I like to think of the DAR as a close-knit family, but we are also a somewhat large and complex organization where there may be disagreements, misunderstandings and even legitimate grievances. After all, these do occur even in families. At work, given human imperfection, it is not unexpected that DAR employees or managers with good intentions sometimes will make honest mistakes. What should we do in these circumstances? If one has a dispute with a coworker, my expectation is that the involved individuals will try to work it out before elevating it to the immediate supervisor. If the supervisor cannot settle the dispute, or if there is a disagreement with a supervisor, or one seems to have been wronged by the divisional leadership, the employee should pursue resolution upward through the ranks of the division. It is my desire, and one shared with the Equal Opportunity Program (EOP) and Human Resources (HR), that I will be informed of any unresolved differences before a DAR employee elevates the concern to either EOP or HR. In the case of allegations of discrimination or violations of civil rights, employees are accorded the discretion to proceed immediately to the EOP, but that office does urge grievants to “discuss the matter with his/her immediate supervisor and/or his or her department head” before engaging them. For complaints and grievances not involving discrimination, employees should contact HR, but with the instruction that employees first discuss the matter with their supervisor and then through the ranks of DAR management. I know that it is difficult to confront an adversary, but, especially where all parties can disagree without being disagreeable and try to understand the difference, it is often the most effective course. Additional information on complaint and grievance procedures can be found at: http://emory.hr.emory.edu/policies.nsf.
Dear Aetna Navigator Member,

We’ve created a new suite of online decision support tools, Estimate the Cost of Care (ECC), to help you plan for anticipated health care costs. As a registered member with Aetna Navigator, our secure member website, you can use these tools to compare in-network and out-of-network estimated costs for health care services in your area in the following categories:

1. Medical Procedures -- (formerly known as Price-A-Medical ProcedureSM) We’ve expanded the list of procedure and surgery types for this tool and enhanced the display of results.

2. Office Visits -- New! Shows costs for services such as routine physicals and emergency room visits by type and complexity.

3. Medical Tests -- New! Shows the cost of lab tests, X-rays, MRIs and many other tests.

4. Diseases & Conditions -- New! Provides up to a year’s total estimated average in-network costs (for facilities, doctors, prescription drugs, and medical tests) associated with specific diseases and conditions, such as asthma, diabetes, or pregnancy, depending on level of severity.

You may also have access to other ECC tools, based on your Aetna coverage.

5. Prescription Drugs -- (also known as Price-A-DrugSM) This tool is available if you have Aetna prescription drug coverage. You’ll see the estimated costs of prescription drugs in the doses you specify at a local pharmacy or through our mail-order drug program. You’ll also be able to compare the estimated cost of brand-name drugs and their generic equivalents.

6. Dental Procedures -- (formerly known as Price-A-Dental ProcedureSM) This expanded and enhanced tool, which estimates the in-and out-of-network cost of common dental services, is available only to members of an Aetna Dental PPO plan or the Vital Savings by AetnaSM plan.

Log on to Aetna Navigator from Aetna.com today and select Estimate the Cost of Care from ‘Tools to Manage My Health Care’. Whether you’re looking for cost estimates, details about who’s covered by your plan or your most recent plan activity and balances, Aetna Navigator has the information you want at the moment you need it. You’ll be glad you logged on!
**Birthdays**

- Meredith Mintz   2/03
- Yi Li           2/07
- Tulasi Ghimirey 2/11
- Marilyn Creech-Harris 2/13
- Deb Mook       2/13
- Bryant Shelton  2/24
- Daniel Amankwah 2/24
- Kasie Moore    3/08
- Quinton Harrison 3/08
- Christopher Rhoden 3/13
- Leonid Trebelev 3/14
- Roger Dixon     3/16
- Curtis Schondelmeyer 3/19
- Charlyn Reese  3/26
- Gary Roesinger 3/27
- Kim Benjamin  3/28
- Claude Reese  3/31

**Anniversaries**

- Kirk Hubbard   December 9, 1993
- Marlene Barnes February 5, 2001
- Beatrice Falako February 18, 2002
- Darlene Wyche-Alha-De February 21, 1991
- Katherine McCormack March 2, 1998
- Cisco Calderon March 9, 1998

Happy Groundhog Day!

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**Milestones**

Congratulations to LaShay Cobb on her promotion to Animal Care Tech II and for attaining her ALAT certification.

Congratulations to Franklin Velasquez for attaining his LAT certification. Way to Go!

Welcome to Samantha Smith who joined our staff on December 20th. She will be helping out Minida in the colony as an Animal Care Tech III.

Congratulations are in order for several technicians who have recently been promoted or reclassed. They include Daniel Amankwah, Rashidat Ayuntunji, Sloane Presley and Tulasi Ghimirey. Keep up the good work!

Congratulations to April Langley for earning her ALAT certification!

Congratulations to Marilyn Harris on the birth of her son, Kelvin Khalil, on December 29th!

Congratulations to the upcoming SEAALAS Officers for the year 2005: Kim Benjamin will be President Elect, Marsha Howard will be Secretary and Lloyd Roberts will be Treasurer.
**Kudos**

**Kudos to Carol Westbury** from Sylvia Banks for assisting in the Breeding Colony as well as taking on her new responsibilities in the South Clinics animal facilities while the search for a replacement for her has been carried out.

**Kudos to Marsha Howard** from Nancy Miller for ordering fruit for our critters.

**Kudos to Mike Huerkamp** from Nancy Miller for an excellent leader of the pack message in the last newsletter.

**Kudos to Kasie Moore, Natalie Thorn, and Karen Lieber** from April Langley for helping me with the sick cases and for teaching me the ropes.

**Kudos to Neville Whitehead, Nancy Miller, Marsha Howard and Carol Westbury** from April Langley for being very patient concerning the ATP swabs.

**Kudos to Wes Thompson, Cisco Calderon and Gary Roessinger** from Lee Alderman for hard work and assistance in moving two biological safety cabinets and an incubator to the mock-up BSL-4 Training laboratory at the Briarcliff campus. He was particularly impressed with the highly positive attitude, efficient work, and spirit of cooperation with the Environmental Health and Safety Office.

**Kudos to all in the DAR** from Dr. Ron Griffith for "taking such good care of us."

**Kudos to Neville Whitehead and Ann Griffey** from Kim Benjamin for always helping me out with my G16 and Quarantine. It is greatly appreciated!!!

**Kudos to Kasie Moore** from Deb Mook for her excellent technical assistance in providing support for novel and demanding cardiopulmonary bypass procedures.

**Kudos to Natalie Thorn and Curtis Schondelmeyer** from Deb Mook for being this year's stalwart Christmas vet staff.

**Kudos to Tina Engle** from Lynne Morelock-Roy for outstanding work in accounting while keeping our office rocking.

**Kudos to LaShay Cobb and Frank Pickens** from Sylvia Banks for holding down the fort at Winship and Eye Center while Carol and Claude have been away!

**Kudos to Nancy Miller** from Sylvia Banks for all the help and support you have given to the Winship/Eye Center crew while Carol has been out!

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**Editor's squawk**

It is with great honor, that we come to you six times a year to publish the DAR Dispatch Newsletter. Our mission is to provide not only information, but also entertainment. Any suggestions or comments are always welcomed and appreciated. We hope you enjoy it!

Co-editors: April Langley and Kasie Moore