

LVH-Carbon Colleague Open House

Be among the first to tour the inside of our new hospital in Lehighton.

Read more →

COVID-19 Projection Update – June 2

Number of hospitalizations has been steady and is expected to increase slightly.

Read more →



Recruiting Nursing Support Colleagues

See what LVHN is doing to attract nursing support colleagues and learn how you can help.

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Celebrating LGBTQ Pride Month at LVHN

Join us for a virtual panel discussion on June 28.

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Show you are #LVHNProud with branded apparel at work on Fridays.

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June 2022 Calendar of Events

See what's happening at LVHN all month long.

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Service Anniversary List – June 2022

Happy anniversary to these colleagues celebrating a career milestone at LVHN.

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AIG has industry-leading security systems and sophisticated anti-virus and anti-malware software to protect data.

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Updates to Webex Virtual Meeting Platform

Here's what you need to know about changes that will affect your access to Webex.

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Celebrating Colleagues of Asian American and Pacific Islander Descent

May is Asian American and Pacific Islander month.

Read more →



Meet LVHN's New Chair of Pathology and HNL Lab Medicine's Medical Director

Jordan Olson, MD, is certified in clinical pathology, blood banking, transfusion medicine, and clinical informatics.

Read more →



What Makes You #LVHNProud? Emily Zayas Is Proud to Be Here for 25 Years

Get to know Emily Zayas and her experience at LVHN.



June 8 is National Best Friends Day! Do you work with your best friend at LVH...

Read more →



May Mental Well-Being Be Yours

Maggie Brown, Director of Compassion and Caring for Colleagues, reminds you to prioritize mental well-being.

Read more →



Readers' Choice Awards Announced in Schuylkill

Congratulations to colleagues from LVH–Schuylkill and LVPG–Schuylkill!

Read more \rightarrow



LVHN Offers Fourth COVID-19 Shot for Immunocompromised Children Age 5-11

Appointments are available at our vaccine clinics and some LVPG Pediatrics practices.

Read more →



Children's COVID-19 Vaccine Clinics in June

These free, no-appointment clinics will run 3-7 p.m.

Read more →



LVHN Surprises Lehigh Valley Man With U.S. Senior Open Passes

North Catasauqua's Rick Henrick suffered a near-fatal heart attack at Brookside Country Club on Sept. 15, 2021.

Read more →



The Skinny on Skin Cancer: What Everyone

Should Know

What you can do to help prevent and detect cancerous changes to the skin.

Read more \rightarrow



For Families: How to Talk With Your Child After a Mass Shooting Incident

Pediatric team from Lehigh Valley Reilly Children's Hospital offers advice to parents to help children cope.

Read more →









LVH-Carbon Colleague Open House

Be among the first to tour the inside of our new hospital in Lehighton.

LVHN Insider

Wednesday, June 1, 2022

We are so excited that you are part of the next generation of health care in Carbon County. To celebrate the opening of LVH-Carbon, you are invited to an exclusive open house event for colleagues and the community.

LVH-Carbon Open House

Saturday, June 4

Colleague: 10 a.m.-noon

Community: Noon-2 p.m.

LVH-Carbon, 2128 Blakeslee Blvd. Drive E, Lehighton, PA 18235

There will be tours of the new facility, food trucks, giveaways and entertainment for a day of celebration.



COVID-19 Projection Update – June 2

Number of hospitalizations has been steady and is expected to increase slightly.

LVHN Insider

Thursday, June 2, 2022

LVHN is operating in COVID-19 <u>Level Red</u> because the number of hospitalizations has been remaining steady and is expected to increase slightly over the next few weeks. See the graph below and information about what it means for you.



What it means

- On June 1, there were 87 patients in LVHN hospitals with COVID-19 (10 patients in the ICU and four on a ventilator).
- The BA.2 and BA.2.12.1 subvariants, which spread more easily than other variants, account for most of the cases in our region.
- The most recent 60-day projection shows that hospitalizations will increase slightly into July, hovering around 100 hospitalized patients with COVID-19.
- This is evidence that the pandemic is not over. Our most vulnerable citizens remain at risk.
- Continue to do your part:
 - 1. Follow the <u>Level Red</u> protocols.
 - 2. Consider getting a booster shot if you haven't. Attend a <u>vaccine clinic for colleagues</u> or visit <u>LVHN.org/vaccines</u> to learn how to get vaccinated.
 - 3. Inform parents that <u>children age 5-11 are eligible for a booster shot</u>, and <u>immunocompromised children age 5-11 can get a fourth shot</u>. Vaccine <u>clinics for children</u> are scheduled on June 8 and 28.
 - 4. Encourage family and friends to get vaccinated.
- Masking remains required for anyone working in or visiting LVHN facilities. Masks are a proven method for preventing the spread of COVID-19.



Recruiting Nursing Support Colleagues

See what LVHN is doing to attract nursing support colleagues and learn how you can help.

LVHN Insider Tuesday, May 31, 2022 LVHN continues aggressive efforts to add new colleagues to our team. While we are attracting colleagues for all roles, we're laser focused on hiring new nurses and nursing support colleagues. In 2022, we hired more than 500 new-to-network nursing support colleagues, including inpatient LPNs. We will continue to recruit until you have the support and team you deserve.

Not only are we taking steps to hire more colleagues, we also are taking action to get new colleagues through the onboarding process more efficiently. We will find every opportunity to streamline the hiring process so new colleagues can get to work as quickly as possible.

How you can help

You continue to play an important role in our recruitment efforts. Refer nurses and other health care professionals you know to apply at LVHN.

Share two opportunities to attend upcoming hiring events for nursing support roles.

Nursing Support Hiring Event

Monday, June 6, 2-6 p.m. LVH–Cedar Crest Learn more at <u>LVHN.org/HiringEvent</u>

Nurse and Nursing Support Recruitment Event

Tuesday, June 7, 2-6 p.m. LVH–Hectkown Oaks Learn more at LVHN.org/JoinLVHN

Encourage people to explore all our career opportunities and upcoming recruitment events at <u>LVHN.org/careers</u>.



Celebrating LGBTQ Pride Month at LVHN

Join us for a virtual panel discussion on June 28.

LVHN Insider

Thursday, June 2, 2022

Dann Braid is Program Director, LVPG Endocrinology, Helwig Health and Diabetes Center, and Brian Weinberg, DNP, CRNP, is a general surgery nurse practitioner with LVPG General, Bariatric and Trauma Surgery. Braid and Weinberg co-lead the LVHN LGBTQ Patient and

Family Care Experience Project Team. They reflect on Pride Month at LVHN and invite all colleagues to attend a panel discussion organized by the project team.

It is LGBTQ Pride Month, and LVHN is proud to celebrate this observance with colleagues across the health network. During Pride Month, we acknowledge and appreciate the many contributions of LVHN colleagues and community members who are part of the lesbian, gay, bisexual, transgender, queer or questioning (LGBTQ) community.

In 2022, LVHN hospitals LVH–Cedar Crest, LVH–Muhlenberg, LVH–17th Street, LVH–Pocono and LVHN–Tilghman) received national recognition as "LGBTQ Health Care Equality Leaders" on the Human Rights Campaign's 2022 Healthcare Equality Index. This designation recognizes LVHN's commitment to advancing health equity for individuals in the LGBTQ community and creating an inclusive work environment for all colleagues. This is the third time LVHN hospitals have been recognized in this way, and we are grateful for everyone who provides outstanding and inclusive service to individuals of all orientations and genders.

Register for a virtual panel discussion

Please join us for an upcoming virtual panel discussion, "Supporting LGBTQ Youth and Families," sponsored by the LVHN LGBTQ Patient and Family Care Experience Project Team.

When: Tuesday, June 28, noon-1 p.m.

Where: Register for the Webex session <u>here</u>.

This virtual event will discuss practical strategies that colleagues can use to foster welcoming environments and services for LGBTQ youth. Topics include mental health of LGBTQ youth and families, inclusive language to build rapport with LGBTQ youth, addressing violence toward LGBTQ youth and types of gender affirmation with associated clinical implications.

Core values make us stronger

At LVHN, service to the LGBTQ community extends beyond Pride Month. Respect and inclusion for all are woven into our core values and performance competencies. By valuing differences and honoring the

contributions of our LGBTQ colleagues and partners, we provide high-quality care for patients and foster a great place to work for all.



Show Your LVHN Spirit Every Friday

Show you are #LVHNProud with branded apparel at work on Fridays.

LVHN Insider

Friday, May 27, 2022

Show you are #LVHNProud with branded apparel at work on Fridays.

Celebrate our LVHN spirit by sporting your favorite LVHN logo wear each Friday. Snap a photo of you and your colleagues in your logo apparel and share on LVHN Insider's <u>#LVHNProud</u> channel.

Please check with your manager that it is appropriate to participate.

Tie-Dye Day

Celebrate Tie-Dye Day on Friday, June 24 by wearing your tie-dye t-shirt and taking selfies with your colleagues to share on LVHN Insider and social media.

Please adhere to the LVHN Dress Code, however this event allows the tie-dye t-shirts. Clothing shall not contain offensive visual images or language, advertisements or political statements.

If you don't have a tie-dye t-shirt and would still like to participate, you're in luck. Tie-dye t-shirts are available at LVHN gift shop locations at LVH–Cedar Crest, LVH–Muhlenberg and LVH–Schuylkill.

Don't have apparel?

Find deals on LVHN logo wear at any LVHN gift shop or online at LVHN.org/shop.



June 2022 Calendar of Events

See what's happening at LVHN all month long.

LVHN Insider

Tuesday, May 31, 2022

From fun events, to month-long celebrations, to sales in our gift shops, there is so much going on at LVHN! You'll find it all on April's calendar of events. Print the calendar below, post it in your department, get involved and take advantage of everything LVHN has to offer our colleagues.



Download and print the calendar below to post it in your department.

N20094 Print Colleague Calendar June 2022.pdf131 KB SAFE



Service Anniversary List – June 2022

Happy anniversary to these colleagues celebrating a career milestone at LVHN.

LVHN Insider

Wednesday, June 1, 2022

Happy anniversary to these colleagues celebrating a career milestone at LVHN in June 2022. Congratulate them on their years of service.

50 Years

Roberta Marvin, Nursing Assistant

45 Years

Diane Doyne, Secretary Executive

Donna Jenny, Dir Neuroscience Admin

Patricia Kemfort, Mgr HIM

Deborah Mankos, Regul Research Coord

40 Years

Kathleen Brennan, Registered Nurse

Lisa Durishin, Registered Nurse - OR

Ervina Gordon, Patient Obs Assistant

Edith Gray, Professional Development Spec

Denise Keeler, Director Clin Svcs

Andrea Keener, Registered Nurse

John Klitsch, Registered Nurse

Nancy Long, Registered Nurse

Mary Potylycki, Dir Patient Care Services Clinical Practice

Pamela Prisaznik, CRNP Advanced

Maryann Rosenthal, Director Clin Svcs

Cynthia Rosko, Registered Nurse

Kimberly Roth, Reg Respiratory Therp

Donna Sowden, Registered Nurse

Dawn Wainwright, Registered Nurse

Robin Weiss, Registered Nurse

Vicki Werst, Registered Nurse

Karen Wright, Admin Partner

35 Years

Michelle Bacon, Registered Nurse

Laura Beaupre, Registered Nurse

Sandra Blackledge, Diabetes Edu Spec - Inpt

Susan Buchman, Registered Nurse

Brenda Burkhardt, Physical Therapy Asst

Sandra Carwell, RN Pt Navigator

Sharnee Cederberg, Program Manager-Inpt Diabetes

Jeanine Correll, RN Phys Prac

Mary Ellen Donohue, Casual RN

Cathy Fuhrman, Registered Nurse

Natalie Gross, RN WKND Day

Cynthia Hallman, Staffing Specialist

Karen Hartman, Registered Nurse

D Hartman, RN Phys Prac

Lois Kleppinger, RN Hospice

Rose Lesniak, Registered Nurse

Sharon Lo, Registered Nurse

Elaine Mcmaster, Registered Nurse

Karen Moffat, Registered Nurse - OR

Lori Papciak, Registered Nurse

Carol Reenock, Periop Tech Asst

Perla Reese, Registered Nurse - OR

Judith Rehal, Cert Resp Tech

Karen Saab, Registered Nurse

Maureen Sabol, Registered Nurse

Rosemary Scheirer, Transfer Center Coord

Catherine Shoemaker, RN Phys Prac

Angela Sinkler, Registered Nurse

Jennifer Strouse, Registered Nurse

Michelle Stuart, Care Manager-Population Health

Eileen Wasson, Registered Nurse

30 Years

Angela Barrell, Patient Care Coord

Amy Bless, Medical Assistant Phys Prac

Susan Dittmar, Registered Nurse

Erica Kane, Director Clin Svcs

Michele Lawall, Registered Nurse

Daniel Leshko, Critical Care Transport RN

Julie Meixsell, Patient Care Spec

Monica Mulligan, Clinical Coordinator Phys Prac

Mary Kristian Muretta, RN Hospice

Kathy Nickerson, Data Analyst

Anne Sanders, Supply Coord

Suzanne Toth, Registered Nurse

Vincent Van Lieu, Sterile Processing Technician

Kelly Zerbe, Physical Therapist

25 Years

Kurt Brzezinski, Chiropractor

Scott Fillman, PA Advanced

Michael Fleming, Physical Therapist

Kristina Holleran, Care Navigator - Pop Health

Michelle Kardohely, Dir InvasiveCardiology

Sharon Krywosa, Registered Nurse

Brigitte Naratil, CNA

Melissa Orlando, Registered Nurse

Pamela Riddell, Admin Strategic Communications

Beth Werley, Registered Nurse

Randolph Wojcik, Practice Leader

20 Years

Lisa Brennan, Registered Nurse

Cheryl Campbell, Registered Nurse

Amy Dower, Interv Tech Lead

Lisa Durkin, Clin Staff Pharmacist

Melissa Egbert, Clinical Coordinator Phys Prac

Tiffany Epting, Dir Educ Services

Matthew Feller, Critical Care Transport RN

Erin Fellinger, Occup Therapist PDM

Stephanie Forst, Patient Care Mgr

Alexandria George, Physician

Daryl Grant, Suprv Supply Dist Svcs

Melissa Hetrick, Clin Staff Pharmacist

Leah Holschwander, RN Phys Prac

Penny Klinger, Physician Liaison

Jeffrey Kuklinski, Physician

Denise Lawyer, Registered Nurse - OR

Marshall Miles, Physician

Mishelle Miller, 340B Prog Supp Tech

Patrick Miller, Registered Nurse - OR

Amy Miller, Physician

Andrew Miller, Practice Leader

Kimberly O'Sullivan Smith, CRNP General

Jennifer Pareja, Registered Nurse

Luanne Procyk, Dir Clin Ops Surgical

Kevin Servais, Phys Therapy Asst PDM

Valerie Spaeth, UM Case Manager

Danielle Tuttle-Scott, Patient Care Spec

Brenda Walter, Technical Partner

Pamela Youse, Case Manager

15 Years

Reza Armaghan, Patient Care Spec

Erin Beers, Registered Nurse

Amanda Biehl, Care Navigator - Pop Health

Bethany Bondura, Occupational Therapist

Nicole Burd, Surgical Technician

James Burke, Physician

Richard Burton, Assoc IS Operator

Goldie Bussell, Medical Assistant Phys Prac

Megan Carnes, Lactation Consultant

Gary Coghill, Clinical Dev and Supp Expert

Melissa Coladonato, Registered Nurse

Lauren Colatosti, RN PDM III Evng/Night

Mary Ann Davis, Authorization Specialist

Christine Deaner, Physical Ther Per Diem

Traci Eichelberger, Cln Research Coord II- Adv Spec Rsch

Elizabeth Fairbanks, Patient Care Mgr

Kevin Fenton, Inpatient Care Manager - MSW

Veronica Giel-Scocca, RN PDM I Evng/Night

Kristin Gilbert, Sr HLA Technologist

Stephanie Grazel, Registered Nurse - OR

Kirsten Gustafson, CRNP

Laura Haas, Registered Nurse

Tabatha Hackman, RN Phys Prac

Karin Haney, RN Home Care

Laura Honey, Access Coord Phys Prac

Deepak Jayant, Physician

Marisa Kauker, Patient Care Mgr

Marc Keuler, Physician

James Kincel, PA General

Jared Kohler, Mgr Rehabilitation

Christopher Lenner, RN WKND Night

Jennifer Mulligan, Registered Nurse

Lindsay Neville, CRNP General

Sarah Overpeck, Patient Care Spec

Denise Pawlush, Ultrasonographer Sr

Krista Poinsette, Registered Nurse

Cheryl Potocki, Access Center Triage RN

William Reppy, President LVH-S

Kim Rex, Medical Secretary

Stacy Riffert, Patient Care Coord

Wesley Ripley, RN Per Diem Day

Christine Schirer, Director Clin Svcs

Jessica Smith, Clinical Educator

Ingrid Sutherland, Nursing Asst II - Acute Care

Emily Tatum Swartz, RN WKND Night

Ann Marie Thompson, Practice Support Spec

Tina Vieweg, RN WKND Night

Janelle Walawender, Suprv Nursing

Bruce Weber, Mgr Rehabilitation

Erika Yencha, Physician

10 Years

Joice Aquino, Scheduling Coord LVPG

Alicia Arostegui, Registered Nurse

Rachel Barletta-Scarcella, Patient Care Spec

Barbara Campbell, Inpatient Care Manager - BSN

Scott Drobnis, Physician

Ashley Dymond, Registered Nurse

Sara Ehrie, Physical Therapy Asst

Nicole Elliott, Physician

Elizabeth Felletter, Case Manager - IRC

John Fino, Sr Customer Supp Analyst

Daphne Fridirici, Nurse Assistant

Catherine Gerchman, RN Phys Prac

Gretchen Gerhart, RN Phys Prac

Kelly Hallowell, Registered Nurse

Devyn Hoffert, Patient Care Coord

Lindsay Hughes, Physician

Alyssa Joseph, Physical Therapist

Jocelyn Keck, Registered Nurse

Janelle Kilmer, Speech/LangPathologist

Michelle Knowles, University RN/CS Manager

Renee Kokinda, Reg Polysomn Technologist

Amanda Kriesher, Mgr Nursing Ops

Amy Lavelle, Occup Therapist PDM - HC

Eunice Lee, Physician

Adam Leonetti, Physician

Claire Lollis, Access Center Triage RN

Jenelle Maehrer, Registered Nurse

Paul Malloy, Paramedic

Heidi Martucci, Mgr Revenue Cycle Edu & PI

Bernadette Massie, Registered Nurse

Amanda Miller, Diag Technologist

Lindsay Pereira Guthier, Physician

Jeffrey Peznowski, Registered Nurse

Stacy Pimentel, OP Mental Health Prof

Angeline Regis, Coord Stroke Ctr/Neuro

Samantha Rhinesmith, RN Per Diem Day

Melissa Romero, Medical Assistant Phys Prac

Rebecca Royce-Hickey, Physician

Darya Rybac, CRNP General

Stacey Sattazahn, Technical Partner

Bradley Schmoyer, Application Dev and Supp Analyst

Robin Schroeder, Physician

Mercedes Scott, Planning and Informatics Coord

Lani Senftleben, Scheduling Coord LVPG

Derek Short, IT Distribution Specialist

Hillary Smyk, Mgr Radiology

Deborah Steckel, Reg Spec

Ashley Strauss, RN WKND Day

Ryan Surmaitis, Physician

Matthew Teller, Tech Dev and Supp Analyst

Erin Van Sickle, RDMS/RVT

Caitlin VanSyckle, RN WKND Day

Gisela Vargas, Physician

Monica Vargas-Henriquez, Registered Nurse

Katherine Warga, Central Sterile Specialist

Tanya Weber, Inpatient Care Manager - MSW

5 Years

Renee Alshefski, Registered Nurse

Rosemarie Altemose, Surgical Technician

Patricia Anderson, Reg Nerve Conduction Study Tech

Jennifer Aronchick, Physician

April Barbosa, Medical Assistant Phys Prac

Elhaffner Bertus, Reg Resp Therp Per Diem

Elisa Bisram, Medical Assistant

Priscilla Bolinsky, Registered Nurse

Susan Breininger, Registered Nurse

Christine Briscoe, Diag Technologist

Charles Browning, PGY V

Ricky Buckshaw, Physician

Allyson Buckshaw, CRNP General

Genette Bulted, Office Coord (Phys Prac)

Kaitlyn Buzard, PGY IV

Marie Cadet Jealis, Registered Nurse

Roberto Caiati, Mgr AV Services

Patricia Casals, RN Phys Prac

Cathy Cerezo, Patient Services Rep

Sherry Chapkovich, Precertification Specialist (Oncology)

Vincent Cheng, Physician

Ranjini Chugh, Physician

Anna Cortez, HIV Case Manager

Stephanie Cuevas, Clinical Coordinator LPN Phys Prac

John Daubert, Physician

Jessica Davis, Physician

Robert Decker, PGY V

Rafael Dejesus, Distribution Specialist

Stephanie Dejesus, Patient Services Rep

Kate Dreisbach, Behavioral Health Spec

Glenda Fevrier, RN Home Care - Visit Nurse

Stephanie Fornarotto, Care Navigator - Pop Health

Brooke Gardo, Medical Assistant Phys Prac

Rachel Gery, Medical Assistant Advanced

Chelsea Giagni, Physician

Marian Girgis, Occup Therapist PDM

Suzanne Green, Payer Relations-Rvenu Compliance & Recvry Spec

Pamela Gruber, Patient Services Rep

Jennifer Grusso, Reg Vasc Technologist

Nicole Gulden, Registered Nurse

Brian Hartlaub, Registered Nurse

Abdul Haseeb, Physician

Katelynn Head, PA General

Rene Hernandez, Sterile Processing Technician

Kathryn Hertzog, Care Manager

Brittany Hill, Lead Patient Services Rep

Stephen Holleran, Physical Therapist HC

Laura Howell, Site Manager

Masayuki Kazahaya, Physician

Kyle Kelly, Dir Web Dev and Supp

Steven Kemmerer, Pharmacy Intern

Jessica Kingsley, Medical Assistant Phys Prac

Daniel Kuehler, PGY V

Lisa Kurth, PGY V

Wajeeha Lanzara, Behavioral Health Spec

Brienne Laranjeira, Medical Assistant Advanced

Bradley Lash, Physician

Jose Lazaro, Physician

Ashley Loiseau, Guest Services Representative

Paul Lynott, Physician

Gretchen Maurer, Physician

Jenna McFadden, Diag Tech PDM

Deanna Melendez, Care Continuum Partner

Susan Miller, Surgical Technician

Gosia Mogielnicki, Registration Rep

Melissa Moser, Registered Nurse

Armando Orta, PGY III

Christina Page, Certified Athletic Trainer

Taheerah Pasha Mohammad, Authorization Specialist

Catherine Paul, Registered Nurse

Claire Paulson, Physician

Sade Perez-Avila, Pharmacy IV Tech-Cert

Erin Phillips, Reg Resp Therp Per Diem

Abinayaa Purushothaman Ravichandran, PGY V

Lekha Racharla, PGY V

Christine Rice, Care Continuum Partner - Medical Assistant

Benjamin Robb, Revenue Cycle Educator

Luke Rodriguez, PGY V

Kourtney Rudzinski, PGY V

Shane Scanlon, Physician

Jessica Sigley, Patient Services Rep

Peter Sodke, Reg Respiratory Therp

Tanicka Spearman, Patient Services Rep

Linda Stanton, Mgr Care Coordination

Andrew Steele, PGY V

Lauren Steinbacher, Registered Nurse

Zena Stoudt, Insurance Follow-up Rep

Larissa Tripoli, Diag Technologist

Colleen Urban, Physician

Lethalia Vazquez, Technical Partner

Melissa Velazquez, Medical Assistant Phys Prac

Katiemarie Vottero, Physician

Allison Wagner, Reg Respiratory Therp

Diane Wienckowski, Human Svc Aide

Kimberly Zayas, RN Pediatric Infusion Nurse

Stacey Zellner, RN Phys Prac

Maryann Ziegenfuss, Medical Assistant Phys Prac



How AIG Protects Your Retirement Plan Account and How You Can Help

AIG has industry-leading security systems and sophisticated anti-virus and anti-malware software to protect data.

LVHN Insider

Wednesday, June 1, 2022

In today's world, with the advancement of scheming technology, it seems that more and more people are exposed to cyber threats and personal security breaches. We want you to know that AIG Retirement Services (AIG RS), your LVHN retirement plan administrator, is committed to protecting the assets of the plan, as well as your personal information from the risk of fraud,

unauthorized access and cyber threats. AIG RS has industry-leading security systems in place with some of the most sophisticated anti-virus and anti-malware software to protect data.

In addition to the behind-the-scenes security systems and software, AIG RS also provides numerous ways for you to access your account information safely and securely. This is done through multi-factor authentication when engaging with our call center or online tools, finger and facial print biometrics when utilizing our mobile app, as well as voice biometrics as part of our call verification process.

How you can help ensure the safety of your assets

In the event that assets are taken from your LVHN retirement plan account through unauthorized access and through no fault of your own, AIG RS will restore the value of your account(s). As part of this commitment, you are also responsible for taking steps to protect your account(s).

- 1. **Register your account online.** Registering your account online provides an additional layer of security through the multi-factor authentication process, as well as the establishment of an enhanced security profile.
- 2. **Sign up to receive your quarterly statements and confirmations electronically.** This can be done under your account profile once you have registered for online account and have logged into your account. In addition, you may call the Participant Call Center to sign up.
- 3. **Notify us of a concern within 90 days.** If you have any reason to suspect that your account(s) may have been compromised, please call us immediately at 1-800-448-2542 or email us at ClientProtectionRS@aig.com
- 4. **Practice account protection best practices**. For an overview of best practices, visit the AIG RS Security Center.

For more information on our commitment, visit the <u>AIG RS Account Responsibility Protection</u> webpage.

Please remember that AIG Retirement Services will never contact you, unsolicited, to request your personal information.

Attend an upcoming educational webinar: Principles to Prioritize Before Retirement (June 28, 29 and 30)

This presentation is specially designed for those who are nearing retirement. You may find yourself thinking more and more about how prepared you need to be to comfortably retire. We'll talk about five principles that may be important for you to prioritize as you approach retirement. Register now for your preferred time and day for this impactful workshop.



Updates to Webex Virtual Meeting Platform

Here's what you need to know about changes that will affect your access to Webex.

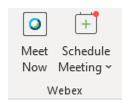
LVHN Insider

Friday, May 27, 2022

Webex, LVHN's virtual meeting platform, will be updated over the next few months. Colleagues will notice three changes that include login format, a new Webex scheduler icon and a new version of the Webex desktop application, as detailed below.

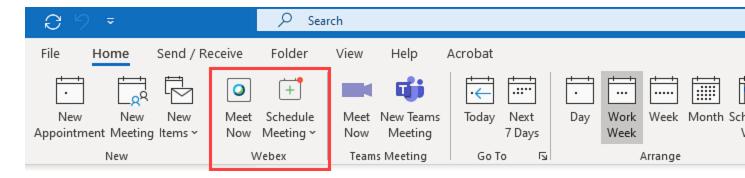
Login format change. Beginning May 25, Webex will prompt colleagues to log in again to Webex to access the new version. Rather than using the format **firstname.lastname@lvhn.com** as the login, colleagues should enter **SUI@lvh.com** as the Webex login.

Colleagues may also be prompted to re-sign into the Webex Scheduler, which is the icon located on the Outlook Mail Productivity Tool Bar, shown below. Colleagues should use the **SUI@lvh.com** format to sign in.

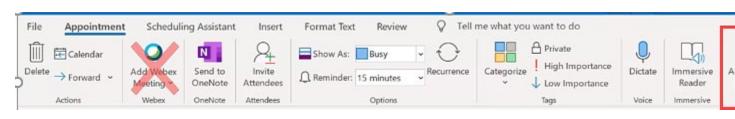


The Webex scheduler icon and scheduling short cut in Outlook's Productivity Tool Bar will be deleted and a new icon and short cut will replace it. The screenshots below show the current view and after view of the Outlook Productivity Tool Bar with Webex scheduler.

Current Outlook Productivity Tool Bar with Webex scheduler



New Outlook Productivity Tool Bar with Webex scheduler



Note in the above screenshot, the Add Webex Meeting and Webex Prefrences icon are at the right of the tool bar. The Webex icons will appear in both areas of the Outlook Productivity Tool Bar until the Webex Desktop Application is installed.

The **Webex Desktop Application** will be piloted from June 20 through July 31 and will be available to all colleagues on Aug. 1.

Instructions for the new Webex application will be sent before the Aug. 1 go live and will include details about new features including seeing who is in a meeting before joining, showing when a colleague is free, in a meeting, presenting, or in 'do not disturb' mode, and other improvements.



Celebrating Colleagues of Asian American and Pacific Islander Descent

May is Asian American and Pacific Islander month.

LVHN Insider

Tuesday, May 31, 2022

May is Asian American and Pacific Islander (AAPI) Heritage Month, and this year's national theme is "Advancing leaders through collaboration." Collaboration is an LVHN Core Value that creates exceptional experiences for both patients and colleagues. As we close out the month of May, this is an opportunity to recognize colleagues of Asian and Pacific Islander heritages at LVHN. To celebrate and honor the diverse colleagues who make up our LVHN family, we asked colleagues to share their experiences and how they collaborate to become stronger leaders within LVHN and in our community.

Alex Benjamin, MD, Chief Infection Control and Prevention Officer, on reaching people

We must meet patients where they are. As health care providers, it cannot be enough just to provide medical information and assume patients will understand. For example, older patients may rely on their children and younger generations to be their "ears and eyes" when interacting with the health care system. For this reason, we may need to ask them to be the link between us and the patient. Similarly, patients and families may not ask their providers questions to avoid embarrassment or appearing confrontational. It is our responsibility as health care providers to make sure they have all the information they need and to check in regularly, even when we think things are going well.

Speaking of building relationships, I started my job as the hospital epidemiologist at the beginning of the pandemic, and the isolation made it hard to make connections with colleagues. We needed a way to protect the wellness of our colleagues and community, so events like vaccine drive-thrus were planned. We met many grateful patients and were able to help protect them and their families. This meant working during our time off, but knowing I was able to help them was restorative to my own sense of well-being and community.

Deborah Sundlof, DO, Lehigh Valley Heart and Vascular Institute, Co-Chair, Women's Heart Program, on heritage and being #LVHNProud

I am #LVHNProud to carry on the medical tradition of my family. My mom and dad were born and raised in Thailand. My mother went to medical school in Thailand before completing her pediatric residency here in the U.S.

It is amazing that I have been supported by my LVHN family to grow in this network to a position of leadership. As one of the directors of the Women's Heart and Vascular Program, it is important to me that when our patients look at their providers, they see a reflection of our community. We have a diverse group of female cardiologists who are not only brilliant but also span multiple religions and cultures. I am very proud to be part of that.

At LVH—Muhlenberg, where I am based, it was a collegial atmosphere during the height of the COVID pandemic. We all helped each other and frequently checked on each other to ensure everyone was OK. Once, Kina Hill-Frances, MD, came to a Code Blue for one of my patients even though she was not assigned to the case to support me medically and emotionally during a tough time. She and I support each other and even went together to get our first COVID vaccine. I love my community at LVH—Muhlenberg.

Gloria Farng, Network Director, Document Management & Release of Information, on connecting with other Asian colleagues and patients

As a Chinese American, I am #LVHNProud to be a part of a network that celebrates diversity and recognizes the AAPI community and its contributions. Growing up, I often felt misunderstood or excluded from my peers until I realized that what made me "different" was what made me who I am. My family has taught me about tradition, loyalty, dedication and hard work, which I've carried through to my job with the health network for 10 years.

Identifying with other Asian colleagues and patients we serve feels kindred and familiar. Over the years, I have a few examples of this. After we moved to LVHN–Mack Boulevard, I soon discovered that housekeeping colleagues on our floor spoke some Mandarin. Being able to thank the team personally in a language we both spoke built a connection. I've been able to utilize similar connections to assure patients that I understand and will help and follow through. On a personal note, in 2019 when I was diagnosed with breast cancer at 18 weeks pregnant, the first provider on my care team who I met was able to put me at ease because she took the time to answer all of my questions and more, and our conversation was easy and trusting, like I was chatting with an aunt. The instant and shared understanding of our culture, what was important and how I wanted to be cared for made a tremendous impact on my cancer journey.

Unfortunately, the AAPI community has experienced targeted and increased racist acts as a result of the pandemic being coined the "Chinese virus." There were many times that I would try to reeducate friends about how dangerous it could be using a term like that. I heard from Asian friends and business owners all across the U.S. who had experienced some form of racism during the pandemic. I think an important first step to supporting the AAPI community is awareness, to gain a deeper understanding of how labels can affect others and to recognize the ways we can connect.

Terry Harrington, Project Manager, Neuroscience, on supporting the AAPI community

Much of honoring diversity is recognizing and celebrating the strengths of peers. Collaboration is critical to leading and providing high-quality care.

While I am not of AAPI heritage, I have had several experiences in personal and professional areas and advocate strongly for equality and equity for all heritages.

From my experiences and perspective, COVID-19 has had a severe impact on the AAPI community. The first reported case of COVID-19 was from China, and that led to a stigma against those of AAPI heritage. We have seen racism online and violent acts across the country. However, we have also seen national support for the AAPI community and movements to end the violence and racism. The courage to stand up and step forward to fight against racism is like a light at the end of the tunnel, and it gets brighter every day.

I have tried my best to create a safe space for others before, during and, hopefully soon, after the pandemic. When interacting with friends and colleagues, I always try to make sure things are going OK, and I offer support however I can. When I am not supporting others directly, I find

ways to do so indirectly. I have no problem addressing discrimination with friends, family or strangers. Zero tolerance is not meant solely for the workplace much as Just Culture is not limited to health care. I believe applying these thought processes to everyday life will make the world a safer place.

Honoring AAPI culture throughout the year

LVHN is proud to serve the AAPI community every day of the year. Respect and inclusion are woven into each of our core values and performance competencies. By valuing differences and honoring the contributions of our AAPI colleagues and partners, we acknowledge their contributions to providing high-quality care for patients and their role in sustaining a great place to work for all. Together we can advance leadership and equity through collaboration.



Meet LVHN's New Chair of Pathology and HNL Lab Medicine's Medical Director

Jordan Olson, MD, is certified in clinical pathology, blood banking, transfusion medicine, and clinical informatics.

LVHN Insider Friday, May 27, 2022

This message is from

Robert X. Murphy Jr., MD, Executive Vice President and Chief Physician Executive, LVHN, and Martin K. Till, President and Chief Executive Officer, HNL Lab Medicine.

Lehigh Valley Health Network's mission is to "heal, comfort and care for the people of our community." HNL Lab Medicine's mission is to "inform, improve and guide those we serve – one test, one answer and one insight at a time." Having one leader with the skills and experience to further both missions is critical to our organizations' success and the health of those we serve. We are pleased to welcome such a leader to our teams.

Jordan Olson, MD, has been named Chair of Pathology at LVHN and Medical Director of HNL Lab Medicine. He will join us Aug. 29. Dr. Olson comes to us from Geisinger Medical Laboratories where he served as Division Chief, Clinical Pathology Informatics. He is board-certified in clinical pathology, blood banking and transfusion medicine, and clinical informatics.

Dr. Olson is a member of numerous professional organizations including the College of American Pathologists, American Society for Clinical Pathology, Pennsylvania Association of Pathologists, American Association of Blood Banks, and Association of Pathology Informatics.

Dr. Olson served as a faculty member in the Geisinger Health System Clinical Informatics fellowship program and the Geisinger Medical Laboratory residency program. His research has been featured in numerous peer-reviewed journals and national presentations in topics including:

- Improved blood utilization strategies using informatics-based interventions
- Computerized physician order entry and automated decisions support
- Platelet rich plasma for tendon repair
- Solid phase antibody testing in obstetric patients

Dr. Olson received his medical degree from the University of Wisconsin School of Medicine and Public Health. He completed a residency in clinical pathology and fellowship training in blood banking and transfusion medicine at Penn State Milton S. Hershey Medical Center.

Please join us in welcoming Dr. Olson to LVHN and HNL Lab Medicine.



What Makes You #LVHNProud? Emily Zayas Is Proud to Be Here for 25 Years

Get to know Emily Zayas and her experience at LVHN.

LVHN Insider

Thursday, June 2, 2022

LVHN is certified as a Best Workplace in Health Care & BiopharmaTM by Great Place to Work® and Fortune. These designations reflect everything that makes this health network a great place to work from hire to retire. These accolades are due, in part, to exceptional colleagues. Our nearly 20,000 health care professionals take pride in what they do and are driven by our mission to heal, comfort and care for the people of our community. Our colleagues are what make LVHN exceptional.

Emily Zayas works as a commercial accounts receivable specialist in LVPG's patient financial services department. She has been a colleague at LVHN for 25 years and is #LVHNProud to be in the LVHN family.

Zayas credits LVHN for encouraging her to develop and grow. During her career, she was a medical assistant and worked in charge entry and payment posting before she found her strength and passion in patient financial services. Through her many roles, she has experienced firsthand how each department works as a team and enjoyed partnering with other departments. She agrees that LVHN is a great place to work for her.

"I love that we work as a team," says Zayas. "We work together to alleviate stress for our patients, especially during the COVID-19 pandemic."

Zayas knows that every department plays an important role in the patient experience. Every colleague does work that makes patients' lives better, whether it's done in a hospital, a physician practice or the billing department.

"I take pride in my work and make sure that each account is handled properly so insurance companies pay the claims they are responsible for," says Zayas. "I feel proud to resolve accounts, knowing that the dollars we bring in to the network are invested right back into patient care to bring people the best expertise, technology and treatment."

June 8 is National Best Friends Day! Do you work with your best friend at LVHN? Snap a photo of you together and submit it to the #LVHNProud channel on LVHN Insider. Share a fun fact about why that person is your best friend.





May Mental Well-Being Be Yours

Maggie Brown, Director of Compassion and Caring for Colleagues, reminds you to prioritize mental well-being.



Margaret Brown

Tuesday, May 31, 2022

May, Mental Health Awareness Month, comes to a close today. As we step into June, I want to be sure to remind us all that every day there is time to prioritize mental well-being. Each day, we should be mindful of the state of our thoughts.

Given the pace of life these days; small, easy, doable well-being interventions are most often the way to go. It can be as simple as a taking a deep breath or looking at a puppy picture. Maybe it's having a mindful moment outdoors to notice the sky, feel the wind or appreciate the "weeds" that decorate your lawn. Perhaps it's taking an action like placing a word of gratitude on someone's desk because in giving we receive. Or maybe it is the courageous act of telling your critical voice that it needs to quiet down.

Do you have a mini mental well-being tip you would like to share? Post it here!

May Well-being Be Yours. Happy June.

Maggie Brown



Readers' Choice Awards Announced in Schuylkill

Congratulations to colleagues from LVH–Schuylkill and LVPG–Schuylkill!

Michael Peckman

Thursday, June 2, 2022

The following message comes to you from Terry Purcell, President, LVHN Northwest, and Bill Reppy, President, LVH–Schuylkill.

Colleagues, we did it!

Thanks to you and to our community, LVH–Schuylkill and LVPG–Schuylkill have been proudly recognized in the 2022 Republican Herald Readers' Choice Awards just announced over the Memorial Day Weekend.

LVH-Schuylkill has been recognized for:

Best Hospital

Best Place to Work – Medical

Best Home Health Care

Best Urgent Care

In addition – three of our practitioners have also been recognized:

Kelly Kalovcak, MD – Best Family Doctor

Robert Zimmerman, Jr. DO – Best Obstetrician and Gynecologist (two separate categories)

Elizabeth Wittig, CRNP - Best Nurse Practitioner

We congratulate Dr. Kalovcak, Dr. Zimmerman and Ms. Wittig on these proud accomplishments and also recognize the many other colleagues and service lines who were nominated.

These recognitions are just a small symbol of the larger positive impact we have every day for the residents of Schuylkill County. Take pride in what you do and keep up the good work.

As part of the Readers' Choice Awards, banners recognizing the accomplishments are coming and will be proudly displayed.





LVHN Offers Fourth COVID-19 Shot for Immunocompromised Children Age 5-11

Appointments are available at our vaccine clinics and some LVPG Pediatrics practices.

LVHN Insider

Thursday, May 26, 2022

Families can now schedule Pfizer-BioNTech booster shots (fourth vaccine doses) for moderately and severely immunocompromised children age 5-11 at least three months after their third dose.

The booster dose is separate from the initial vaccine series for this group of children, which includes three initial shots given over a period of seven weeks.

Booster shots are known to provide renewed protection against COVID-19, as research has shown that like vaccines for other illnesses, the protection from the primary COVID-19 vaccine series wanes over time (especially as new variants emerge). Boosters are especially important for children with weakened immune systems, as they are often more at risk than others for contracting COVID-19 and becoming severely ill.

Who is considered immunocompromised?

Children may be considered moderately or severely immunocompromised if they:

- Are being treated for cancer
- Have HIV
- Received an organ transplant and are taking medications that suppress their immune system
- Received chimeric antigen receptor (CAR)-T-cell therapy or a stem cell transplant within the last two years
- Have a condition that causes primary immunodeficiency (such as DiGeorge syndrome or Wiskott-Aldrich syndrome)
- Are receiving treatment with medicines that suppress their immune response

If you aren't sure if your child is immunocompromised, it is best to reach out to their pediatrician for guidance.

Possible side effects of booster shots

The most common side effects of the booster shots are mild and resolve within a few days. They include:

- Pain, redness and swelling at the injection site
- Fatigue
- Headache
- Muscle or joint pain
- Chills
- Swollen lymph nodes in the underarm

How to schedule

Vaccines and boosters for children in this age group are available by appointment only at Lehigh Valley Health Network's (LVHN) five vaccination clinics in Hazleton, Pottsville, East Stroudsburg, Easton and Whitehall.

Some Lehigh Valley Physician Group (LVPG) Pediatrics practices also offer COVID-19 vaccinations and boosters. Check with your child's health care provider's office for COVID-19 vaccine availability.

There are two easy ways to schedule booster and initial vaccine series appointments for children in this age range at either the vaccine clinics or participating practices:

1. Go to MyLVHN, the health network's patient portal: Sign In or Sign Up

You will need proxy access to your child's MyLVHN account to schedule through the patient portal. If you do not have proxy access, please contact your child's health care

- provider. If your child does not have an LVHN provider, please call 888-402-LVHN (5846).
- 2. Call our COVID-19 Vaccine Hotline at 833-584-6283 (833-LVHN-CVD). We're open Monday-Friday, 8:30 a.m.-5:30 p.m.

For more vaccination information, visit LVHN.org/vaccines.

Children's COVID-19 Vaccine Clinics in June

Three dates and locations for kids 5-11-years-old



Lehigh Valley Health Network has three COVID-19 vaccine clinics scheduled in June for children 5-11.

These free, no-appointment clinics will administer the Pfizer-BioNTech vaccine.

Clinics are scheduled for:

- June 1 at LVPG Pediatrics—West Broad, 325 W. Broad St., second floor, Bethlehem
- June 8 at LVPG Pediatrics—Lehighton, 363 N. First St., Lehighton
- **June 28** at the <u>Health Center at Fogelsville</u>, first-floor conference room, 1431 Nursery St., Fogelsville

All will run 3-7 p.m.

For more information about COVID-19 vaccines and boosters for children, visit LVHN.org/children.

LVHN Surprises Lehigh Valley Man With U.S. Senior Open Passes to Celebrate Recovery From Near-Fatal Golf Course Heart Attack

North Catasauqua's Rick Henrick's heart stopped at Brookside Country Club on Sept. 15, 2021

By Joe Nixon June 1, 2022



From left: Michael Kuebler, David Fields, Paul Heffner, Christopher Greb, Ken Escilopio, Rick Henrick and Shailendra Singh, MD

Rick Henrick got the mulligan of a lifetime at Brookside Country Club last fall, but it had nothing to do with a second chance after a bad golf shot.

He got a do-over at life.

From the automated external defibrillator at the club, to the quick response from club employees and the nearby Macungie Ambulance Corps to expert care at Lehigh Valley Hospital—Cedar Crest, everything aligned in Henrick's favor.

After cutting his round short last Sept. 15 because he wasn't feeling well, his heart stopped in the club's parking lot when a "widow-maker" heart attack struck. Henrick's left anterior descending artery was totally blocked, which caused his cardiac arrest. A cardiac arrest caused by a heart attack involving this blood vessel is commonly referred to as a "widow-maker" because of the high mortality rate, especially in cardiac arrest that occurs outside the hospital.

Though the survival rate for out-of-hospital cardiac arrest is less than 10%, Henrick was lucky. Like a tee shot that bounces off a tree back onto the fairway, good fortune was with him that day.

The active 66-year-old trucking company sales director from North Catasauqua is back at work, back on the course and back to living life.

On Wednesday, June 1, at Brookside, Lehigh Valley Health Network (LVHN) celebrated Henrick's recovery with a surprise connected to the 42nd U.S. Senior Open Championship, coming up later this month at Saucon Valley Country Club.

Henrick received two passes to the 19th Hole festival area at the championship on June 21, the first day the public can attend the event. June 21 and 22 are slated for practice rounds for the pros. The pass includes gallery access to the course. He also received a chance to play Saucon Valley's Weyhill Course that day with three other golfers of his choosing. The U.S. Senior Open Championship will be played on Saucon Valley's Old Course.

LVHN is the presenting sponsor of the 19th Hole, and Lehigh Valley Reilly Children's Hospital is sponsoring the Junior Experience Tent.

<u>Shailendra Singh, MD</u>, Co-Director of Interventional Vascular Cardiology at Lehigh Valley Heart and Vascular Institute, said acutely critical cases such as Henrick's are always a team effort, with everyone doing their part to save a life.

The Skinny on Skin Cancer: What Everyone Should Know

What you can do to help prevent and detect cancerous changes to the skin

By Maggie Wurst



As the weather warms up and you spend more days out in the sun, it's the perfect time to become familiar with skin cancer and what steps you can take to prevent it.

To help raise awareness of this serious condition, surgical oncologist <u>Aaron Blackham, MD</u>, with <u>Lehigh Valley Topper Cancer Institute</u>, shares the most important things he wants you to know about skin cancer:

How common is skin cancer?

In the United States, skin cancer is the most common cancer diagnosed each year.

"I see around 100 new patients with skin cancer each year, but that number keeps increasing," Blackham says.

There is good news, though. The two most common types of skin cancer – basal cell carcinoma and squamous cell carcinoma – are often curable when found and treated early. Even melanoma – the third most common type of skin cancer and the one most likely to spread to other parts of the body – has more treatment options than ever before.

Skin cancer prevention

One of the main risk factors for developing skin cancer is too much exposure to ultraviolet (UV) rays. While the most common source of these rays is the sun, tanning beds and sunlamps expose you to them, too.

To prevent skin cancer, it's best to:

- Stay in the shade when relaxing outdoors
- Cover up as much skin as possible outside and wear a hat and sunglasses

- Apply a sunscreen with a sun protection factor (SPF) of 35 or higher before going outdoors and reapply it every two hours.
- Reapply sunscreen after getting out of the water, even if you're using water-resistant sunscreen.
- Avoid being in the sun during mid-day hours when sun exposure is the most intense
- Avoid tanning beds and other tanning technologies entirely

While individuals with fair skin, freckles, light eyes, naturally red or blond hair, and/or a history of blistering sunburns have a much higher risk for developing skin cancer than others, everyone has some risk and should take steps to protect themselves from UV rays.

Skin cancer symptoms and detection

The most common sign of skin cancer is a change to the skin, like a new growth, a sore that isn't healing or a mole that has changed.

If you have moles on your skin, it's important to keep an eye on them and make sure they are not showing any characteristics of possible melanoma using the acronym, ABCDE:

- **Asymmetric**, which means the two halves of the mole aren't mirror images
- **Borders** that have irregular edges
- Color that varies from one end of the mole to the other
- **Diameter** that is wider than the eraser tip of a pencil
- Evolving, which means the mole is growing or changing color over time, or Elevation, which means the mole has become raised

Even if you check your moles regularly, everyone should get a skin cancer screening done by a dermatologist every one to three years (depending on your complexion, age and level of exposure to UV rays). During these visual exams, doctors look for suspicious moles and freckles, discolored or bleeding patches, and other marks that may indicate cancer.

"Early detection offers the best chance for successful skin cancer treatment, and regular selfexams and full-body skin screenings by dermatologists allow for this," Blackham says.

Advances in skin cancer treatment

While treatment for early-stage skin cancer is often straightforward, skin cancers that have the tendency to spread to other parts of the body are more difficult to treat and are associated with lower survival rates. This is especially true for melanoma, which is the deadliest type of skin cancer.

Luckily, treatment for melanoma has come a long way over the last decade, and at Lehigh Valley Topper Cancer Institute, we offer the latest treatments for this condition and a multidisciplinary approach to care. This involves evaluation by a team of experts from various specialties who develop an individualized treatment plan for each patient.

"Lehigh Valley Topper Cancer Institute has vast expertise treating all types of skin cancer, from early-stage cases to those that have spread to other parts of the body," Blackham says. "Along with offering a multidisciplinary approach to care, we provide access to a variety of clinical trials and treatment options that are not available anywhere else in the region."

For Families: How to Talk With Your Child After a Mass Shooting Incident

Pediatric team from Lehigh Valley Reilly Children's Hospital offers advice to parents to help children cope



After a mass shooting incident, parents grapple with questions, concerns and fears that their children have. Here's some advice to help you speak with your children about what happened and help them process a tragedy like mass shooting in a school.

- 1. **Prepare yourself.** Keep in mind that it may be difficult for both you and your child to talk about these events.
- 2. **Take breaks during the conversation if needed.** Your child may need time to think about questions and process their feelings.
- 3. **Be mindful of place and time.** If possible, talk with your child in a place that is comfortable for them, and when you both have time to talk.
- 4. **Listen first.** Ask your child to share with you what they already know about the event and what thoughts and feelings they have.
- 5. **Support their feelings.** Let your child know that feelings such as fear, sadness and anger are natural, and that they may experience different feelings as time passes. Remind them that they can always come to you. You may also share that you are experiencing some of these feelings as well.
- 6. Address questions and concerns. Ask your child what questions, worries or fears they have. Do your best to answer questions in a way that is appropriate for their age or level of understanding. Younger children require more simple and concrete information, while older children may appreciate more detailed information. Adolescents may want to vent about their feelings allow them time and space to share.
- 7. **It's OK to say you don't know.** If your child asks a question you can't answer, it's OK to say you're not sure. It's also OK to acknowledge that some questions don't have good answers. Reassure your child that you will do your best to answer the questions they have.

- 8. **Talk about ways to stay safe.** Talk with your child about ways that they can help keep themselves safe examples might include being aware of their surroundings, locking doors and not sharing personal information.
- 9. **Remind them that there are people who will keep them safe.** Reassure them that you and other trusted adults such as family members, teachers, school staff, coaches, faith leaders etc., are all helping to keep them safe at home, in school and in other public places.
- 10. **Create a plan.** Work with your child to develop a plan of action for times when they may become worried or fearful. This may involve practicing a conversation to tell peers they don't want to talk about the event, limiting news coverage and/or social media, or seeking out a trusted adult at school or other activities. Communicate this plan with other supportive adults as needed.
- 11. **Remain open and observe.** Your child may need to talk about these events more than once. Be sure to check in with them to ask how they are feeling, if they'd like to talk again, or if they have more questions. Keep an eye out for signs that they are becoming more upset.
- 12. **Take action if more support is needed.** Make sure your child knows that they can come to you or another trusted adult if they need help or if they are concerned about a peer. Consult your child's physician or a mental health professional for more support.