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SEVENTH ANNUAL INDIAN STREAM HEALTH CENTER EXCEPTIONAL CUSTOMER SERVICE AWARD ANNOUNCED



The Board of Directors of Indian Stream Health Center (ISHC) is proud to announce the recipient of ISHC's Seventh Annual Exceptional Customer Service Award. This award is being presented to Nancy Rouleau, ISHC Administrative Assistant, on August 12th at ISHC's Annual Community Meeting which is being held at the Spa Restaurant & Outback Pub in West Stewartstown, NH. The meeting is open to the public and starts at 5:00 pm. A reception starting at 5:00pm will be followed by a 6:00pm dinner. A suggested donation of \$18 from those who are able to make a donation is appreciated to help offset the cost of the evening.

The Exceptional Customer Service Award was created to recognize the efforts of ISHC staff that go above and beyond expectations on behalf of patients and their fellow staff members. Ms. Rouleau was nominated by her peers for her exceptional customer service. Jonathan W. Brown, CEO of ISHC remarked, "This is the seventh year presenting this award and we are very pleased that Nancy is this year's recipient. She is a dedicated employee who is always smiling and pleasant with everyone; both patients and staff alike have commented on her exceptional customer service. Nancy has been a full time member of the ISHC team since 1980 and also is recognized as the employee with the greatest longevity of 35 years."

Nominees for Nancy testified that, "She is a "go-to" staff member, leading from the trenches. She is always willing to help find the solution," and "Nancy is always smiling and I have never seen her in a bad mood since I have worked here. She is always willing to assist anyone here at ISHC and with a smile."

When asked, Nancy quickly responds that her interaction with the patients is her favorite part of her job. "I love coming to work and being able to help our patients. I do my best, for each one, to get them what they need." According to her peers, Nancy is credited with a pleasant and calming demeanor and is renowned for always having a smile.

Nancy and her husband Peter are natives of the North Country and currently reside in Columbia. They enjoy fishing, hiking, snowmobiling, ATVing, and spending time with their family.

ISHC encourages community residents to attend its August 12th Annual Community Meeting. To attend, R.S.V.P.'s are required. Please contact Gaetane Boire at 603-388-2432 by August 3rd. Visit us online at **Indianstream.org** for more details on the event.

Indian Stream Health Center is a Federally Qualified Health Center (FQHC) serving the needs of Coos County, New Hampshire and surrounding areas in Maine, and Vermont; maximizing the quality of life of area residents.