

Elder's bingo held on Saturday afternoons

Bingo at the Elders' Activity Center will be held on Saturday, March 24. A potluck meal starts at 12:30 p.m. and bingo begins at 1 p.m. For more information, contact Elder Activity Assistant Daniel Ham at 503-879-2233. ■

Grand Ronde Health and Wellness Center institutes Broken Appointment Policy

In an effort to make medical services more efficient, the Grand Ronde Health and Wellness Center (H&WC) has approved and instituted a broken appointment policy for medically-related appointments at the H&WC. To qualify as a broken appointment a patient must either not show up for their appointment, show up more than 10 minutes late or give less than 24 hours notice of cancellation. When any of these events occur, the patient is notified in writing. After the third broken appointment in a six-month time frame, the patient will not be allowed to schedule routine appointments. However, they will be offered a "sit and wait appointment" — the chance to sit and wait for an opening with a provider. This probationary period will last for six (6) months. The H&WC has a process for reminding patients of appointments and strives to notify patients of appointments the day before.

The broken appointment policy is very important as broken or missed appointments create unused time in a provider's schedule, which is inefficient financially and leads to barriers to accessing care. Ultimately, a broken appointment policy exists to improve access to care for all patients and is critical to providing responsive, cost-effective health services. ■

Casino honors employees of the year

Mark Carroll of Dallas and Becky Thomas of Monmouth have been named Spirit Mountain Casino's 2011 employee and supervisor of the year, respectively.

In addition to recognition and awards, which were presented at a banquet by Chief Executive Officer Rodney Ferguson, Carroll and Thomas will receive extra vacation time and preferred parking spots.

Marketing Manager Greg Fritz said Carroll is popular with guests and colleagues alike. He's also known as a lifesaver.

A security officer, Carroll, 58, is described as an "outgoing and ubiquitous figure at the casino."

"More than a few times he has responded to medical emergencies and, as described by casino Director of Security Joann Mercier, 'breathed life back into someone,'" Fritz said. "His quick reaction time and resuscitation skills have literally brought numerous stricken, unresponsive victims back to life."

Thomas, 41, is described as a 17-year mainstay at the casino, overseeing the property's distribution of cash, chips and other assets.

Fritz said Spirit Mountain Chief Financial Officer Roy Rhode called Thomas a "perpetual whirlwind who scoots about in a cheery, but purposeful manner, as well as a stalwart supervisor of casino cage operations."

Thomas also is said to have been instrumental in the recent arrests of two men charged with trying to pass counterfeit \$100 bills at the casino. ■



Mark Carroll



Becky Thomas

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