



Each month, the Communicator will feature a story about a randomly selected employee on campus. Learning about our colleagues helps to build community and is interesting—because everybody has a story!



Work-Life Balance Tip

Lewiston YMCA offers snow day care when the Lewiston and/or Auburn public schools close for the day. Families interested in this care will need to contact Sara Thistles at the Y to pre-register: 795-4095 ext. 219

Everyone Has A Story—Doris Vincent

How many of you readers can say you are one of 13 children? Well, Doris Vincent can; she is the 11th of 13 children! Doris believes she was fortunate to be born into a large French Canadian family and speaks fondly of the hectic days of her youth.

Like many French Canadian children in this area, Doris grew up speaking only French at home and it wasn't until she entered the public school system in Freeport that she learned to speak English. She has vivid memories of the embarrassment and challenges that this caused her as a young girl, but is proud to say that she quickly learned English and went on to become one of the first in her family to graduate from high school. She is an avid reader and says that as a young girl, reading was the only way to find solitude in such a large household.

Education is extremely important to Doris and she cites the

moment she graduated from high school as a very powerful event in her life. At the time she graduated, 9 of her older siblings had not graduated and she remembers looking out into the audience at the ceremony and feeling that she was graduating for them all. She is happy to report that many of her siblings did obtain GED's, diploma's or college degrees later in life.

Doris and her husband, Gregg, have passed on the value of an education to their three children. She is particularly proud that all of her children attended college and that one of her sons has an advanced degree.

With such a rich history behind her and her dedication to ensuring that her family obtained a quality education, it is no wonder that she found her way to employment at Bates.

Doris came to Bates 19 years ago from a law firm and has never

looked back. What does Doris think is the best thing about working at Bates? The diversity of our staff, faculty and students. She feels it is a privilege to be working in an environment where she gets to meet and interact with so many different people. Her position in the Off-Campus Study office has allowed her exposure to many different experiences and has even enticed her to travel. (Her dream destination is currently Italy, which she hopes to visit soon!)

Doris believes that her greatest professional achievement at Bates is starting the Bates Office Professional's Network (BOPN) with colleagues. One of her greatest personal achievements is that she has written the story of her father's life, in hopes that she can share his interesting story with others.

Sharing personal histories is important—thank you, Doris, for sharing a part of your story!

New Employees—November 2008

- Gregg Vincent, Supervisor of Student Mail Services and Campus Mail Route, Office Services



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Transition to Aetna

Human Resources and Aetna want the benefits transition to go as smoothly as possible for you and communication is the key. You can help us by making sure your providers receive your updated insurance card information and that Aetna has your correct coverage information on file. Below are some reminders that will help with this transition.

Notify your Providers: Let your doctor's and dentist's offices know that your insurance will be changing effective January 1st. Make sure they take a copy of your new insurance card when you visit. At the pharmacy, you will need to provide your insurance card to the pharmacist for the first prescription you fill in 2009. If you want to use Aetna's mail order pharmacy, you will need to have your physician write out a new 90-day prescription.

Aetna also points out that often you may get a bill directly from a lab as your physician's office may not send your new insurance information along with your specimen. If this happens, call the lab's

billing department (the phone number will be on the bill) and provide them your new Aetna ID# and Aetna's claim address which will be listed on your insurance card.

Ongoing Services: For HMO members, if you have had a series of referrals approved in advance for 2009, you will want to contact your physician and have them process a new referral under Aetna. If you have a hospitalization that has already been pre-certified under Anthem, you will need to have them pre-certify the stay with Aetna. Neither referrals nor pre-certifications will automatically transfer to Aetna.

If you are in the middle of an episode of care with a provider that is not part of the Aetna network, you will need to contact Human Resources for a "Transition of Care" form that your provider will need to complete. It is not Aetna's desire to interrupt care you are currently receiving.

Aetna Navigator: Now that your enrollment information is on file with Aetna, you are encouraged to set up your

"Aetna Navigator" account at www.aetna.com. Through Aetna Navigator you can verify that Aetna has collected the correct information on your covered family members and for HMO members that your Primary Care Physician (PCP) information transferred correctly from Anthem. If you find any errors, please contact Ken Emerson in Human Resources at 786-8271 with the necessary corrections.

Insurance Cards: You should have already received your Insurance Card(s), however, if necessary, you can always print out a temporary card through your Aetna Navigator Account. If you need another card for a child away at college, you may also order a new one through your Aetna Navigator Account.

Coverage Questions?: Aetna's member services number is listed on your insurance card. You may also contact Lisa Crane, our Clear-Point Benefit Advocate, at 1-800-410-6571, ext. 134 or via e-mail: lcrane@clearpoint.com

Everybody's Talking About It: The Mao jacket

Have you noticed the 10-foot high Mao jacket sculpture next to Pettengill? Created by Sui Jianguo, one of the most important contemporary Chinese sculptors working today, the artwork will be on display for the next year here at Bates College.

Even though "Mao" is not visible in the jacket, many people remark that while viewing the jacket, his image immediately

springs to mind, and evokes many different feelings. "In Sui Jianguo's work, the iconic Mao jacket symbolizes Mao's legacy and may be viewed as both nostalgic and critical, mirroring the views of the artist and many Chinese of his generation," says Asia Society Museum Director Melissa Chiu, a leading authority on contemporary Chinese art.

The Mao jacket is part of the series "Legacy Mantle" for which the artist is best known. The 4-ton metal jacket is 3 meters high, 2.5 meters wide and 1.5 meters deep.



Photograph by Phyllis Graber Jensen

Prepare Your Vehicle for Winter



More individuals die from traffic-related injuries than any other single cause. By driving safely and preparing your vehicle for winter, you are less likely to get into trouble during the winter months.

Prepare your vehicle for winter by checking the following systems:

Battery: Keep the battery and terminals clean. Check that the battery is fully charged.

Exhaust system: Check for leaks. Never heat car in closed garage.

Heating and cooling systems: Check antifreeze levels. Test

heater and defroster. Remove debris from intake vents.

Ignition system: Check condition of wires and distributor cap. Get a tune-up.

Tire chains: If you use chains, make sure they are in good shape.

Tires: Check tread. Put snow tires on at first snowfall warning.

Windshield wipers and washers: Check condition and ensure that they are working properly.

~Jim Guzelian

Winter Vehicle Safety Kit

- Flashlight with extra batteries
- Brush or broom to remove snow
- Extra fuses
- Rags for cleaning headlights or windshield
- Extra washer fluid
- Work gloves and boots
- Small snow shovel
- Small bag of kitty litter, salt or treated sand
- Booster cables
- Nonperishable food
- Reflective triangles
- First Aid supplies
- Cell phone

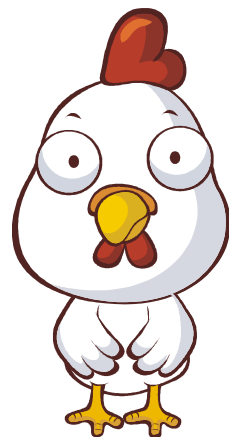
Dining Services—Did you know?

A menu item is discontinued if students do not select the item or large quantities of the item show up in waste.

An average of 20-30 comments are posted on the napkin board (including the online napkin board) each day.

Dining Services negotiates bulk packaging agreements to cut down on excessive packaging.

185,000 six-ounce glasses of skim milk and 32,000 six-ounce glasses of Coca Cola are consumed each year by Bates students.



Chicken tenders are the most popular item served. When served, approximately 700 pounds of chicken tenders are consumed!

Nearly 30% of the food served comes from 32 local farmers.

6,000 pounds of fruit are served each month compared to 2,000 pounds of potatoes.

Approximately 35,000 hand-stretched pizzas are made each year.

Bates College donates over 33,000 meals to local food banks each year.

Roughly 4,000 meals are served at commons each day!

Each month, the new Communicator will highlight a program, interesting fact or accomplishment of a department on campus. January's featured department is Dining Services.

Employee Events in January

January 8	Bi-Weekly & Monthly Pay Date
January 19	Martin Luther King, Jr. Day
January 22	Bi-Weekly Pay Date Supervisor Training: <i>Building High Performance Teams</i>



Setting Your Healthy Resolution in 2009

Have you set a healthy resolution yet? Here are three steps for setting a healthy goal and following through:

1. **Make a plan;** Take some time to carefully think out the steps that you can take to achieve your goal. Be sure to make these steps realistic. Use time as a measurement (for example if your goal is weight loss, set an objective to lose at least a half pound per week). Plan around the resources that you have (such as the fitness facilities at Bates). Schedule times into your day where you can focus



Mike Milliken, Wellness Coordinator

on your resolution.

2. **Write down (or type) your goal and objectives** and place it in a spot where you will see it on a regular basis. Use detail in describing both your goal and the

objectives to meet your goal. This helps with the visualization process in achieving goals.

3. **Personalize your goal so it means something to you.** If your goal is simply losing weight or quitting tobacco, you're likely to lose motivation after the buzz fades away. Identify a personal reason why you want to achieve this goal and right it down. For example, "I want to lose weight so I can enjoy playing with my grandson".

~Mike Milliken

Classification Study of Staff Service Positions

Bates College has committed to classifying and reviewing the compensation of all staff. The Human Resources Department, led by Classification and Compensation Manager, Melani McGuire, will be conducting these studies so we can standardize how positions are paid. The process begins with updating job descriptions, interviewing staff doing the work and creating a

system that helps us understand how jobs across campus are similar to each other.

As you may be aware, the first phase of this process was completed in May with the classification of all Administrative Support positions. We are now beginning the second phase of the project and will conduct a study of all service positions. Included in this "service" classification are non-

management positions in Security, Office Services, the Bookstore, Dining Services and Physical Plant. We anticipate concluding the service study in April 2009.

The next phase of the classification study will include professional and technical positions, and the final phase will include management positions.

Notes from Bates College Staff Association (BCSA)

Greetings from the Bates College Staff Association Steering Committee!

We are pleased to have new members: Peter Casares (At-Large, Athletics), Butch Dow (Physical Plant), Chris Davis (Dining Services), Lori Ouellette (At-Large, Dean of the Faculty's Office), Renee Phelan (ILS), and John Rasmussen (Physical

Plant) join Tim Chouinard (Physical Plant), Marcel Deschaines (Dining Services), Celine Dodge (Appointed by the President), Jim Guzelian (At-Large, Safety), Julie Retelle (ILS) and Brenda Sawyer (Appointed by the President).

We have had an eventful first three years and hope to plan more exciting events and

programs to come, along with working on some important issues that staff have been suggesting.

Please take advantage of the opportunities to attend a Steering Committee, Publicity & Events, or Compensation & Benefits meeting. Meetings are open to all staff. Hope to see you there!

