

## President's Notes

As 2011 comes to a close, we can look back and say that for us here at North Central Sight Services, Inc. we certainly had our challenges. The first quarter was very slow because of the Government's continuing budget resolutions. As the year went on, we didn't see a lot of positive movement and ultimately, it looks like our revenue will be down 25% compared to 2010. We also experienced a decrease in our State funding and overall, it was just a slow year on the fiscal side of our operation which ultimately culminated in a reduction in our workforce by seven positions.

On the positive side, our first Chamber PM Exchange was a real success and being the recipient of a donation from the Crosscutters Hot Stove dinner was positive, too. We had a very successful Vision Expo in June and two Emergency Preparedness seminars this summer. We dedicated our Abe Snyder Memorial Vision Resource Center in September. Be sure to check out the article from Heather and the pictures later in this publication. The facility is being used weekly for both groups and individual instructional events. Of course, our team was out in the community everyday assisting people who are blind.

When times are difficult, it is much harder to lead. I want to thank our Management Team of Heather Engle, Mary Kelley, Terri Kio, Julie Turner, Todd Kilps and Jamie Snyder for their outstanding support during this difficult year. I'm confident that 2012 will have its challenges, but we will experience renewed growth in all of our departments.

In September, our Board of Directors elected new Officers to lead the Board in 2012. The new Officers are:

Tony Visco – Board Chair  
Greg Stapp, Vice Chair  
Jo Ann DiPasquale – Secretary  
Deb Bowes – Treasurer

Will Daniels – Immediate Past Chair  
Robert Garrett – President/C.E.O.

Mark Huffman and Halle Niklaus rotated off the Board. Both Mark and Halle provided us with many years of leadership and counsel. We wish both of them the best and express our thanks for their years of dedicated service to our mission.

On behalf of our Board of Directors and Associates, I wish the very best to each of you in 2012. We are looking forward to a stellar year of service to our community.

~ **Robert B. Garrett, President/C.E.O.**

## Lions Corner

Greetings fellow Lions. Our 27th annual Lions Appreciation Night, held on October 3, 2011 was a real success. We raised in excess of \$17,000 that evening which will help us provide services to people who are blind, screening services to the general public and education on good eye health and safety. Since the event back in October, we have received additional donations from other clubs who could not attend. We certainly appreciate the ongoing and continued support of the local clubs. Your donations help us serve your neighbors, friends and family as people experience vision loss.

Remember to send us information on your fundraising events and we will promote them in our newsletter and on our Facebook page.

***Yours In Lionism, Lion Robert Garrett***



## In This Issue...

**Presidents Notes • Lions Corner • Employee Spotlight • Congratulations Trudy Ward  
Low Vision Aid-of-the-Month • Sales & Marketing Team News  
Why Participate in a Vision Screening • ABE Snyder Vision Center Opens  
Major Challenge for 2012 • Group and Club Meeting Schedules  
Including NCSS, Inc in your will**

# Employee Spotlight

***In this issue of Employee Spotlight, we will feature two individuals from our Agency who have contributed to the success of our organization through their extreme dedication, loyalty, and strong work ethic. They have been here to experience many of the positive changes and benefits from our Agency's growth. We are proud to have them on our team!***

**TONI KISSINGER, Accountant**, was born and raised in the Muncy area. She attended and graduated from Muncy High School. While in school, Toni participated in several sports, including track, basketball and field hockey. After graduating, she entered the Marine Corps. She was trained and given the responsibility of fueling helicopters. She was stationed in Okinawa, Japan for her entire tour. Toni received her honorable discharge and returned to civilian life, settling in the Montoursville area. Her first job, fresh out of the military, was at DeGol Jet Center, located at the Montoursville Airport. She was originally hired to fuel jets, but ended up working in the office. This would be her first introduction to the accounting world. Toni then decided to further her education and enrolled in Newport Business Institute where she obtained her Associates Degree in Business Administration. She completed her internship with Welteroth Advertising, and was offered a full-time position. Having been exposed to accounting work, Toni realized this is what she really wanted to do, so when a position opened at Susquehanna Health System for a Senior Accounting Clerk, she jumped at the opportunity! During her time at the Health System, she was given the task of training the accounting department at Jersey Shore Hospital on how to operate their new accounting software, which offered her the opportunity to move there as the Staff Accountant. This was definitely career advancement for her, so she jumped again! In 2008, Toni made one more move to North Central Sight Services to serve as our Accounting Assistant. Throughout her working career, she has been gaining more and more experience in accounting, and NCSS is certainly taking full advantage of her vast knowledge and extensive skillset. During her time here, Toni was also given the opportunity to serve as our Warehouse Manager. As a result of our August 2011 realignment, Toni has transitioned back into our Accounting Department, wearing the title of Accountant. Outside of work, Toni has done everything from Mini Indy racing to writing poetry...literally! In 1998 she submitted a poem she wrote titled "True Love", to Famous Poetry Society, and was published.



She's a poet...and we didn't know it! And yes, she did race in the American Red Cross Mini Indy at Brandon Park for nine years in a row. She drove for the Winner Carpet One Team. In her spare time, Toni bowls in the Linden League with her team, The Pink Ladies. BUT, her favorite thing to do is spend time with her 3 ½ year old son Miles. He's never more than a step behind her...often with a vacuum cleaner in his hand! She refers to him as "Mommy's little helper" because cleaning happens to be one of his favorite things to do. We are fortunate to have Toni on our team, with her valuable skills, willingness and ability to take on new challenges. She has definitely become an asset to this Agency!

## **MEGAN LUCAS, Life Skills Coordinator**

was born and raised in Jersey Shore. She attended and graduated from Jersey Shore High School. While in high school, Megan played on the soccer team and the baseball team. She also sang in the chorus. After graduating, Megan enrolled in Newport Business Institute and earned her Associates Degree in Specialized Business, Legal Option. She completed her internship at the Clinton County Correctional Facility as a Corrections Officer. At the end of her internship, she was offered a full-time position. Searching for employment a little more in line with her gentle nature, Megan accepted a position as a Residential Caregiver with HOPE Enterprises, working in a group home. After five years, she answered our advertisement, and began her career with North Central Sight Services, serving as a Life Skills Assistant. In February, 2010, Megan attended training in Harrisburg to become certified as a Life Skills Coordinator. She currently serves our blind and visually impaired customers in Centre and Clinton Counties. She also manages our monthly book club held here



## Employee Spotlight

Continued from previous page

at the Agency. Megan and her husband are the parents of a son, Mason, who is three years old. They still reside in Jersey Shore, along with their two dogs Willow, a Golden Retriever, and Molly, a Sheltie. In her spare time she participates weekly in the Williamsport Pool League. She is also active with the Jersey Shore League, both as a weekly participant and as the League Treasurer. The moral of the story is, if this girl challenges you to a game of pool, just walk away! She serves as the Vice President of the women's auxiliary for the Jersey Shore American Legion as well. Megan also coaches her step-daughter's soccer team in the spring and fall. Suffice it to say, she doesn't sit around much! When she does manage to find some alone time, she can be found either watching one of her favorite horror movies, or curled up reading a book by one of her three favorite authors; James Patterson, Heather Graham or Nora Roberts. We are both pleased and proud to have Megan represent NCSS in our community. She is dedicated to her customers and always makes their well-being her priority. Thank you for being such a positive "face" for our Agency!

***Both of these associates exemplify outstanding dedication, strong work ethic and unwavering loyalty. There is much to be learned from their valued experience. We thank them profoundly for their service to this Agency. It was my pleasure to honor them in this edition of Employee Spotlight.***

***Julia L. Turner***  
***Human Resource Director***

### **CONGRATULATIONS TRUDY WARD!**

NCSS recognizes Trudy Ward, Photo ID Technician, for winning the Photo ID State Manager's Award for the North Central District. The award was presented to her by Jeffrey Holt, State Manager, during a seminar in Harrisburg, in the presence of her colleagues. The award criteria are based on excellent customer service, dependability, and overall performance. In addition to the plaque she was presented, she also received a pin that reads "Star Performer" and a jacket. Trudy has consistently received excellent annual evaluations for her performance as a Photo ID Technician for North Central Sight Services. We are VERY proud of Trudy for having been honored with this prestigious award! Keep up the good work Trudy!



## Low Vision Aid-of-The-Month

### **JANUARY**

Mobility Safety Light For Walkers: Move around safely in dark and dimly lit areas. Easy to clip-on. **Price: \$22.94**

### **FEBRUARY**

Big Print Address Book: Organize your names, addresses, and phone numbers in this big print address book. **Price: \$15.81**

### **MARCH**

Rainbow Daily Pill Box Organizer: Make taking your pills easier. Each day of the week is a different color and there are two compartments for each day (AM & PM). **Price: \$11.44**

**All of these items are available from our Low Vision Aids Store**

## Sales & Marketing Team News

We are pleased to announce that Melissa Myers, formerly the Senior E-commerce Sales Representative, will be expanding her capabilities with sourcing products in her new position as the Purchasing Agent under Terri Kio, Industry Director. Melissa has been very successful in winning federal bids and promoting our custom USB Flash Drives.

As a result of this change, tech-savvy Associate Katie Chandler will be overseeing and processing orders for **www.LabelSupplyHut.com** and **www.SavingsForSchools.com**. We congratulate Melissa and Katie on their new ventures that will help us in 2012.

### **Ask Katie**

Brought to you by Sales Representative Katie Chandler and **www.LabelSupplyHut.com**, North Central Sight Services wants to share a quick tip on using labels:

*Make sure that your printer is calibrated to ensure the best color match and label positioning. The majority of printers now have a menu setting to make calibration easy and automatic. This information can be found in your printer's manual or on the printer manufacturer website.*

***Lesley Larson***  
***Sales/Marketing Manager***

# Why Participate In a Vision Screening?

The Prevention of Blindness Department provides free vision screenings at preschools, daycares, senior centers, industries, and other places throughout our eight-county coverage area. There is never a charge for any of the services provided at these screenings.

Children six years of age and under are screened with the SureSight Vision Screener a high tech hand-held computer that is very reliable and accurate. These screenings are quick and non-invasive. Children are seated in front of the screening staff and watch for lights on the camera-like device. This short screening indicates whether the child may have refractive errors and/or astigmatism. Staff adheres to a set of standards and any child who fails the screening is referred to an eye care professional of the parent's choosing. Parent permission forms are sent home with students approximately two weeks before the scheduled screening and students must have a signed permission form from the parent to participate in our vision screening.

Children over six years of age and adults are screened using a Keystone View. This vision screener can evaluate potential problems with depth perception, color perception, visual acuities at distance and near, and peripheral vision. Participants are asked to read numerals, distinguish symbols, and watch flashing lights throughout the screening that takes approximately five minutes. Adults can also choose the option to have their intraocular pressures checked with the use of the Keeler Pulse-Air Easy Eye non-contact tonometer. Referrals are made for any child or adult who does not pass our state wide screening standards.

Parents are often reluctant to allow their child to participate in one of the free screenings feeling that their preschooler sees "just fine." Unless that child has had an examination with an eye doctor and they have been given a clean bill of visual health, can that parent be sure? Screenings are a tool used to identify symptoms that may indicate undetected eye problems. Vision is not a constant and can change with the child's growth. Heredity also plays a part in vision. Children who come from families with a history of eye problems such as strabismus, amblyopia, or eye tumors are more likely to have eye problems of their own. Parents should consider taking advantage of our free screenings when they are offered. Early detection is the key to preventing permanent vision loss.

Adults often neglect to keep regular eye examinations because of the cost. Sometimes they ignore symptoms such as blurry vision, sensitivity to light, wavy lines, dark spots, or flashing lights in their field of vision. Any noticeable change in vision should be reported immediately to an eye care professional. Participating in a vision screening may alert an individual of potential vision problems, especially if they are in one of the high risk categories.

Your and your children's eyes should never be neglected. Please contact North Central Sight Services for free pamphlets and Fact Sheets on good vision care for children and adults. Send a self-addressed stamped envelope to North Central Sight Services, Inc., 2121 Reach Road, Williamsport, PA 17701. A list of our public screenings is listed on our homepage at [www.ncsight.org](http://www.ncsight.org) and on our Facebook page. In 2012 let us help you keep an eye on your vision.

## Join us on Facebook and YouTube



Follow our agency on Facebook for upcoming events, news and photos at [www.facebook/ncsight](http://www.facebook/ncsight).



A new YouTube video was posted featuring Associate Steve Britton. Steve shares his experience with vision loss as a result of a complication during routine hip surgery. The video was produced by the Lycoming County United Way.

Visit [www.youtube.com/user/NCsight](http://www.youtube.com/user/NCsight).

## Some Heart Felt Comments from Associate Steve Britton

I was asked to speak at the Annual Lion's Club Dinner, held by North Central Sight Services, on October 3, 2011. After giving my speech about my life changing events, I was asked by the Newberry Lioness Club's Vice President, Mary Martha Messner, to speak at their November meeting as she was inspired by my story.

My wife and I attended and enjoyed a luscious turkey dinner, followed by the story of my life changing event, which led me to North Central Sight Services.

On September 14, 2009, I was scheduled for dual hip surgery, which was stopped after the right hip was replaced, due to high blood loss and extreme drop in oxygen levels and blood pressure. Two days after surgery, I woke up legally blind. I had no sight in the left eye and seventy percent loss of vision in the right eye. It was determined that the optic nerve swelled and caused vessels to my eyes to shut down from lack of oxygen.

Here I was at age 59 not ready for any of this. I was left wondering, what do I do now? Where do I go? How do I survive? I lost my job of 40 years, driving privileges and my independence. My mother (87 years old) suggested that I contact NCSS because several of her friends were clients of the agency. So, I did just that. I was helped in many positive ways by NCSS, in the last two years. Everything from the initial meeting with Heather Engle, Programs and Services Director, to the present, has been extremely positive in helping me adjust to this new world.

NCSS has provided help with transportation to and from medical appointments; help with magnifiers and visual aids and employment with NCSS, first in the industry, then accounting and now at the reception desk and as a remedial eye care representative.

The day to day interaction with the NCSS associates has been nothing but positive. I am also very lucky to have a very helpful and understanding wife, Krystie, of 40 years. She helps me think positive and move forward together in our new lifestyle. I want to thank the Newberry Lioness Club for inviting my wife and I to share my story and see how their hard work and donations to NCSS does help people like me.

**Steven C. Britton**



Robert Garrett, President/C.E.O presents the Abe Snyder Memorial plaque with Abe's family.

## ***Abe Snyder Vision Rehabilitation Center Opens***

If you have walked into our building in the past few weeks you may have smelled the wonderful scents of home cooked food or hear laughter echoing down the hall. In September, we dedicated our new Abe Snyder Memorial Vision Resource Center in honor of Abram Snyder, one of the co-founders of the Harry Plankenhorn Foundation and a tireless advocate for our Agency Mission. The center is equipped with a fully functioning kitchen where our Rehabilitation Therapist teaches important cooking and safety techniques for our customers who are blind. The Low Vision Station contains a CCTV, computer with low vision keyboard as well as numerous low vision aids and devices. This space provides for a structured, controlled environment for an individual to learn necessary life skills. Our Vision Rehabilitation Therapist can and will continue to visit anyone in their home if that is their preference.

## ***Major Challenge for 2012***

With every New Year there are always new challenges that lie ahead and 2012 will be no different. I believe it is hard for people to relate to the challenges the average blind individual goes through on a daily basis. I would imagine that the most difficult challenge would be transportation and the ability to get where you need to go.

Effective January 1, 2012 STEP Transportation will be changing their schedule from 24/7, 7 days a week to five days (Monday through Friday) 6:00 a.m. to 6:00 p.m. We have numerous associates who depend on STEP to get them to work, doctor appointments, the grocery store, social functions etc.

Many of our Groups and Rehabilitation programs require the assistance of STEP to get our clients back and forth to the event. These services are essential programs that create social independence for the people we serve.

Going forward, changes to our work and Group schedules will be necessary to accommodate our associates and clients predicated by this change in transportation availability.

Let me assure you, North Central Sight Services is committed to our Mission and will do what is necessary to provide quality service and programs to our clients. I kindly ask for you to be patient through this transition, as we are doing our best to sort out our transportation options.

***Jamie Snyder, Vice President of Operations***



Ashley Campbell making chocolate chip cookies.



Joyce Gnoffo baking gingerbread cookies with the instruction of Lori Love, Vision Rehab Therapist.



Kitchen Class attendees: Ashley Campbell, Tina Helm, Lois Swank, Lori Love (VRT), Sandy Spencer, Jean Williams, Lindsey Palumbo (RT), and Diantha Harris

# GROUP & CLUB MEETING SCHEDULES

## *Life Skills & Education*

Thursday, January 19, from 1:00 p.m. - 2:30 p.m., held at 400 Lycoming St. Lori Love will be providing information on ways to stay safe during bad weather.

Thursday, February 16, from 1:00 p.m. - 2:30 p.m., held at 400 Lycoming Street. Lori Love will be providing information on lighting (glow in dark handles, light sensors, etc.).

Thursday, March 15, from 1:00 p.m. - 2:30 p.m., held at the Lycoming Mall. Lori Love will provide information on the TELL ME service.

## *“VISION” Group*

Tuesday, January 24, from 3:30 p.m. - 5:30 p.m., held at North Central Sight Services. Members will be planning the group's 2012 events.

Tuesday, February 28, from 3:30 p.m. - 5:30 p.m., held at North Central Sight Services.

Tuesday, March 27, from 3:30 p.m. - 5:30 p.m., held at North Central Sight Services.

## *Insight with a Bite*

Thursday, January 5, from 1:00 p.m. – 3:00 p.m., held at Dutch Haven in Lock Haven.

Thursday, February 2, from 1:00 p.m. – 3:00 p.m., held at the Villa in Williamsport.

Thursday, March 1, from 1:00 p.m. – 3:00 p.m., held at Perkins Restaurant in Williamsport.

If you plan to attend any of the above, please call Lori Love at 323-9401 ext.123.

## *Ladies Club*

Wednesday, January 11, from 12:00 p.m. – 2:00 p.m. Members will be electing Officers for 2012. The meeting will be held at 400 Lycoming St.

Wednesday, February 8, from 12:00 p.m. – 2:00 p.m. Members will be meeting at 400 Lycoming St.

Wednesday, March 7, from 12:00 p.m. – 2:00 p.m. Members will be meeting at 400 Lycoming St.

If you plan to attend, please call Lynne Siddle at 323-9401 ext. 136.

## *Sight Loss Group*

### **Bradford County**

Wednesday, January 11, 11:00 a.m. to 1:00 p.m.

Reese's Restaurant, 471 N. Keystone Ave., South Waverly

Topic: General Discussion

### **Susquehanna County**

Friday, February 17, 11:00 a.m. to 1:00 p.m.  
Original Italian Restaurant, Rt. 29, Montrose

Topic: Identity Theft Protection

### **Bradford County**

Friday, March 16, 11:00 a.m. to 1:00 p.m.  
Edgewood's Restaurant, Rt. 6, Troy

Topic: Identity Theft Protection

For details and reservations please call Diane Gonzalez at (570) 268-0755

## *BOOK CLUB*

Tuesday, January 17th

Tuesday, February 21st

Tuesday, March 20th

Meetings held from 2:00 p.m. to 3:00 p.m.  
NCSS \* 2121 Reach Road \* Williamsport

If you plan to attend please call Megan Lucas at 323-9401 ext. 124

# Including NCSS Inc. In Your Will

I give \_\_\_\_\_ [dollar amount or list of specific items] to North Central Sight Services, presently located at 2121 Reach Road, Williamsport, PA 17701 for \_\_\_\_\_ [any of its proper uses and purposes] or for \_\_\_\_\_ (specify).

Residuary Bequests allow you to transfer all or a portion of the remainder of your estate, after specific bequests have been made.

I give \_\_\_\_\_ [all or specific %] to North Central Sight Services, presently located at 2121 Reach Road, Williamsport, PA 17701 for \_\_\_\_\_ [any of its proper uses and purposes] or for \_\_\_\_\_ (specify).

If you already have an up-to-date will; you can prepare a simple codicil for you to add North Central Sight Services to your giving plans. Send your form to:

**North Central Sight Services, Inc. • 2121 Reach Road • Williamsport, PA 17701**

**FAX: (570) 323-8194 • e-mail: bobg@ncsight.org**

## *Make A Difference Today!*



*The NCSS Newsletter is  
funded in part by the  
Lycoming & Clinton County*

**CHANGE SERVICE REQUESTED**

**2121 Reach Road • Williamsport, PA 17701**

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