By Nancy Kaminski, MSN,CRNP, RN, CSN

On Tuesday, April 14, a dozen PASNAP members hosted a breakfast for legislators in the Capitol from 8 – 10 am. Forty-one legislators and staff attended and we had a great opportunity to discuss the issues that affect our students and are of concern to us.

Of primary concern is the ADA’s push for legislation that would allow unlicensed personnel in schools to be trained to administer diabetes medications, specifically insulin and glucagon. This has been introduced the last three legislative sessions and we have no doubt that the ADA will try to get it introduced once again.

Last year, Senator Brown offered a compromise that PASNAP agreed to, (allowing the administration of emergency glucagon, but not of insulin) but the compromise was rejected by the ADA.

As nominated by you, your School Nurse Excellence Award winners for 2015 are:

Pennsylvania School Nurse of the Year, Diane Travis - She was the South East Region School Nurse Excellence Award winner in 2014. She was nominated as the Pennsylvania School Nurse of the Year of 2015 for the National Association of School Nurses. Diane will be honored at the National Conference in Philadelphia the week of June 24-27. Diane has been a school nurse for 20 years and is currently the Certified School Nurse at Bishop Shanahan High School.
A Message From Our President

We have seen some changes this past year including the new School Nurse Evaluation Rubric, mandatory CPR for all school nurses, mandates for Child Abuse education and updating all our clearances. There is a change in Harrisburg and with the help of our lobbyist, Morgan Plant, and the Board of PASNAP we can make a difference by educating and advocating for school nursing.

Please continue to “think outside of the box” as we do more with less each year. We are so fortunate to have Beth Anne Bahn as our leader in the Division of School Health at the Department of Health. She does an amazing job with policy and educating others about what we do each day.

I ask you to become involved and join your professional organization….your County Association and most importantly your State organization. By joining PASNAP you have dual membership with the National organization.

Reach for the stars and advocate for a school nurse in every school… every day and all day! Our children deserve it.

As we end this school year, take time for yourself, connect with family and friends and return in September refreshed and ready to enable each student to be healthy and safe and ready to learn.

Happy School Nurse Day – May 6, 2015

Legislative News

Having our voices heard

School Nurse PAC Fund helps legislative efforts

By Nancy Kaminski MSN,CRNP, RN, CSN
Legislation Committee Chairperson

Because PASNAP dues cannot be used for political activity, we have a School Nurse PAC (political action committee), which is funded solely by donations. This is how we are able to send our legislative consultant, Morgan Plant, to political events where she can discuss our issues with the legislators and government officials.

We had a very successful legislative auction at the annual PASNAP conference, which put over $3000 in the PAC fund. It’s a great start, but we also need donations to keep the PAC fund viable.

If you would like to make a donation to the PAC fund, please make the check payable to: “School Nurse PAC”, c/o Nancy Kaminski, 1300 Crest Lane, Oakdale, PA 15071.

If you have questions, you can contact Nancy at kaminski.nj@gmail.com.
School nursing: A hard habit to break

By Judith Grace BSN, RN

Once a school nurse always a school nurse? It is a hard habit to break and one of the most satisfying careers that a nurse could ever undertake. I have been fortunate enough to practice school nursing in three different jurisdictions. First in Nurnberg, Germany for the Department of Defense Dependent Schools, then upon my return to my hometown in Ridley Park, PA where I was employed by the school district from which I graduated.

After 20 years and early retirement in 2007 I moved to Plano, Texas and now work in a much larger suburban school district.

Before I left PA, I was honored to be named the 2006 PA School Nurse of the Year. I was proud to represent school nurses in PA and it was certainly the pinnacle of my career in school nursing. A year later I moved to Texas and brought with me the PA brand of school nursing.

Apparently that energy and experience made an impression because in November of 2013 I was named the Texas School Nurse of the year. Both awards were quite an honor. It was great fun to celebrate that achievement in San Antonio with some of my former PA school nurse colleagues.

I will say that my PA school nurse friends have made the most of the award by marketing the award and the awardee to potential stakeholders in an effort to advocate for the role of the school nurse. Among the items in my memory box are photos and leather bound proclamations from both county and state officials. In addition I was included in the day at the capital where my status as PA School Nurse of the Year was leveraged in discussions we had with legislators.

Currently in Texas the award is very much kept "in house" within the organization.

As a board member in my region I have already started the process of bringing recognition to the regional and state awards by preparing letters of recognition to be sent to the awardee’s school district and local and state officials as well as the TNA. Bringing attention to the importance of the role of school nurses can be given broader attention as we celebrate the achievements of our most highly qualified nurses.

PASNAP has set a good example for Texas.

The Black Telephone--A Beautiful Story

Whose life have you touched today?

Author unknown

This story was forwarded to me by a secretary in my district. It was lengthy. And as a rule I don’t take the time to read such emails, but it was the end of the day, and as I got further into the story it drew me in.

As I read on, I envisioned you, the school nurses of PA, as the infamous “Information Please”. As YOU read this story, think about all the lives you have touched, most of which you may never know.

Happy School Nurse’s Day

When I was a young boy, my father had one of the first telephones in our neighborhood. I remember the polished, old case fastened to the wall. The shiny receiver hung on the side of the box. I was too little to reach the telephone, but I used to listen with fascination when my mother talked to it.

Then I discovered that somewhere inside the wonderful device lived an amazing person. Her name was "Information Please" and there was nothing she did not know. Information Please could supply anyone's number and the correct time.

My personal experience with the genie-in-a-bottle came one day while my mother was visiting a neighbor. Amusing myself at the

See Black Phone page 10
Day on Hill, continued from page 1

provisional status. PASNAP supports this legislation and we hope to see it move forward.

After the breakfast, individual CSN’s visited their own Senators and Representatives. Morgan Plant (our lobbyist), Cheryl Peiffer, Judy Morgitan, Nancy Kaminski, Cindi Stanton and Lori Kelley had meetings with Senator Pat Vance, Representative Mike Brunelle, and Representative Mike Bocchialini.

Mark Keller, Diane Acri, Deputy Council to Senator Jake Corman, and Diane Acri, Deputy Council to Senator Jake Corman, and Mike Brunelle from the Governor’s office.

Just walking through the Capitol with Morgan is a great experience – she has many years of experience in Harrisburg and is very well known – we were introduced to the new Director of Human Services as well as the new Physician General and other legislators.

Thanks to Morgan’s efforts on our behalf, PASNAP is now recognized as a voice for student health care in our schools. All in all, a great day for those in attendance!

2015 Excellence in School Nursing Awards

Awards, continued from page 1

Windsor Academy and Great Beginnings in the Downingtown Area School District. Diane provides leadership and makes a positive impact in school nursing. She displays enthusiasm and professionalism with her peers, students and families she interacts with.

North East Region School Nurse Excellence, Alicia Shelkin, has been a Certified School Nurse for the past 14 years in the Pocono Mountain Area School District and currently serves the 1,100 K-3 students at the Swiftwater Elementary Center. She is community minded and a role model and mentor for new school nurses and student nurses.

North Central Region School Nurse Excellence, Cheryl Schonewolf, is the lone Certified School Nurse for 1,300 students in three buildings in the South Williamsport Area School District where she has been for the past 15 years. Cheryl says that school nursing is a wonderful profession and grateful for the opportunity to use her nursing skills and helping students and families.

North West Region School Nurse Excellence, Ruth Richardson, has been a Certified School Nurse in the Allegheny-Clarion Valley School District for the past 20 years. She is diligent in creating a safe and healthy environment for students as well as the faculty and families she serves. She shares her knowledge and skills while being an absolute professional.

South East Region School Nurse Excellence, Alice Ulrich, a National Board Certified School Nurse, is a passionate educator and a highly effective and dedicated school nurse and takes a collaborative approach to balancing student’s health needs and academic program. Alice is currently and has been the Certified School Nurse at Twin Valley High School in the Twin Valley School District for 15 years.

South Central Region School Nurse Excellence, Lois Carlise, has been a Certified School Nurse for the past 21 years and is responsible for the four K-3 primary schools in the Elizabethtown School District. She is an excellent school nurse with strong leadership, collegiality and planning. Lois is always looking for ways to improve the quality of her practice.

South West Region School Nurse Excellence, Deborah Cowden has been described as never content. With her heartfelt compassion, nurturing demeanor and the caring and love of the human spirit she continuously thinks that there has to be another way that she can help her students. She has been a Certified School Nurse for 19 years at the Fort Cherry Junior-Senior High School in the Fort Cherry School District.

Philadelphia Region School Nurse Excellence, JoAnn Coleman, has been in school nursing for twenty-nine years in the Philadelphia School District and currently serves the students as a Certified School Nurse at the John F. McClosky Elementary School. JoAnn has been instrumental in getting many Spanish-speaking families connected to health care services and helping new families adjust to the public school system.

Friend of School Nursing, Sally Schlossler PASNAP gives an award annually to an organization or person that contributes and advocates for the school nursing profession in Pennsylvania. Sally is the Director of Nursing Education at the National Association of School Nurses. She started as a school nurse in 1992 in New York and became the Executive Director of the New York Statewide School Health Services Center. Sally presents nationally on a variety of school health topics and is a published author. She has recently returned to live in Pennsylvania and has already been active in the Chester County School Nurse Association and has presented at the PASNAP conference the past two years. Pennsylvania welcomes Sally and her great sense of humor and all she does for school nurses in Pennsylvania and in the nation as a “Friend of School Nursing”. 

“Day on the Hill”
School Nurse Day:
So, did you make a difference?

By Lauren Neely M.Ed. BSN RN CSN

Remember the student you saw every day for the first year they were in your building. They felt safe and secure in your health room. Over the next few years the visits tapered off to only a few a month. The student became more confident, took in what you talked about while trying to educate him to take care of himself.

This student was replaced with another, so you didn’t notice the visits tapering off. The cycle of students is often the same. You made the difference and you didn’t realize it.

We are isolated in our Health Rooms. Students come and go and we feel taken for granted. We don’t have the face to face interaction with other adults like other teachers and staff in our buildings. We often miss meetings because there is a sick child in our office. We feel like we are always trying to catch up.

But there is always the student who will stop in and offer a Halloween treat or Christmas candy.

“We take care of our students every day and it is the mundane activities that can make a difference. We are needed and cared about, though we may not know it.”

Chris Stipanovic, RN, CSN, M.Ed.

Recently a student at our middle school was diagnosed with POTS, Postural Orthostatic Tachycardia Syndrome. Since I was not too familiar with this diagnosis and needed to create a health care plan for this student, I did some research. In case you are not familiar with POTS, I wanted to share what I learned.

POTS is a form of dysautonomia, a malfunction of the autonomic nervous system. The cause of this condition is uncertain. It often occurs in the teenage years and is frequently outgrown, but can be difficult to manage over a period of months or even years.

The current diagnostic criteria for POTS is a heart rate increase of thirty beats per minute or more, or over 120 bpm, within the first 10 minutes of standing, in the absence of orthostatic hypotension. POTS is often diagnosed with a Tilt Table Test.

Patients with POTS often present with numerous symptoms. These include: loss of consciousness, a feeling that one is about to pass out, intermittent rapid heart rates, very low blood pressure, or significantly elevated blood pressure. Other symptoms include anxiousness, excessive sweating, recurrent headaches, dizziness, low grade fevers, palpitations, and nausea.

POTS patients are often misdiagnosed as having a panic or anxiety disorder. Another symptom that may impact school work is the presence of “brain fog.” This makes it difficult to focus and affects short term memory.

Patients with POTS are also very sensitive to warm environments. Prolonged periods of standing are extremely difficult, so students may request to sit or lie down during class or work. Some may also present with depression.

Although it (POTS) is invisible to those looking on, it is very real to those experiencing it.

See POTS, page 6
POTS, Continued from page 5

Some accommodations that may be requested include:

☐ Avoidance of known symptom triggers when possible

☐ Increase salt and fluid intake: Allow student to carry water bottle and salty snacks

☐ Encourage increased fluids with exercise and allow to self-limit activity based on symptoms

☐ Modify school workload as needed.

☐ Allow short rest periods as needed. Elevate head of bed if possible.

☐ Limit time standing in line or standing up.

☐ Avoidance of extremely warm environments if possible.

It is important to understand the disabling nature of this condition. Although it is invisible to those looking on, it is very real to those experiencing it. Research has shown that patients with POTS have a quality of life similar to those with congestive heart failure or chronic lung disease.

Currently, there is no cure for POTS, but fortunately, researchers believe that some patients will see an improvement in symptoms over time.

References:
www.dysautonomiainternational.org
http://defygravity321.blogspot.com

By Cheryl Mattern, M.Ed. BSN RN CSN, PASNAP NASN Director

The National Association of School Nurses Annual Conference is coming to Pennsylvania. What an awesome opportunity for us to welcome fellow school nurses from across the country and overseas to “our neck of the woods.”

The educational opportunities begin on Tuesday June 23, 2015 with pre-conference opportunities. There will be an NEA Roundtable Tuesday evening at 5:15pm. The conference continues on Wednesday June 24, 2015 through Saturday June 27, 2015. Pearl English and Beth Fernando, Philadelphia Region Representatives, are planning a fun affiliate night out for us on Wednesday evening.

Go to the following link to indicate your interest in attending:
http://goo.gl/forms/d2cE7SALKG

The awards celebration will be held Thursday evening and we hope to be honoring our own Diane Travis as the NASN Pennsylvania School Nurse of the Year. Friday will close with the annual business meeting and the President’s Banquet honoring incoming NASN president Beth Mattey. Please keep your fingers crossed that the Philly Phanatic will be available to join us as we enter the business meeting!

The NASN conference will be held at the Philadelphia Downtown Marriott 1200 Market Street Philadelphia, PA 19107, 1-877-212-5752. The NASN room block will be held through May 29th. Please use the code NASN2015Reservations when requesting the rate of $200/single and $230/double.

Early bird registration for the conference closed on April 15th. However, regular registration closes on May 16th. Remember it’s easy to register and pay online at www.nasn.org.

Finally, please consider volunteering at our marketplace or information area. It is an awesome opportunity to meet and network with nurses from other states. Sign up for times to volunteer at:
http://goo.gl/forms/P70Q45cEhJ.

Remember, you do not have to be registered for the conference to volunteer.

Looking forward to seeing you in Philadelphia!
When the “what if” becomes the “what is.”

One nurse shares her 1st hand account of her “What Was”

By Beth Frydrych, RN, BSN, CSN

On the morning of April 9, 2014, the comfort of living in the land of denial and believing that a horrific act of school violence would never happen in our school district was shattered. As students were entering our high school building, a student with two large knives began to stab and slash students and a staff member in his path. Within minutes, multiple students had critical and serious wounds requiring immediate first aid.

Quick action by district nurses, teachers and staff members were needed to assist injured students at multiple locations in our high school building. Our injured students were flown or transported by ground to four level 1 trauma centers in the Pittsburgh area.

Thankfully, all of the victims of this horrific day survived. We are still healing, discovering what our new normal is and planning for the future.

I learned many things that day and the days to follow, that I would like to share:

♦ Denial is not a safe place to be. School violence is a reality that you may have to respond to in your career as a school nurse.

♦ Not being prepared is not acceptable.

♦ Having supplies in one central location (the nurse’s office) is not efficient.

♦ The act of violence more than likely will not look or feel like the drills you have practiced.

♦ Your emotions will be strong but you have to be stronger.

♦ Your expertise will be needed more than you ever realized –

“When I learned many things that day and the days to follow…. Your emotions will be strong but you have to be stronger.”

students and staff will look to you for care and direction.

♦ You will feel an overwhelming sense of responsibility to help everyone and fix everything.

♦ You will practice from a different frame of reference and hypervigilance will become your norm.

As a result of the events of April 9th, we now have two response bags in all health offices.

Our first level and most routinely used response bag contains supplies for an initial response and care for various common injuries and illnesses.

The second large duffle style response bag is for use if a student’s condition or injury warrants additional supplies. This bag contains a larger supply of combine dressings and bleeding control supplies.

In addition to two response bags, every classroom, office and instructional space that could potentially house students during a school day is now equipped with a 5 gallon bucket emergency response kit. This kit can be used to aid a student who is injured and cannot leave a classroom for care or for use in a school lockdown situation.

In conclusion, be prepared BEFORE tragedy strikes. Be prepared to respond as a focused and trained health care professional. Be prepared with ample materials on hand and in as many locations throughout your buildings as possible. If you are so fortunate to not experience such a horrific act of school violence, be prepared to support a fellow school nurse who has. Reach out through a note, email or phone call.

We experienced something horrible that day. We grieved the loss of our normal and continue to work to find our new normal. Being better prepared has helped us in the healing process.

See “What if” page 8
Feeling connected  

A “1st timer” Day on the Hill attendee shares her experience

By Jo-Ann Velas, MSN, RN, CSN

I recently participated in meetings “on the hill” in Harrisburg and found the experience to be professionally, personally and socially valuable. As a “first timer” I was surprised by the welcoming manner of both the other nurses and the representatives.

The day, from beginning to end, was filled with stimulating conversation with fellow nurses, and our elected Pennsylvania Representatives and State Senators. Morgan Plant, PASNAP Government Relations Consultant, greeted the invitees during the nutritious breakfast, in a welcoming manner. We discussed some of the upcoming Bills and the issues that matter most to Pennsylvania nurses with regards to our profession and best practice.

To me personally, the nurses were warm and welcoming, understanding the magnitude of the day for a “first timer”. Cyndy Dougherty, Alicia Shelkin (NE Region School Nurse Excellence Award winner), and Kathy Verbel from Monroe County fully included me with their scheduled appointments as part of their team. The scheduled appointments consisted of time alone with certain Representatives in their respective offices to voice our concerns, provide them with NASN position statements, and written documentation on best practices related to nursing.

State Senator Mario Scavello gave us a private tour of the Main Capitol, took pictures with each of us sitting in “his chair” and invited us to be his guests later in the Senate Caucus Room for a formal introduction. In introducing us, he made us feel very appreciated, thanking us for all we do “for the children” to keep them in school, healthy, and ready to learn.

As someone who has never been politically engaged, I had a neutral, if not negative, view of the political process. At the end of the day, I felt that I made steps toward a difference and left less skeptical about the process. Everyone involved seems to want to get the information and needs practitioners to take the time to highlight where policies, while well-intentioned, may fall short or have unintended consequences.

On a whole, the day touched my Mind (stimulating policy conversations), Body (nutritious breakfast, great lunch, and much walking), and Spirit (a sense of feeling appreciated, and part of a much larger team). I look forward to further participation in the future and hope others consider doing the same.

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“What if” becomes the “What is.”

Suggested list of items for a classroom bucket emergency response kit

<table>
<thead>
<tr>
<th>Supply Item</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 gallon bucket with lid</td>
<td>House supplies, Serve as temporary toilet</td>
</tr>
<tr>
<td>Large black garbage bags</td>
<td>Collect soiled materials, Privacy screen</td>
</tr>
<tr>
<td>White plastic bags with cinch tie</td>
<td>Line bucket</td>
</tr>
<tr>
<td>Non-latex gloves</td>
<td>PPD</td>
</tr>
<tr>
<td>Toilet paper</td>
<td></td>
</tr>
<tr>
<td>Paper Towel</td>
<td></td>
</tr>
<tr>
<td>Hand sanitizer wipes</td>
<td>Cleansing</td>
</tr>
<tr>
<td>Emergency foil blanket</td>
<td>Warmth to injured</td>
</tr>
<tr>
<td>Glow stick</td>
<td>Illumination Direction</td>
</tr>
<tr>
<td>Hard candy (lifesaver rolls</td>
<td>Glucose source</td>
</tr>
<tr>
<td>Combine Pads</td>
<td>Wound care</td>
</tr>
<tr>
<td>ACE wrap</td>
<td>Pressure dressing</td>
</tr>
<tr>
<td>3 “ tape</td>
<td>Wound care</td>
</tr>
<tr>
<td>Small First Aid Kit</td>
<td>Pre-made kit with American Red Cross First Aid</td>
</tr>
<tr>
<td>Quart sized zip lock bags</td>
<td>Bio waste Package for combine, 3” tape ACE wrap</td>
</tr>
<tr>
<td>Sandwich size zip lock bags</td>
<td>Package hand wipes</td>
</tr>
<tr>
<td>ACE wrap</td>
<td>Package gloves</td>
</tr>
<tr>
<td>Notification / alert sign</td>
<td></td>
</tr>
</tbody>
</table>

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Rep. Jack Rader meets with NE nurses
By Wilma Buerger, RN, MS, CSN

At the PASNAP Conference on March 28, 2015, Mary Hiller, a trauma and surgical nurse educator at Children’s Hospital of Philadelphia presented an eye opening session on foreign body ingestion, focusing particularly on the ingestion of rare earth magnets, and lithium button batteries.

I was blown away. My nursing life prior to school nursing was in pediatric critical care, and I was amazed at what I didn’t know about this risk to children and adolescents. It prompted me to try and learn more about this increasing risk, and the deeper I looked, the more convinced I became that any nurse who cares for children, autistic or developmentally delayed students, adolescents, or who has children or grandchildren of their own should also familiarize themselves with this information.

In a brief article such as this, I can’t begin to scratch the surface of what you should know about these ingestions, so I will try to summarize the important points, and then provide you with some informative links so that you can educate yourselves further.

**Danger! Increasing Incidence of Ingestion of Button Batteries and Rare Earth Magnets**

Rare Earth Magnets are extremely powerful and widely available in consumer and industrial products, such as desk or office toys, children’s toys, office supplies, jewelry, pain relief products, and machines and tools. They are usually small and shaped like BB’s or ball bearings. They are sometimes coated in bright colored plastic, making them even more appealing to children. “Tweens” and teens use them to mimic body piercings. (faux tongue piercing…perfect storm).

When more than one magnet is swallowed, the strong magnetic force can bring two pieces of intestine tightly together, resulting in necrosis and perforation, sepsis, and even death.

**Lithium Button Batteries** are the small disk batteries found in all kinds of household, health room, and even children’s products, such as TV remotes, hand held video games, cell phones, thermometers, flash and pen lights, flashing shoes, toothbrushes, musical books and greeting cards, watches, calculators, hearing aids, baby monitors…to name a fraction of products with button batteries. These products are readily available to children of all ages, and the battery compartments are often not secured.

Why are button batteries such a danger? Besides being readily accessible, ingestions are often unnoticed, and the child may be asymptomatic, or exhibit only mild, non-specific symptoms until serious injury and complications rapidly develop over a period of hours.

The size and shape of the 20 mm flat disc batteries lend themselves to easily become lodged in the esophagus, much like a large coin, but with deadly consequences. The direct contact with the esophagus causes a hydrolytic current to be produced at the negative pole of the battery, setting up an electrolysis reaction, producing heat and hydroxide ions, initiating devastating and continuing damage to the tissues of the esophagus.

This destructive process can begin as soon as 2 hours after ingestion, and continues, even if the battery passes, or is removed.

The majority of deaths took place after battery removal. The process of tissue injury, healing, and remodeling can lead to fistula development and perforation even 18 days after removal.

The large 20 mm disk batteries carry twice the voltage of other batteries, increasing the damage, and spent batteries that can no longer power their devices still have enough charge to cause this damage.

Possible complications include vocal chord paralysis, esophageal perforation, esophageal stricture, tracheal stenosis, tracheomalacia, T-E fistula, aorto-esophageal fistula, hemorrhage from arterial fistula, infection…death.

If ingestion of button battery is suspected, Do NOT induce vomiting or give cathartics; Keep the child NPO; if possible, determine the imprint code or diameter of companion or replacement battery, and consult the National Battery Ingestion Hotline 202-625-3333. The child should go to the emergency room.

Links for more information on button battery ingestion:

**National Battery Ingestion Hotline Battery Ingestion Triage and Treatment Guideline**
http://www.poison.org/battery/battery%20guideline%20May%207%20bw%20with%20flowchart.pdf

**The Battery Controlled: Energizer/ Safe Kids Prevention site:**
http://thebatterycontrolled.com/
tool bench in the basement, I whacked my finger with a hammer, the pain was terrible, but there seemed no point in crying because there was no one home to give sympathy.

I walked around the house sucking my throbbing finger, finally arriving at the stairway. The telephone! Quickly, I ran for the footstool in the parlor and dragged it to the landing. Climbing up, I unhooked the receiver in the parlor and held it to my ear.

"Information, please," I said into the mouthpiece just above my head.

A click or two and a small clear voice spoke into my ear.

"Information.

"I hurt my finger..." I wailed into the phone, the tears came readily enough now that I had an audience.

"Isn't your mother home?" came the question.

"Nobody's home but me," I blubbered.

"Are you bleeding?" the voice asked.

"No," I replied. "I hit my finger with the hammer and it hurts."

"Can you open the icebox?" she asked. I said I could.

"Then chip off a little bit of ice and hold it to your finger," said the voice.

After that, I called "Information Please" for everything. I asked her for help with my geography, and she told me where Philadelphia was. She helped me with my math. She told me my pet chipmunk that I had caught in the park just the day before, would eat fruit and nuts.

Then, there was the time Petey, our pet canary, died. I called, "Information Please," and told her the sad story. She listened, and then said things grown-ups say to soothe a child. But I was not to be consoled. I asked her, "Why is it that birds should sing so beautifully and bring joy to all families, only to end up as a heap of feathers on the bottom of a cage?"

She must have sensed my deep concern, for she said quietly, "Wayne, always remember that there are other worlds to sing in." Somehow I felt better.

Another day I was on the telephone, "Information Please." "Information," she said in the now familiar voice. "How do I spell fix?"

I asked.

All this took place in a small town in the Pacific Northwest. When I was nine years old, we moved across the country to Boston. I missed my friend very much. "Information Please" belonged in that old wooden box back home and I somehow never thought of trying the shiny new phone that sat on the table in the hall.

As I grew into my teens, the memories of those childhood conversations never really left me. Often, in moments of doubt and perplexity I would recall the serene sense of security I had then. I appreciated how patient, understanding, and kind she was to have spent her time on a little boy.

A few years later, on my way west to college, my plane put down in Seattle. I had about a half-hour or so between planes. I spent 15 minutes or so on the phone with my sister, who lived there now. Then, without thinking what I was doing, I dialed my hometown operator and said, "Information Please."

Miraculously, I heard the small, clear voice I knew so well. "Information." I hadn't planned this, but I heard myself saying, "Could you please tell me how to spell fix?"

"There was a long pause. Then came the soft spoken answer, "I guess your finger must have healed by now."

I laughed, "So it's really you," I said. "I wonder if you have any idea how much you meant to me during that time?"

"I wonder," she said, "if you know how much your call meant to me. I never had any children and I used to look forward to your calls."

I told her how often I had thought of her over the years and I asked if I could call her again when I came back to visit my sister. "Please do," she said. "Just ask for Sally."

Three months later I was back in Seattle. A different voice answered, "Information." I asked for Sally. "Are you a friend?" she said.

"Yes, a very old friend," I answered.

"I'm sorry to have to tell you this," She said. "Sally had been working part time the last few years because she was sick. She died five weeks ago."

Before I could hang up, she said, "Wait a minute, did you say your name was Wayne?"

"Yes." I answered.

"Well, Sally left a message for you. She wrote it down in case you called. Let me read it to you." The note said, "Tell him there are other worlds to sing in. He'll know what I mean."

Never underestimate the impression you may make on others.

Whose life have you touched today?
Do you have a story, anecdote or ‘aha moment you are willing to share with your peers?

- a heart warming narrative
- a student comment that made you grin from ear to ear
- a wonderful resource in the community, on the web, or for your smartphone
- a new way of doing something (or an old way that still works great!)
- an award or accomplishment that made you proud

Send to kjverbel@gmail.com “attention newsletter “

Here’s a special shout out to all those who stepped up and submitted a newsletter item at the conference. We received more than 20 responses. We heard of many, many “Good Deeds”. Several appear in this issue of The Pulse. Others will be included in future issues. Thanks again and keep them coming!

Go ahead….SMILE

Then take a bow!

**Listen and Support**

One of my students has an anxiety issue. There have been many times that I have listened, supported and attempted to make a bad situation better.

On this day, my student told me she appreciates that I always have the time to listen, encourage and support her. She told me that I made a difference in her school experience.

It warmed my heart and I realized that being a school nurse can make a difference in a student’s life. It made me smile!

Melanie May, RN,CSN
Central Bucks SD

**Knowing you Care**

A student with severe anxiety and OCD thanked me for helping her to stop washing her hands compulsively. She stated “You really care about us don’t you?”

“You are like and angel. You’re like a second mother”.

Rosemary DiTommaso RN,CSN