p.m. at 17th & Chew and 2:30 p.m. at CC&I-78. Reservations are required for the tour. To register, call ext. 1211.

CPR Certification

CPR Certification will be held in two parts and attendance is required at both. Part I will be held Friday, Nov. 4 from 9 a.m. to noon in room 900, School of Nursing, 17th & Chew. Part II will be held Friday, Nov. 11 from 9 a.m. to noon, also in room 900, School of Nursing. To register, complete and return the appropriate form located on the monthly HRD calendar, outside HRD, room 1914, School of Nursing, 17th & Chew, or outside the AV Services area at CC&I-78.

CPR Recertification

CPR Recertification will be held in the 24-hour period beginning at 10 a.m. on Wednesday, Nov. 16 at CC&I-78, Nursing Learning Lab, GSB, Fifth Floor.

Symposia Reminder

The Human Resource Department has announced the next topics of the Regional Symposium Series which will be held in the auditorium at CC&I-78.

■ *Provider Responsibilities in Managed Care ... Do You Follow the Rules or Write the Rules?* will be held Saturday, Nov. 5. Topics will include: "Provider Responsibilities to the Community in Establishing Managed Care Relationships," "Critical Success Requirements for Integrated Delivery Systems," "Strategic Joint Ventures with Plans and Insurers," "Impact of Organized HMO Delivery Systems on Private Practice Physicians," and "Physician's Perspective on Health Care Reform."

■ *Clinical Applications of Tumor Markers* will be held Friday, Nov. 18. Topics will include: "Overview of Tumor Markers," "Cathepsin D as a Prognostic Indicator for Breast Cancer Patients," "Use of Tumor Markers in Gynecologic Oncology," "Application of PSA and Urological Tumor Markers," "Clinical Applications of Tumor Markers in Breast Malignancy," "Use of Tumor Markers in the Diagnosis of Colon/Rectal Disease," and "Isotopic Labelled Tumor Markers in Diagnosis and Treatment."

■ *Update on Lower Extremity and Lumbar Spine Problems: A Primary Care Approach* will be held Saturday, Dec. 3. Topics will include: "Lumbar Spine Pain, Differential Diagnosis," "Lumbar Spine Pain, Non-operative Treatment," "Hip Pain, Differential Diagnosis," "Lower Extremity/Foot, Vascular Problems," "Knee Tendonitis/Synovitis," "Knee, Patella femoral Disorders, Differential Diagnosis, Initial Evaluation," "Knee Injuries, Differential Diagnosis, Initial Evaluation," "Knee, Osteoarthritis," "Ankle Ligament Injuries," "Forefoot Problems," and "Nail Bed and Foot Infections."

For more information and to register, please call ext. 1210. ■

AHA Teleconferences Available

Issues relevant to healthcare providers are addressed in American Hospital Association teleconferences available through HR Development. The cost per program is \$600 which can be split among interested departments. The teleconferences are usually approved for CEUs by a professional organization. For more information, please call Jack Dunleavy at ext. 1211 or via E-mail.

Nov. 17 Governance Models for Newly-Emerging Health Networks

Dec. 15 Reporting Performance Information to the Public ■

Service Anniversaries: November 1994

Human Resources congratulates the following employees on their service anniversaries and thanks them for their continuing service to Lehigh Valley Hospital

Thirty Five Years of Service

Nov 9 Joan Hamilton/Pediatric Unit

Twenty Years of Service

Nov 4 Judith Heffelfinger/Lab-Blood Bank
Nov 6 Mary Ann Gergits/Dept of Medicine
Nov 6 Martha Matlock/Nurse Staffing Office
Nov 6 Maria Pursel/Lab-Hematology
Nov 6 Irene Riedel/Short Procedure Unit
Nov 13 Helen Mayers/6C Med/Surg Unit
Nov 18 Joan Skumanick/Acute Coronary Care Unit
Nov 25 Louise Reinhard/Financial Services
Nov 25 Eileen Smith/Lab-Chemistry

Fifteen Years of Service

Nov 7 Carol Morris/Medical Records
Nov 10 Polly Preston/Shock Trauma Unit
Nov 19 Sol Burgos/Stores Processing Dist
Nov 19 Deborah Lowry/IQA/RUM
Nov 28 Anne Cake/Cardiac Rehab

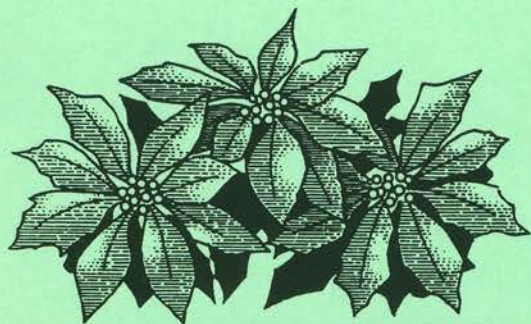
Ten Years of Service

Nov 1 Elizabeth Czekner/GICU
Nov 5 James Dunleavy/HEE Admin
Nov 5 Kathleen Zorman/Home Care-Skilled Nurs
Nov 7 Audrey Lauer/Executive Office
Nov 12 Jeffrey Miers/Financial Services
Nov 15 Kerri Puskar/Public Relations
Nov 19 John Lembach/Plant Engineering
Nov 26 Ramon Aguila/Food Services C
Nov 26 Marion Nole/LV Hospice-Easton Office

Five Years of Service

Nov 6 Sherri Adams/OR C
Nov 6 Debra Albright/Emergency Service A
Nov 6 Donna Armbruster/Home Care

Nov 6 Jae Chung/7C M&S Nephrology Unit
Nov 6 Paula Donchez/5A Med/Surg Unit
Nov 6 Rita Ferrara/Home Care-Skilled Nurs
Nov 6 James Fouts/Mental Health/Retardation
Nov 6 Dawn Fritzinger/OR C
Nov 6 Mahalea Gutierrez/Acute Coronary Care Unit
Nov 6 Stephanie Hanzl/Shock Trauma Unit
Nov 6 Sarah Loy/Obstetrics
Nov 6 Susan Morgan/Emergency Service A
Nov 6 Karen Nuschke/Transitional Open Heart
Nov 6 Dona Obal/Health Promotion & Disease Pre
Nov 6 Linda O'Connor/6C Med/Surg Unit
Nov 6 Tina Wolbach/Home Care-Skilled Nurs
Nov 6 James Yost Jr/5A Med/Surg Unit
Nov 13 Sandra Buck/Pharmacy
Nov 13 Helena Repash/Medical Records
Nov 13 Donna Scott/Clinical Nutrition Serv
Nov 13 Deborah Strauss/Info Serv Adm
Nov 20 Leah Bradshaw/7C M&S Nephrology Unit
Nov 20 Nancy Buckner/Nursing Float Pool Cluster F
Nov 20 Rosemari Floriani/Emergency Service A
Nov 20 Carole Gilbert/Home Care-Home Health
Nov 20 Alicia Lanze/Nursery
Nov 20 Jolie Maehrer/Nursery
Nov 20 Stephen Montagner/Plant Engineering
Nov 20 Charlene Rauch/IQA/RUM
Nov 20 Dorothy Rothrock/General Services C
Nov 20 Diane Seng/5A Med/Surg Unit
Nov 20 Paulett Simko/Open Heart Unit
Nov 20 Helen Toman/GICU
Nov 20 Susan Wallaesa/Home Dialysis
Nov 22 Denise Rohrbach/IQA/RUM
Nov 27 Karen Bosga/Pharmacy
Nov 27 Jodi Hariry/Nursing Float Pool Cluster E
Nov 27 Richard Tapper/6N Adult Psychiatry Unit



Holiday Poinsettia Sale

*The Allentown Auxiliary
of Lehigh Valley Hospital*

Dear Friend of the Auxiliary, The Allentown Auxiliary of Lehigh Valley Hospital would greatly appreciate your support of our annual **Holiday Poinsettia Sale** to be held **Friday, Dec. 9, 1994**.

Segan's Bloomin' Haus, a quality grower, will provide the popular *Single Branch Poinsettia* with 5 full blooms, as well as a *Double Branch Poinsettia* with 10 full blooms, a 16" *Douglas Fir Wreath* with a bow and our *Auxiliary Special*, a 3-4 bloom poinsettia in a 4-1/2" pot. The magnificent hanging baskets will be available in two sizes: the 25-bloom 8" *Belden Basket* and the 35-bloom 10" *Belden Basket*. More plants and different varieties will be available for purchase on the day of the sale so plan on coming to see our beautiful selection.

Advanced orders must be picked up in the 17th & Chew lobby on **Friday, Dec. 9** from 9 a.m. to 5 p.m. Parking will be available directly outside the lobby. Call us for special delivery

arrangements for any order of 30 plants or more. If you have special ordering needs, please contact us and not Segan's.

Complete the order form below and return it to the Volunteer Office at 17th & Chew no later than **Nov. 19, 1994** or mail directly to either of the following addresses:

Mrs. Frances Schaeffer
2407 Walnut Street
Allentown, PA 18104

Mrs. LaVonne Kemmerer
1444 N. 24th Street
Allentown, PA 18104

Sincerely Yours,
Chairpersons, Poinsettia Sale 1994
Jeanne Tilghman (437-4265)
Eleanor Strobel (437-2134)
Frances Schaeffer (437-1599)
LaVonne Kemmerer (434-1983)

P.S. We hope you can visit our bake sale also taking place in the 17th & Chew lobby on Friday, Dec. 9. Thank you for your support!

CUSTOMER COPY

Please pick up your order in the 17th & Chew lobby on **Friday, Dec. 9** between 9 a.m. and 5 p.m. Please place your order by **Nov. 19**. Retain this portion for your records.

Poinsettias	Red	White	Pink	
Single Branch (5-bloom)	_____	_____	_____	@ \$8.25
Double Branch (10-bloom)	_____	N/A	N/A	@ \$13.99
Poinsettia Baskets (*These must be pre-ordered.)				
25-bloom	_____	_____	_____	@ \$25.50
35-bloom	_____	_____	_____	@ \$32.99*
Douglas Fir Wreath-16" _____				@ \$12.99*
Auxiliary Special 3-4 bloom Poinsettia, 4-1/2" pot, Red only _____				@ \$4.99
Special plant needs or instructions: _____				
Sold by _____ Total Amount Due \$ _____				

ORDER FORM

Return by **Nov. 19** to the Volunteer Office or mail to address listed in letter.

Name: _____ Phone: () _____

Address: _____

Poinsettias	Red	White	Pink	
Single Branch (5-bloom)	_____	_____	_____	@ \$8.25
Double Branch (10-bloom)	_____	N/A	N/A	@ \$13.99
Poinsettia Baskets (*These must be pre-ordered.)				
25-bloom	_____	_____	_____	@ \$25.50
35-bloom	_____	_____	_____	@ \$32.99*
Douglas Fir Wreath-16" _____				@ \$12.99*
Auxiliary Special 3-4 bloom Poinsettia, 4-1/2" pot, Red only _____				@ \$4.99
Special plant needs or instructions: _____				
Sold by _____ Total Amount Due \$ _____				