



Highlights

July 2008

Message from Bonnie Campbell, Director of Development...

Health Care Heroes began in 1999 as a way to thank publicly individuals who have made significant contributions in our community to healthcare and we hope you will join us again in congratulating this year's Heroes for their service. Our Health Care Heroes 10th Annual Dinner will be held at the Montecito Country Club, Sunday, October 5th from 6:00-9:00 pm. We are honoring Dr. David Chernof, SBNC Board Chair & Jane Habermann, VNHC Board, as our Heroes for having made significant contributions in our community to healthcare and to our mission to provide it. These two very worthy individuals have been instrumental to our growth and our ability to continue to serve the uninsured and underserved people of Santa Barbara, regardless of their ability to pay.

Our mission

is to provide high quality, affordable medical care to all people, especially those uninsured and otherwise underserved, while maintaining a welcoming environment and treating patients with compassion, dignity and respect. We strive to achieve excellence and to maximize the potential of each employee, volunteer, and board member through a respectful and supportive organization.

Please join me in thanking our fine sponsors to date!

The Chairman of the Board	\$25,000	Dr. David Chernof, SBNC Board Chair & Mrs. Chris Provenzano-Chernof
The PhD's of Philanthropy	\$10,000	Montecito Bank & Trust Santa Barbara Bank & Trust
The Health Care Visionary	\$5,000	Venoco, Inc.
The Candy Striper's	\$3,500	CenCal Health Medical Group Pathology Laboratory Sansum Clinic Visiting Nurse & Hospice Care Wells Fargo Bank

A special thank you goes to Cottage Health System for purchasing a table! I personally wish to offer my heartfelt thanx to these cherished sponsors for committing to our 10th Annual Health Care Heroes and supporting the mission of SBNC and the healthcare we provide to our community.

Sponsorships are still available, but going fast! Please contact me at 968-1511x119 for more information on how to purchase a table or sponsor this wonderful event!



THE PRIVATE BANK

Health Promotion

Improve your health and well being with these offering! **Eight Steps to Good Health**

Diabetes & Nutrition

(Spanish) Ocho Pasos Para La Buena Salud

Diabetes y Nutrición

Tuesdays (Martes) 6:30 – 7:45pm

(8 semanas terminando August 26),

Westside Clinic

llame a Jason, 963-1543;

Wednesdays (Miercoles)

6:30 – 7:45pm (8 semanas terminando August 27)

Eastside Health Program Center;

llame a Rebecca, 963-8566 x223

Isla Vista Health Program

Center; llame a Erika, 968-1511 x121

(English) **Eight Steps to Good Health**

Diabetes & Nutrition

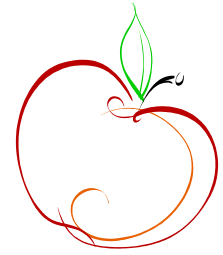
Thursdays, 6:30 – 7:45pm

(8 weeks ending August 28)

Sansum Diabetes Research Institute, call 682-7638 x228

- **Smoking Cessation in English:**

Ongoing – call Dotsie at 963-8566 x220



United Way Helps Here!

SBNC has been invited to participate as a host work site for the 17th Annual Day of Caring on Saturday, September 20, 2008! Please mark your calendars if you would like to participate in this heartwarming tradition! Simply inform your site manager of your interest in joining in the fun.

Day of Caring is a community focused project where volunteers work at local charitable organizations. These volunteers will help beautify facilities, complete office work and many other types of service that these charities might not otherwise complete due to lack of resources.

SBNC would also like to thank United Way of Santa Barbara County for their continued support of our Smiling Kids Program through the Eastside Family Dental Clinic by their Community Focus grant.

SBNC BOARD of DIRECTORS

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Dental News!!!!.....

Eastside Family Dental Clinic would like to welcome

Dr. Edvin Agadzhyanov to our practice. He is a recent graduate of UCLA and has a B.S. in Microbiology from UCSD. He enjoys biking, playing soccer and spending time with his two girls and wife. He speaks Russian and Armenian. Our patients already are complimenting him on his excellent dental skills and putting them totally at ease in the dental chair. **Welcome Dr. Agadzhyanov!!!!**





How to Deal With Gossip at Work

If you're like many of us who spend most of our waking hours at the office, then you know that it's important to establish good working relationships with your co-workers. You have your select friends – or maybe you get along with everybody – but there is one component to almost every office setting that we can count on, and that is the ever-spreading office gossip. Sometimes it's hard to avoid because it can come up on us unexpectedly, and those are the times that we become vulnerable to it without realizing it. Here are a few suggestions on how to deal with office gossip without becoming part of it.

Things You'll Need: **Patience, Discipline**

Step1 Sustain a positive attitude about your job and about the environment around you. Speak positive and avoid saying negative things to anyone about your job unless your intention is to change it with a positive solution.

Step2 Understand that what goes around comes around and if you gossip about someone then the circle of gossip is still going. You need to stop it when it gets to you.

Step3 Avoid gathering with the small cliques at the water cooler or in the smoking area when you know that these are prominent places for gossip.

Step4 When you are approached with some "gossip", let your response be something like, "If what so-and-so did is so wrong, you should talk to them and not be telling me because I can't do anything about this," or, "If this really bothers you then you should go and talk to them about it, not to me." That usually stops all gossip dead in its tracks.

Step5 If the situation warrants your answer to be a little softer, then you can respond by adding something positive about the situation or the person being talked about. By countering the gossip with something positive, you have not only stopped the gossip at this point, but you have also stopped any further demeaning of that person.

Step6 Look into your mirror and examine yourself for perfection. It is inevitable that you will fall short of it. So remember that before you say negative things about others or mock their inabilities, you had better make sure that you don't have any yourself. Keeping that in mind, it becomes harder to gossip about others.



How to Safely Move Heavy Items

Yes, there is in fact a safe way to lift heavy objects! These tips will help protect your back from strains, sprains and other pains.

When lifting objects from a position below your waist, stand with a wide

stance and a slight bend at your hips and knees.

Tighten your stomach as you lift and keep your back as flat as possible without arching or bending it.

When carrying heavy items, keep them as close as possible to your body.

Don't carry items on only one side of your body.

Carry lighter loads and use wheeled carts for heavy packages and suitcases.

GET HELP!

Less Stress for Customer Service

Good customer service is about putting

your customers first, but it is also about reducing your stress. These two goals are mutually compatible.

When things go well with customers, you experience less stress. You can influence positive customer behavior more frequently than you may realize, rather than be subject to its accidental occurrence. Try influencing customers by:

1) Detaching from the emotional reaction of customers and never arguing with them. 2) Understand that being successful with a customer is more important than being "right." And 3) Use "active listening skills" which demonstrates that you truly heard the customer. Active listening involves using your voice, your personal energy, nonverbal communication, and empathy to have a customer walk away with a positive "Wow!" experience—even if they did not get what they wanted.





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Special Thank You to the Assistance League of Santa Barbara!

Here it is the middle of July, and I am already thinking of Thanksgiving. The reason that my mind is drifting to the Fall has nothing to do with wishing for cooler weather now that we are in the middle of summer, it has to do with a tradition we have in our family at Thanksgiving, where we go around the table and each of us tells what we are most thankful for. Here at Eastside Family Dental Clinic we have a group of volunteers that I need to let everyone know how thankful we are to have them, and I didn't want to wait for Thanksgiving to spread the news.

We have a group of ladies that I've had the pleasure of knowing and working with for the past two years. They are the volunteers for the Santa Barbara Smiles Clinic, part of the Assistance League of Santa Barbara. They are a non-profit, nonsectarian organization began in the west to help those less fortunate. Since 2005, Santa Barbara Smiles has served thousands of children and adults, focusing on dental health education for low-income children and adults in Santa Barbara. The members are trained to discuss good oral hygiene, brushing and flossing techniques and nutrition.

In the 2007-2008 year they had over 1500 encounters with children and adults in our clinic. Volunteers donated and created over 4,000 dental kits that were given out during dental health education classes. They donate their time and their kindness and make such an impact on the population that they serve. Children's faces light up when the volunteers are teaching them songs about brushing and hands pop up to answer questions when asked by their "teachers" during a class.

I know at times we all get busy and we don't take the time to thank those who work so tirelessly "behind the scenes", but I want to thank the Assistance League of Santa Barbara on behalf of the Santa Barbara Neighborhood Clinics for the huge contribution that they make to Eastside Family Dental Clinic and the families that they serve here.

THANK YOU!!!!!!

Susann Casort
Clinic Manager
Eastside Family Dental Clinic