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# Dentalgram

*A monthly publication of the dean's office  
for students, faculty, and staff*

November, 1997  
Volume 11, Number 11-B

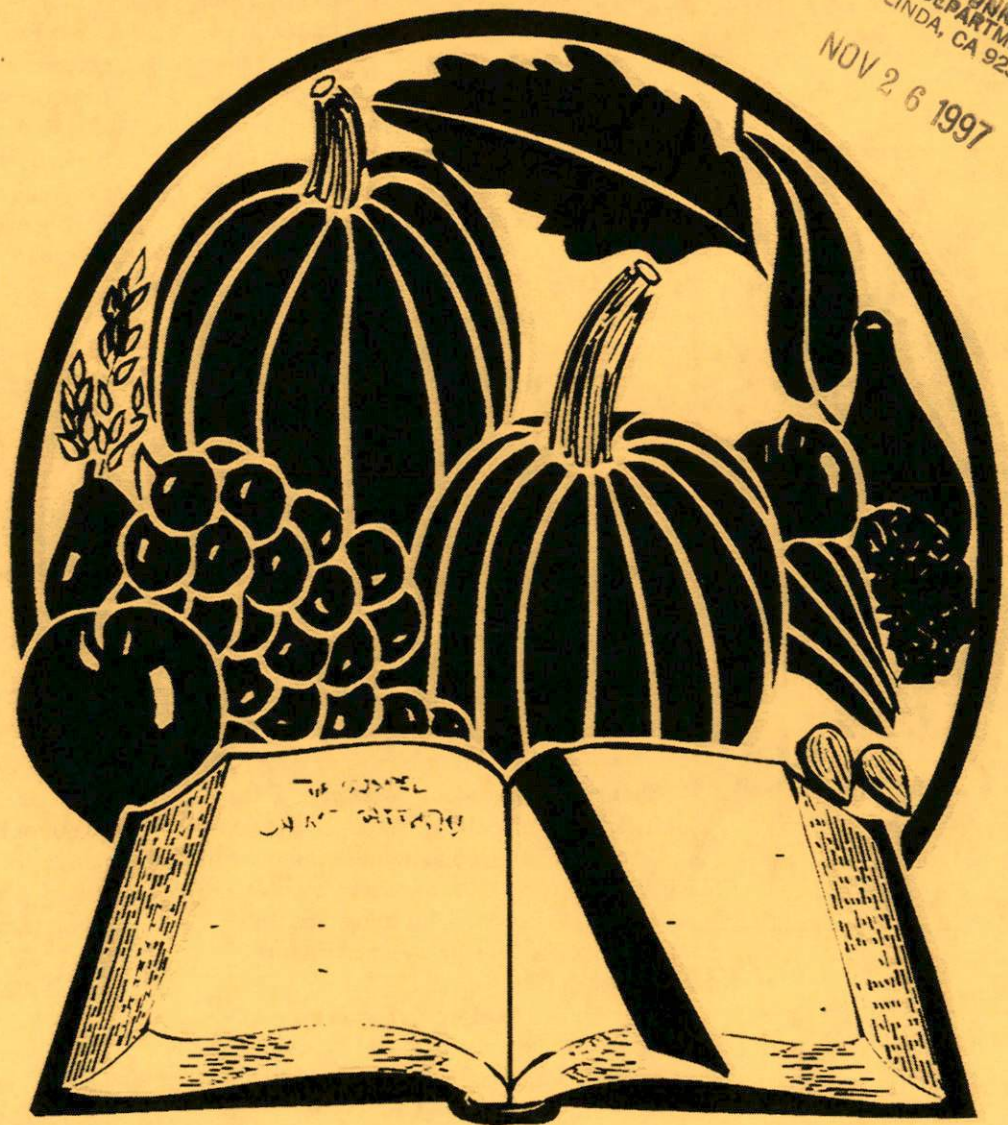
## This issue

Recognition of gifts  
given to us by God,  
through His children in  
the School of Dentistry

## Thanksgiving special issue

*Praise God From Whom All Blessings Flow*

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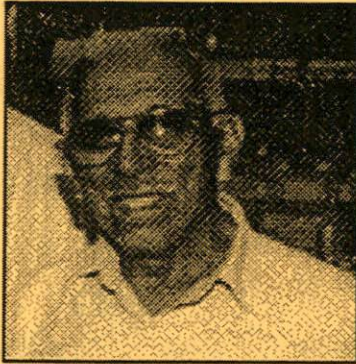


# Thanksgiving Blessings

Thanksgiving is a special time of year when we take the opportunity to give thanks for all of our blessings. Our School of Dentistry family has been richly blessed with so many outstanding employees. Throughout the year, we have honored some of our staff by recognizing them as "Employee of the Quarter." The selection process for these honorees is, indeed, a difficult one. Many nominations are received with comments describing exceptional qualities and performances.

To celebrate our blessings, this special edition of the *Dentalgram* is dedicated to all the nominees whose names have been submitted along with comments by their co-workers. They are listed in no particular order.

Our thanks to all of our School of Dentistry employees . . . *We are truly blessed.*



Trini Briano

## Trini Briano (Housekeeping)

- I appreciate, although I don't see him and thank him verbally, how he constantly, without complaining, does his job day in and day out and does it well. It helps me to worry about one less thing.

- Hard worker - does his job. Can always be counted upon. Never complains about too much work or that this isn't his job. An all around good person who does a good job. Doesn't need to use anyone for his gain.

- Extremely reliable - can always count on him for help with our special events.

- Professional, dependable; helpfulness above and beyond; pleasant attitude.

- Trini never says negative comments about anyone; Christian principles; always here for extracurricular activities.

- Trini is always working hard and always available to help us out if we need it. Always cheerful to everybody.

- Trini is certainly a most deserving person. He is always friendly, helpful and a true Christian.

- Trini has always been a super person - ready with a friendly "hi" and a smile. I've come to work early and Trini is already at work cleaning the entry ways to the school (rain or shine). Also, I've seen him picking up, mopping, vacuuming, dumping trash and doing anything he can to demonstrate his concern for our school's appearance. For a man of his tender years I commend him.

- Trini is one of the most helpful persons there is in this school. Whatever Trini is asked to do, he does without complaining.

- Trini is asked to handle situations that most of us would not want to handle. He has helped to keep this building clean and presentable for many years without complaint.

- He is a hard worker, gets his jobs completed by himself. Always willing to help anyone and keeps all our cans picked up.

- He is the hardest, most faithful worker I've ever seen! He is hardworking, polite and

dedicated. He is an inspiration to us all. We love him!

- Superior job performance; very dedicated, motivated; exemplary conduct.

- Trini has worked hard for many years. Does as much as he can. Best of all - he does it willingly and with a smile. Gets along well with everyone around him.

## Michelle Rice (Patient Relations)

- Employee goes out of her way to help patients and students. She calms the students when they have problems. She is always there when you need her. She basically plays a psychologist because everyone who has a problem goes to her. She is a big encourager to all. She knows that all things are possible through Christ Jesus.

- She really helps a lot with clinic issues. Very motivating and shows she cares.

- Michelle is very concerned about us students. Not only is she professional and does her job well, she is very approachable and personable. I, and many other friends who are also students, find it very easy to come to her with a problem and she always does everything she can to resolve it. It is obvious she enjoys her job and the students, and deserves to be recognized.

- Very sincere, always willing to help all students; outstanding patient relations skills.

- Michelle is so caring towards students. She's always willing to help and she listens when you have a problem. She's so smart about dealing with people and she always will go out of her way to help. She is the best person for her job. Honestly, I really feel as though I can trust her with my problems with patients, etc.

## Jim Tuttle (Orthodontic Clinic)

- I chose Jim Tuttle because he has a sincere heart - he's always genuine and honest. Jim has many great qualities, but I hold these most precious and in highest esteem as they are most desirable, especially



Michelle Rice



Jim Tuttle



when you are a supervisor. I like working for him because I know I can trust him.

- A very understanding manager. Works with us, the few employees that also attend school full-time as well as work. Makes work so fun and uplifting. Always keeps a smile on our faces. To me it doesn't get better than that.

- I feel that Jim has really helped put the orthodontics department together to be a fun place to work. His leadership is commendable. He not only does orthodontics projects, but helps in all school activities.

- He always greets everyone cheerfully! He's always concerned and very caring.

#### **Debbie Medford (Endodontic Clinic)**

- Debbie always is willing to be a team player. She is very dependable and hardworking. She greets the patients with a smile. She is an asset to Grad Endo.

- Debbie Medford is a very dedicated person who would do what ever she can to help students, residents, patients, faculty and fellow employees. She also has a very caring Christian attitude which makes her a very special person. That is why I feel someone who is so dedicated to this school and everyone around here deserves such a special award.

- She always is helpful and cheerful toward her fellow employees and patients. Willing to go above and beyond for everyone.

- I feel Debbie Medford deserves to be recognized. She has put her all into everything she does for patients, faculty, students and fellow employees. She also is very helpful and always has a cheerful attitude.

- Always helpful; greets students and patients with a smile. Never negative. Team player.

- Always willing to help students, staff, graduate students and patients with a friendly attitude. A very caring, helpful person who is always going that extra mile.

#### **Sandra Webb (Admissions)**

- Sandy is consistently positive, friendly, enthusiastic and always demonstrates a warm, caring attitude to fellow employees, visitors, students and our potential students. She "goes the second mile" in every situation and is totally dependable to follow through in all circumstances.

- She is an excellent representative of the School to all our publics and a pleasure to work with.

- One of the most significant aspects of Sandy's personality is grace under pressure. The nature of her job requires a high degree of interaction with prospective students and she leaves a very favorable impression. Another aspect of her job is high stress level at times, and I believe she handles the stress in an extremely professional manner.

- Sandy was "there" for you during the most difficult time as a student - admission. Still, when I see her, she remains enthusiastic and caring. Sandy has never been indifferent to anybody. Her smile and chuckle always exude energy and charm.

- Sandy's office is hidden away from most of the School and she doesn't have a lot of contact with the staff. But what people don't realize is that if we didn't have an admissions office, none of us would be here! Sandy's caring, professional manner and her warm, cheery smile keep all of us cheery on the fifth floor. She works harder than anyone up here and deserves to be recognized!

- Sandy is a very caring, competent worker. She does a good job of representing LLUSD from the time students have their first contact with us. Always friendly and helpful. Also, she is very dedicated and often works long hours.

#### **Maricella Solis (Clinic Coordinator)**

- Made the transition smoothly and tries to maintain a good flow for the clinic. Pleasant person to deal with in an impossible position.

- She really goes out of her way to help students.

- Maricella is a very high-spirited worker in a high stress position. I have watched many times to see students as well as faculty complain about all kinds of things but she still continues to do a good job under fire. She is quick to smile, quick to help and does a fast job. Sometimes I feel that this would be one of the hardest jobs on campus.

- Is always very pleasant and helpful. She is easy to work with and, I feel, an asset to the school.

- The students love her and she loves her job.

- Always has a smile and a helping hand for students, patients and staff.

- Maricella deserves the nomination because she is always very helpful to students, staff and faculty. She is pleasant, friendly and I feel that she represents the School spirit and promotes goodwill.



*Debbie Medford (donating blood)*



*Sandy Webb*



*Maricella Solis*





*Lisa Cooper*

**Lashelle (Lisa) Cooper (Dental Anesthesia Clinic)**

• This employee is always going beyond the call of duty for her department. She is always dependable. She often fills in when we are short-staffed and keeps a pleasant attitude. She offers her help to the front office staff whenever her own duties are finished. She is supportive to co-workers and doctors. It is a great pleasure to work with her.

• Lashelle (Lisa) is a very good, hard working employee. She is dedicated and always willing to go that extra mile.



*Lillian Andrade*

**Lillian Andrade (Pediatric Dentistry Clinic)**

• Lillian does the work of three people. She is always concerned about patients, employees, faculty and especially students.

• I nominate our supervisor in pediatrics, Lillian Andrade. I think she is a good leader. She is always there when you need her, no matter how busy she may be with her work. She always has time to listen. With her caring ways, she keeps our department together by helping us with patients, students and other staff members. I think we work together as a team and no matter how busy our schedule may be we always have time to smile.

• Lillian exemplifies the type of individual who has shown tremendous dedication to looking out for the good of her department, co-workers and patients. She is a very dedicated worker and one who is not afraid to resolve a problem even if it means confronting the individual. She has the ability to do two or three jobs at once while keeping calm. She is able to do this while still maintaining a family of two teenage daughters and a husband.

• Lillian is highly dedicated to her job and is very caring and kind. She's a wonderful person overall.

• I have seen Lillian bombarded with multiple problems and questions and she still maintains a professional, caring attitude. She has the ability to mix compassion with firmness that is needed to deal with students, patients, parents and other employees. Lillian has never been too busy to help when needed. I have never heard her say, "that's not my job." She can make you feel appreciated and important. I would go completely out of my way to help her if she needed me. She is a very special lady.

• She is fabulous. The pediatric department just would not be the same or as good without her. She is loved by students, faculty and staff.



*Ellen Daniels*

• Lillian has been our department supervisor and has shown a tremendous amount of leadership and unselfish service under very hectic circumstances. Because our department has grown rapidly, she has had to deal with a lot of stressful situations and has coped wonderfully while helping students, faculty and patients keep calm.

**Ellen Daniels (Oral Surgery Clinic)**

• In the two-plus years I have been at the School of Dentistry, Ellen has always exemplified high standards (in appearance, work and conduct) and has always been pleasant to work with. She's a true Christian, willing to work wherever she is placed and a real asset to the School of Dentistry.

• She's a sincere, honest and faithful employee . . . one who deserves special recognition.

• A caring Christian attitude is a perfect description of this lovely lady. She is consistently kind and considerate of patients, students, faculty and fellow staff persons. She makes an attractive appearance, always dresses tastefully and appropriately for meeting people. She has a ready smile and a calm, pleasant manner. A joy to have as a person to represent a Christian institution. I nominate Ellen Daniels with enthusiasm!

• I've known Ellen for many years and have had the opportunity to work with her. She has got to be the most pleasant individual in the school. Always smiling and kind. Very caring person. Professional and kind to patients. Good representative of the school.

• Ellen is the personification of Christian attitude in her work and personal conduct. She is an asset to the school in every way.

• Very caring person. Cheerful and spiritual. She goes out of her way to accommodate staff, students and doctors. Ellen is an asset to our very stressful, fast-paced, high volume department.

• Always helpful and caring to patients and fellow employees.



*Beth Bernotas*

**Beth Bernotas (Loma Linda Endodontics)**

• Beth is a very caring Christian who loves working with our patients and they with her. She is very dedicated and works hard to keep the office flowing smoothly. It's a pleasure to work with her. You can always count on her.

• Beth is an extremely hard worker, a caring person and encouraging Christian.



### Antonio Garcia (Sterilization)

• He is always seen with a smile on his face and a "good morning" to greet you with. Very pleasant man with a job no one else can understand how important it is, until they need something. If they are short of gowns, he is there for them. I feel he has made education a big part of his life, for he's taking evening classes after work to better himself.

• Antonio always has a warm, pleasant attitude with a smile. He is always at work and is very efficient. He has a very difficult job and receives little appreciation for his efforts.

• Antonio is always happy and helpful. If you ask him for something, he gets it done ASAP. Even just passing in the hall, he's smiling and always says "hi." He is a very hard worker and seems to just come in, drop off his things and he's out at work someplace to drop more off.

• Antonio has been very helpful at all times. Every time I see him in the hallway he is always very cordial and is always smiling.

• Antonio is a very nice person, very dedicated in his job and very helpful. Very professional.

• Antonio is an exceptional worker. He has about the worst job in the University, yet he always comes through day in and day out. He has always given me a hand when I've needed it. I really think that if Antonio would receive the Employee Recognition Award, he would cherish it for the rest of his time with the School of Dentistry.

• With the background that he has come from, he does this job with a degree of dignity.

• Antonio is always on the go. If we are in need of his services, we can always depend on his willingness and promptness. Antonio is always smiling and is a hard worker.

• Very desirable personality for this job. Antonio is always very polite and is very dependable.

• He is a very caring and always has a good attitude. Always smiling, happy and willing to help. When we need something in the department all you need to do is call and he comes right up and takes care of it. Always working hard and keeps a BIG smile on his face.

• I think he is very courteous and respectful. He's a gentleman. We should have more employees like him.

• Works very hard to make sure everything goes smoothly for all departments. His work affects all areas of the School.

### Shirley Purucker (Copy Center)

• Shirley provides a "thankless" service to the entire teaching and clerical staff of our School. She goes the "extra mile" to meet our last minute changes and emergency needs. This is a position where each one who uses the copy services is sure that his or her job is the most important one in the School. Shirley has the ability to balance these needs and makes every effort to keep all of us happy. (She also brings in some delightful "goodies" for our morning break.) Many times you can hear her machine running at top speed at 5:00 p.m. when everyone else is heading for the exit. We really appreciate her!

• She's always there when anyone comes in with a late request. Never complains about being overworked when at times she has every right to. Always happy.

• Shirley was the first person that came to mind when I received this form. She is always willing to help out and stay after hours, if needed. Even when she's under pressure, she keeps a smile on her face and makes every effort to help you with your needs.

• I appreciate Shirley a lot. She's always cheerful and willing to help out even on last minute orders. A great lady!

• She's great! Always willing to help me whenever I need something done. Always has a smile on her face.

• Shirley is always willing to try to accommodate and meet some back breaking deadlines that we present to her.

### Barbara Davis-Samuel (Dental Hygiene Clinic)

• A pleasure to work with, always helpful. Even when she's really busy, she finds time to help others.

• Represents the School in a professional and representative manner. Friendly and kind with students and staff. Flexible with work assignments. Quality work completed. Adapts readily to various situations. Stays calm.

• The dental hygiene department is so privileged to have Barbara. She is always kind and has such a great smile even when things are stressful. She is also willing to listen, to learn and she is always open to changes. What more can I say - she's great!

• Always helpful to faculty and students. Great attitude. Easy to work with when there are problems. Goes the extra step.

• Barbara is always polite and willing to help; always has a smile.



Antonio Garcia



Shirley Purucker



Barbara Davis-Samuel





*Carl Imthurn*



*Luci Denger*



*Christina Khachatourian*



*Kellie McNeil*



*Chuck Yetter*



*Kate Johnson*



*Carol Sorrells*

• Barbara is such a big help to the hygiene students. She helps clean our cubicles in emergencies. Stays late and schedules all our patients. She's the greatest!

• Barbara puts up with 42 dental hygiene students who ask for 42 different things at once (and we're not always patient) and she still helps us with a smile. We love her and our time on clinic just wouldn't be the same without her.

#### **Carl Imthurn (Computer Services)**

• Carl always goes beyond the call of duty, is cheerful and smooths over difficult situations.

• Carl is always available with a warm, gracious attitude even in the busiest times of the year, which is particularly exemplary considering the silly mistakes and questions he frequently gets from the staff.

• I believe Carl deserves this recognition. Whenever I need his help with a computer problem, altering a program, or developing a new program, Carl always gets the job done with utmost efficiency. I have never heard him use harsh words or seen him upset or angry with people he deals with. If we lost Carl, our computer system would seriously suffer. He is not in a highly visible position; however, he does his job quietly and efficiently. He gets my vote.

• Carl is always helpful and will take on any project asked of him. Appreciate his cheerful manner and good sense of humor.

• Carl is always pleasant and available for any help we need with our computers or projects, particularly during those moments when we are experiencing computer operator problems rather than computer problems. Carl is most patient.

#### **Luci Denger (Endodontic Department)**

• Luci is always cheerful despite a difficult job with multiple faculty making demands on her time. She is always willing to go the extra mile.

#### **Christina Khachatourian (Clinic Supply)**

• She is very caring with all the employees and all the students love her. All of us love to work with her. She is hard working - not only here, but also at all her church functions. When she is given a duty, she always has a smile on her face.

• She is always friendly and has a smile on her face and never complains.

• Always willing to help. Goes out of her

way for people. We respect her a lot. Goes the extra mile for students.

• Christina has always done her job without complaint. She treats the students well and goes the extra mile to help them.

• I have never heard her say one unkind word about anyone or any job. She is a very good Christian.

• Her Christian attitude influences so many lives and makes even the strangers and visiting candidates feel at home during the boards or any other circumstances.

#### **Kellie McNeil (Pediatric Dentistry Clinic)**

• Kellie is a wonderful person, always helping others and helping students.

#### **Chuck Yetter (Dental Maintenance)**

• Very friendly, always shows interest. I feel he has many responsibilities here at the School. I don't work directly with him, but all my encounters with him have been pleasant.

• He always is willing to be of service even though he is very busy. Will be there when you need him. Helped immensely during the "big move."

#### **Kate Johnson (Dental Records)**

• Kate makes the department of records a happy place to work. She is a motivated supervisor who genuinely cares about the employees. She is always willing to help with the most simple and menial tasks when help is needed. She is understanding and inspires her fellow employees to give their best to their job. She makes the office a pleasant place.

• Kate is helpful and always encourages you to do your best. She is not too proud to help or do any of the lowliest duties in the department. She cares for the employees and it shows. She motivates each of us to excellence.

• Kate is a very caring professional. She is not only efficient, but very personable as well. She is well liked among the students, patients and employees. She is never too busy to help or care. She's great! A perfect example of supervisor and co-worker.

• Excellent supervisor. She knows what teamwork is! She's an example of dedication and motivation. Many others should follow.

#### **Carol Sorrells (Radiology Clinic)**

• Carol is there to teach the students in a courteous yet straight forward manner. She is good with names and always says "hi" with a



smile (a simple but important attribute.) She is professional with the patients and knows what she's doing. Carol deserves some kind of award for her hard work.

- Carol has been extremely helpful in her concern to learn different techniques to obtain high quality x-rays for our clinic. She has also volunteered her staff when my staff member was out sick. Carol is very dedicated to her job.

#### Stan Lillard (Dental Maintenance)

- Always cheerfully helps with repairs. Willing to go the extra mile.

#### Dawn Pellerin Pfeifle (Endodontic Department)

- Always willing to help with a positive attitude.

#### Linda Roddick (Loma Linda Endodontics)

- Linda has demonstrated exceptional abilities to show others her dedication by praying for us. I am new here and the kindness she has shown is immeasurable. She is always available for questions and takes special interest in others, mostly elderly patients. She has an outstanding ability to fix things in the office before calling

maintenance. Her loving kindness rubs off on others.

- She works so hard in the office. She treats it as if it were her own home. She's extremely comforting and attentive with patients, and is always available to co-workers when they're having any kind of problem and she'll do all in her power to solve the situation, whether solving the problem through prayer with the person to offering sincere advice. Lastly, she is a willing servant, always volunteering wherever help is needed, even outside of our office.

#### Monique Casteneda (Dental Anesthesia)

- An excellent employee, one who loves her work and cares for others. Always is on time and with a great degree of professionalism. She truly deserves recognition.

#### Jodi Staff (Oral Surgery Clinic)

- Jodi is one of the most dedicated staff members of the OSR department. She is always very pleasant to staff and patients and willing to go the extra mile when helping staff, patients and doctors. Her soothing demeanor is an asset in a very busy and often tense department.

- Jodi has always been very reliable and dedicated. She is one of the most conscientious employees I have ever had the pleasure to work with. She spends a great deal of time keeping the clinic moving smoothly by serving as a patient advocate while meeting the needs of the clinic. She is wonderful.

- She's the best! As staff members, we love Jodi. The patients love her.

- Hard worker; never complains.

Excellent patient management skills. Handles stressful situations well. Liked and respected by co-workers and staff. Efficiently runs a busy clinic.

- Consistent Christian, caring attitude; always calm and pleasant regardless of the situation. Dedicated and devoted.

- Jodi always has a cheerful attitude and professional manner.

- Jodi is an example of Christian ideals. She is

extremely dedicated and often puts the needs of our oral surgery patients and running of the clinic above her own. I cannot count the many times my patients have complimented how efficient and caring Jodi has been to them.

#### Joy Pastor (Student Affairs)

- I believe that Joy always gives 110 percent to the students here at LLUSD and always puts in the extra mile.

- Joy is a hard worker yet always takes time to talk to students and make them feel like they're somebody. She always has a smile on her face even in times of trial.

#### Carol Lenchner (Restorative Dentistry Department)

- Works hard and steady. Cares and helps patients efficiently.



Stan Lillard



Dawn Pellerin



Linda Roddick



Monique Casteneda



Jodi Staff



Joy Pastor



Carol Lenchner







*Jeri Fowler*

**Jeri Fowler (Endodontic Clinic)**

- Jeri is knowledgeable and a team player. She exemplifies what a Christian worker should be.
- So good natured all the time; does a bang-up job of emceeing the Christmas program.



*Gloria Martinez*

**Gloria Martinez (Screening)**

- The employee always has a helpful attitude when I need to solve a problem. She has a very good knowledge of the school's policies and procedures. Always has a nice phone voice even when it is very busy.
- Gloria Martinez has many neat qualities. What I like best about her is her willingness to help when asked. She is pleasant and sweet - a mother figure.



*LaBarbara Cromwell*

**LaBarbara Cromwell (IDP Clinic)**

- LaBarbara always has a smile on her face and a pleasant word to share. I don't work directly with her, but I wouldn't mind if I did.
- She is always very helpful to staff, students and faculty! Always has a smile and takes a sincere interest in others. Has been dedicated to LLUSD for many years as an exemplary employee.
- LaBarbara is very considerate and a hard worker. She takes her duties very seriously and genuinely cares about faculty, staff, patients and students.



*Cynthia Carter*

**Cynthia Carter (Data Entry)**

- She is an unseen thriving force of all computer information that we all depend on.



*Miriam Yanez*

**Miriam Yanez (Clinic Administration)**

- She is always friendly and shows that interest that says she cares about you and what's going on with you.



*Floyd Ferguson*

**Floyd Ferguson (Dental Supply)**

- Floyd has the most charming, congenial manner with students.

**Marci Stirl (Clinic Administration)**

- I know Marci both personally and professionally. She carries a very high degree of commitment, compassion, empathy and mercy towards any situation or person while never making you feel like an "incompetent." She has a way of making you feel as if you're the most important person in the world. She loves to teach people and she's good at it.

• Marci is a very pleasant person. When I run into her she gives me a greeting and a smile. She is also very helpful. She takes care of problems.

- She's a very caring, loving person.
- Marci is very helpful and good natured.
- Marci has been very helpful, not only to me but to our department. As always, she goes out of her way in solving problems or just making things better. She is always on the go but never too busy to help or just to say "hi."

• Marci is one of the most diligent, hard working and efficient workers here at LLUSD. And most of all, she has shown kindness and patience to the students as well as the staff and has, at many times, gone the extra mile to help others.

• Marci is a hard, conscientious worker. She is always pleasant and should receive recognition.

• She has always shown willingness to help in any situation regardless of whether it's "her job" or even "her department." She has always made each one of us feel like we're the most important. She is devoted to each one of us who may ask for her time.

• She helped pediatrics in the time we had no secretary.

• Though each department goes through their own difficulties, when asking for help Marci always comes through. She did not just take care of what was needed, but went beyond to make things even better! We can really see the sincere qualities of her dedication. Very helpful in solving problems, Marci is a *true* team player. Thank you, Marci.



*Marci Stirl*







**Steve Cantrell (Dental Supply)**

- Always cheerful, helpful, stops to say hello even when swamped at his job. Still takes the time to be nice when he is out in the heat sweating away. Nice guy. Works hard.
- Steve always has a great attitude when he delivers packages. When he comes by we can count on him to cheer up the office. Moreover, on several occasions he has gone out of his way to help out when we need him.
- Just appreciate Steve's attitude. Even when it's a really big load of paper he is still able to have a sense of humor. And, he is always concerned about your needs and will call or pop in to ask if a change in delivery will be okay. Appreciate his new family and his willingness to serve time in the reserves.
- He is always cheerful and willing to help. I've never heard him complain when his cart is stacked high with boxes and it's getting close to the end of the day. Very nice person.
- I can always count on Steve to cheer up my day when he brings around the mail/packages. His friendly smile and cheerful attitude are assets to the dental school. I wish more employees shared his enthusiasm.

**Keri Allen (Patient Relations)**

- She goes out of her way to help, especially with the students. She is very professional with a fun and energetic personality. Able to completely cover when supervisor is away from office.
- Although not in a high visibility position, Keri maintains a warm approachable personality no matter how hectic the work load. She still seems eager and anxious to resolve one's problems in "Problem Relations."

**Kathy Biller (TMJ Clinic)**

- Continued high level of dedication and application to her job and to the patients of the TMJ Clinic.

**Stella Suba (Endodontics Clinic)**

- Stella always lifts up everyone she comes in contact with. Stella has one of the best attitudes I've ever had the privilege of working with.
- Stella has always been a people person. Always very helpful and kind no matter what day of the week it is.
- Stella shows a high degree of dedication and is always willing to go the extra mile.
- This woman is always smiling and happy to help! She brightens the room.
- Always helpful to students and employees. Helps not only in her department, but willing to help and problem solve in others.
- Always willing to help. Very friendly and caring with patients, students and other co-workers.

**Renee Richardson (IDP Clinic)**

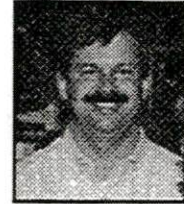
- Renee is always willing to help a patient or employee in any way she can. She never complains about her job and always has a smile. She is always willing to go that extra mile. Renee brightens everyone's day.

**Ruben Hernandez (Computer Services)**

- Ruben has been a joy to work with ever since he started here. No matter how much pressure is on him, he is unfailingly polite and patient with the dental school computer users.
- He is always there to help. With his workload he maintains a nice demeanor.
- Ruben is great to work with. No matter how stressful a situation may be, he never loses his cool.
- Ruben is a joy to work with no matter how busy or stressed he is. He always treats people with respect. Always helpful, always patient.
- Always pleasant to work with; has a smile and personal word for everyone. Will find a way to do the job.

**Pen Braister (Urgent Care Clinic)**

- I had a chance to work with Pen at the graduation reception. She was outstanding and just got right in there and started working. She is a team player - a great person to work with. I would love to work with her again, anytime!



*Steve Cantrell*



*Keri Allen*



*Kathy Biller*



*Stella Suba*



*Renee Richardson*



*Ruben Hernandez*



*Pen Braister*





Vivian Arredondo



Jeni Christian



Fran Crawford



Tami Earnest



Donna Minder



Jim Redfield

**Vivian Arredondo (Endodontic Clinic)**

• Has improved greatly; shown positive attitude; helps students with a smile; takes direction well.

**Jeni Christian (Clinic Administration)**

• Always supportive and attentive to my concerns whenever I approach her for requisitions.

**Fran Crawford (Orthodontics Department)**

• With some 19 years or so of service and dedication to the orthodontics department, she never tires of sharing her helpful efforts, no matter what the task. She is truly the *glue* that keeps the department going. Always willing to help and always with a loving heart!

**Tami Earnest (Dental Insurance)**

• She is always willing and able to help with questions. She also is very pleasant to all patients and staff that she comes in contact with.

• Tami is very helpful and always willing to go that extra mile. Anytime I have a problem she helps to solve it. Anytime I have a suggestion she's always willing to try it.

**Donna Minder (IDP)**

• Always very cheerful; always willing to help IDP and other students; very Christian attitude. Willing to go extra mile for employees; also the doctors all love her.

**Jim Redfield (Dental Maintenance)**

• Jim is exceptional in achieving the excellence in his work, particularly considering his daily responsibilities. He has always been helpful and patient and I strongly support his nomination.



Odie Fontoura, Evie Roach, Amalia Salinas, Lizette Hocutt, Mickey Mouse, Keri Allen and Carrie Edleson

# Dentalgram

**Deadline:**  
25th of each month

**Editor:**  
Christy K. Robinson

**Photographers:**  
Richard Cross  
Christy K. Robinson

## Thanks

*Thanks to all who contributed to this issue of Dentalgram.*

*Leif K. Bakland  
Nancy Davidson  
Kathleen Moore  
Richard Tinker  
Florence Wetmore  
Employee Recognition Committee*

**Evie Roach, Amalia Salinas and Odie Fontoura (Dental Records)**

• This is a job that takes concentration, but most of all, concern and guidance of students to help develop values of their future. The one-on-one these ladies have with students is easy plus some difficult times. To me, this shows patience and dedication to give 100% to their job.

**Lizette Hocutt (Dental Records)**

• She is always cheerful. She deals well with students and co-workers. She is proactive, not reactive to students who sometimes get impatient. She is funny and always has a smile.

**Carrie Edleson (Dental Records)**

• Always in a good mood. Goes out of her way to find charts/people.

### Additional Nominations

Fran Clark (Dental Insurance)  
Alisa Wilson (Implant Dentistry)  
Nicole Jones (Dental Anesthesia)  
Marian Wood (Dental Maintenance)



# *A letter from a grateful patient*

Because of you, I wear a complete set of dentures. Because of you, for the first time in my life I willingly smile. Because of you, I can face a job market at 62 years old and be confident that I will at least be judged on my merit and not automatically be dismissed because I look strange.

I thank you for doing for me what I could not do for myself. I did originally come to the dental school because of difficulty, or next to impossibility, of affording treatment elsewhere. That is not why I stayed. It would have been impossible for a commercial dentist to ever do for me what you have done.

A skeptic would say, "Well, they get paid for what they do," but no one could get paid well enough that they could bring to the job the constant decency that I saw at Loma Linda: the guard at the security shack leading to the parking lot; the receptionists talking on the phone and dealing with people asking questions at their windows while doing their jobs with the greatest attitudes — always alert, pleasant and efficient. I saw doctors treat their students with respect. I saw students' earnest ambition, eager to learn more, more, more.

One of your doctors in particular was very gentle and

knowledgeable. His attitude was such that he was honored to be a teacher. I was involved with him only briefly, but in that short period of time he gave me the rarest of gifts. He gave me the experience of having someone to respect and admire.

My dental student repeatedly "outdid" herself in her efforts to see that all the work was done properly before I left Southern California for Northern California to work. She always wore a smile when I walked in the door; her enthusiasm never wavered. Her attitude and professionalism were as reassuring as her determination to do a good job. She was heartwarming.

My experience with Loma Linda University School of Dentistry has been one of solemn gratitude. I hope one day to be able to give to others, as you have given to me, and do for others what, at the time, I could not do for myself.

I thank you. I thank all of you for being an inspiration, for being a single moment of what *should be* in a world of chaos. I thank you for being a touch of kind sanity in a world of terrible indifference.

I have, by the way, been told "You have a wonderful smile now," and "They look real," and "You look ten years younger." When someone asks "How are you today?" I always get a laugh when I blurt out, "I look and feel great!"

Again, thank you all, and God bless you, from the deepest part of me.

