The Holiday Season brings us a time of joy, peace, sharing, giving and reflection. To help with our reflection, the following compilation of “Thoughts for the Day” may help in our reflection:

- Stopping to be thankful gives us the opportunity to see the ordinary process of our life that we too often take for granted – the sun that comes up every day (in fact the sunrise this morning was spectacular), a body that functions, birds that serenade us, and friends who accept us and share life with us. – There are so many reasons to be thankful.

- Our happiness today says nothing about tomorrow. We can neither expect that it will last nor be sure that we will be punished for it. – Enjoy happiness whenever it comes – however you can.

- The six most important words: I admit that I was wrong.
The five most important words: You did a great job.
The four most important words: What do you think?The three most important words: Could you please…
The two most important words: Thank you.
The most important word: We
The least important word: I

- All of us are born for a reason, but all of us don’t discover why. Success in life has nothing to do with what you gain in life or accomplish for yourself. It’s what you do for others. “A life is not measured by how long it is, but by its depth.”

- When we think of the world we want to leave behind for the children who will come, we begin to realize our place in the scheme of things.”

For myself I celebrate Christmas, but I wish all of you the appropriate Holiday blessing whether you celebrate Christmas, Chanukah, Kwanzaa, Diwali…..

Remember to keep the spirit of Christmas (or whatever you celebrate) in your heart all year round.

HAPPY HOLIDAYS!

Diana R. Osborn

P.S. Did you know that there was a language of ornaments in the Victorian era; here’s a little of that vocabulary:

Birds Nest – good luck
Fish – a feast, Christianity
Elephant – longevity, wisdom
Mushroom – good luck (can always use it)
Pine Cone – fertility, evergreen, reverence
Frog – transformation (like our leap frog plan)
Oranges, Lemons, Bananas – the exotic, luxury

From a song of the Season:: “LET THERE BE PEACE ON EARTH – AND LET IT BEGIN WITH ME (AND YOU.)”
Healthy Lifestyle Committee Mission Statement:
To create healthier and happier employees through awareness of health issues and wellness programs

5 Tips for Better Work-Life Balance

1. Figure Out What Really Matters to You in Life
The important point here is to figure out what you want your priorities to be, not what you think they should be.

2. Drop Unnecessary Activities
By making a concrete list of what really matters to you, you may discover you're devoting too much time to activities that aren't a priority, and you can adjust your schedule accordingly.

3. Protect Your Private Time
You would probably think twice before skipping out on work, a parent-teacher conference, or a doctor's appointment. Your private time deserves the same respect.

4. Accept Help to Balance Your Life
Allow yourself to rely on your partner, family members, or friends -- anyone who can watch the kids or run an errand while you focus on other top priorities.

5. Plan Fun and Relaxation
Fun and relaxation are an essential part of living a well-balanced life. Until you get into the habit of taking time for yourself, set aside space in your planner for relaxation and fun. Plan what you're going to do and make any necessary arrangements to ensure you'll be able to keep your commitment. You are in charge of your own schedule -- it's up to you to make time.

Source: http://www.webmd.com/balance/guide/5-strategies-for-life-balance

~Wellness Wrap~
Tuesday, December 18 & Thursday, December 20
11:00-1:00 pm    In the Blue & Gold Room

The Healthy Lifestyle Committee would like to reduce your holiday stress again this season by wrapping your gifts for you. Let us wrap your stress away!

If you provide us with the boxes and the paper, we will wrap your gifts for free! For only $1.00 per gift, the Wellness Committee will provide the paper and bows. Sorry-boxes will not be provided!
Help Homeless Dogs and Cats -- Donate Food and Blankets to Area Shelters!

In the midst of the mad holiday shopping rush, please extend your generosity to animals in need by purchasing a bag of dog or cat food.

In honor of National Animal Shelter Week, we’re collecting dog/puppy food, cat/kitten food, cat litter, cat beds, dog chew toys, used (but clean) blankets, towels, & rugs, laundry detergent, and anything else that will make their lives a little bit better.

Please drop off any items to Colleen Morse (Receiving Area--next to the bookstore), or to Julie Weller in Room 1106 (Stevenson Center), by Monday, December 3rd (an extra weekend!). Thanks for helping.

Organized by MCC’s Healthy Lifestyle Committee

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**Health Tip:**

**A Dozen Rights Every Patient Should Expect**  
*American Institute for Preventive Medicine & Don R. Powell Ph.D.*  
Excerpted from "A Year of Health Hints"  
365 Practical Ways to Feel Better and Live Longer  
by Don R. Powell, Ph.D.

What rights and privileges can you expect from a hospital when you become a patient? According to the American Hospital Association (AHA), there are specific standards of care that all patients are entitled to. The AHA has developed a voluntary code--the Patient's Bill of Rights--that presents guidelines for both staff and patients.

1. You have the right to considerate and respectful care.
2. You have the right to obtain from your physician complete, current information concerning your diagnosis, treatment, and prognosis in terms you can reasonably be expected to understand.
3. You have the right to receive from your physician information necessary to give informed consent prior to the start of any procedure and/or treatment.
4. You have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of your action.
5. You have the right to privacy concerning your own medical care program.
6. You have the right to expect that all communications and records pertaining to your care should be treated as confidential.
7. You have the right to expect that within its capacity a hospital must make a reasonable response to your request for services.
8. You have the right to obtain information about any relationship of your hospital to other health care and educational institutions insofar as your care is concerned.
9. You have the right to be advised if the hospital proposes to engage in or perform human experimentation affecting your care or treatment.
10. You have the right to expect reasonable continuity of care.
11. You have the right to examine and receive an explanation of your bill regardless of the source of payment.
12. You have the right to know what hospital rules and regulations apply to your conduct as a patient.

*By: Jane Atwood*
Upcoming CPA Events

**OVERBROOK ART GALLERY**

*“Earth and Ether”*  
*Pi Benio*
Adrian College Art Department Chairperson  
Exhibits Cast Paper Sculptures: thru December 18  
**Gallery Hours:**  
Monday thru Thursday - 9:00 a.m. – 4:00 p.m.  
Friday – 9:00 a.m. – 2:00 p.m.

**OVERBROOK THEATER**

David Sedaris’  
*“The SantaLand Diaries” & “Season’s Greetings”*  
December 6, 7 & 8 – 7:30 p.m.  
December 9 – 3:00 p.m.  
Tickets available in Room 166

**DANCE PROGRAM**

**DANCE AUDITIONS**  
*For Overbrook Dance Theater in Concert*  
Tuesday, December 11, 4:30 – 8:00 p.m.  
Room 262  
(Please have 1 minute choreographed along with ideas!)

**MCC MUSICAL PRODUCTIONS**

*MCC Singers - HOLIDAY CONCERT*  
Immanuel Lutheran Church  
Sunday, December 9, 2007 – 7:00 p.m

For more information please call x324!

Customer Connections published by:  
Administrative Services  
**VP of Administrative Services:** Diana R. Osborn  
**Writers:** Aaron Hilliard, Mary Smith, Paul Oakes, Janice Whitlow, Joe Doyle, Tonette Brown-Garner, Rosemary Zink, Gerald Nyland and Cindy Panici  
**Layout & Design:** Amber Hamacher  
**Editor:** Stacey DeBrot

**Mission Statement:**  
To support the Administrative Services operations and objectives of Muskegon Community College.

**Vision:**  
Excellence in Service – Partners in Progress
We’ve made our selection and it was not an easy one. Not only was there a record number of names submitted this year (11), but their need was much greater than we have seen in past years. After much discussion we have decided on sponsoring 6 families.

As you can see from the chart below several of our families are dealing with some extreme hardship and NEED OUR HELP! How can you help? Call Janice at ext. 318. Your help is as easy as making a phone call.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Ages &amp; Sizes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single mom of 2 kids&lt;br&gt;Lost job due to injury – no insurance&lt;br&gt;Earlier this year they were homeless&lt;br&gt;One of the kids was recently in a life threatening situation</td>
<td>Girl (age 7) – size 10&lt;br&gt;Boy (age 13) – 31/30 pant; men’s S top</td>
</tr>
<tr>
<td>Single dad of a teenage son&lt;br&gt;Displaced employee</td>
<td>More information coming.</td>
</tr>
<tr>
<td>Single, new mom&lt;br&gt;Often stays at EWP</td>
<td>Mom – Size M&lt;br&gt;Child – Born Fall</td>
</tr>
<tr>
<td>Single; Pregnant&lt;br&gt;Lives with mom with low income.</td>
<td>Mom – Size 12/14 (L or XL)&lt;br&gt;Expecting a girl – no newborn size</td>
</tr>
<tr>
<td>Single mom of 4 boys&lt;br&gt;Left abusive marriage&lt;br&gt;Stayed at EWP until recently</td>
<td>Age 6 – size 8&lt;br&gt;Age 10 – pants 12-14; M shirt&lt;br&gt;Age 15 – pants 32; M shirt&lt;br&gt;Age 17 – pants 42; 3XL shirt</td>
</tr>
<tr>
<td>Mother of 4 kids&lt;br&gt;Husband unemployed; she is loosing her job at end of month&lt;br&gt;About to lose their home</td>
<td>More information coming.&lt;br&gt;Girls age 16 &amp; 17&lt;br&gt;Boys age 8 &amp; 12</td>
</tr>
</tbody>
</table>
INCLEMENT WEATHER PROCEDURES

Muskegon Community College intends to be in full operation every scheduled class day. However, during extremely inclement weather, when it appears that the interests of all concerned will be best served by closing the College, appropriate announcements will be made over local radio and television stations. All announcements should be noted carefully inasmuch as only morning, afternoon or evening classes may be canceled. Announcements will be made over the following radio and television stations:

This list was updated November 21, 2007 and supersedes all previous lists.

Radio Stations

<table>
<thead>
<tr>
<th>STATION</th>
<th>FREQUENCY</th>
<th>STATION</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>WBBL</td>
<td>1340 AM</td>
<td>WLCS</td>
<td>98.3 FM</td>
</tr>
<tr>
<td>WAYG</td>
<td>89.9</td>
<td>WLHT</td>
<td>95.7 FM</td>
</tr>
<tr>
<td>WBFX</td>
<td>101.3 FM</td>
<td>WMHG</td>
<td>1600 AM</td>
</tr>
<tr>
<td>WCSG</td>
<td>91.3 FM</td>
<td>WMRR</td>
<td>101.7 FM</td>
</tr>
<tr>
<td>WCXT</td>
<td>105.3 FM</td>
<td>WMUS</td>
<td>1090AM/106.9FM</td>
</tr>
<tr>
<td>WEFG</td>
<td>97.5 FM</td>
<td>WNWZ</td>
<td>1410 AM</td>
</tr>
<tr>
<td>WFGF</td>
<td>98.7 FM</td>
<td>WODJ</td>
<td>1490AM/107.3FM</td>
</tr>
<tr>
<td>WGHN</td>
<td>1370AM/92.1FM</td>
<td>WOOD</td>
<td>1300AM/105.7FM</td>
</tr>
<tr>
<td>WGRD</td>
<td>97.9 FM</td>
<td>WBCT</td>
<td>93.7 FM</td>
</tr>
<tr>
<td>WGVU</td>
<td>850 AM/95.3FM</td>
<td>WDSS</td>
<td>1680 AM</td>
</tr>
<tr>
<td>WJNZ</td>
<td>1140 AM</td>
<td>WSNX</td>
<td>104.5 FM</td>
</tr>
<tr>
<td>WJKQ</td>
<td>99.3 FM</td>
<td>WTKG</td>
<td>1230 AM</td>
</tr>
<tr>
<td>WKIQ</td>
<td>94.5 FM</td>
<td>WTRV</td>
<td>100.5 FM</td>
</tr>
<tr>
<td>WLAV</td>
<td>96.9 FM</td>
<td>WVTI</td>
<td>96.1 FM</td>
</tr>
</tbody>
</table>

Television Stations

<table>
<thead>
<tr>
<th>WWMT</th>
<th>TV-Channel 3</th>
<th>WXMI</th>
<th>TV-Channel 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>WOOD</td>
<td>TV-Channel 8</td>
<td>WGVU</td>
<td>TV-Channel 35</td>
</tr>
<tr>
<td>WZZM</td>
<td>TV-Channel 13</td>
<td>WXSP</td>
<td>TV-Channel 18</td>
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<tr>
<td>WOTV</td>
<td>TV-Channel 41</td>
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</tbody>
</table>

The closing of on-campus courses may not affect off-campus classes. Muskegon Community College classes taught off-campus will be canceled based upon cancellation of classes by individual schools; i.e., Grand Haven, Fremont, Newaygo, Whitehall, etc.

Classes for Ferris State University, Grand Valley State University, and Western Michigan University may be canceled as determined by the individual campus. They may be canceled even though MCC remains open. The University offices can be contacted directly at 777-0598.
**Severe Weather**

When warned of a tornado or other severe weather conditions, staff and students should proceed to shelter areas outlined on the Severe Weather Poster, which is posted in each room of the campus. No one should leave the building under these circumstances.

The President is responsible for making the decision to have classes or to close during periods of adverse weather conditions or other emergencies. Every effort will be made to reach such a decision in time to inform radio stations, the MCC switchboard and maintenance and security personnel as early as possible. The decision will be based on the best information possible from weather forecasts, conditions on campus and in parking lots, and the status of roads over which students, faculty and staff must travel.

An announcement in the morning closing the College during the day does not necessarily mean evening courses and activities have likewise been canceled. A separate decision, usually made prior to 2:00 p.m., will be announced concerning evening credit and community service classes. An announcement made during the day that evening classes have been canceled does not mean that the College is closed as of the announcement. Staff should work until their regular shift is complete. If MCC cancels courses on campus but not at one or more off campus sites, appropriate radio announcements will be made.

In the event of inclement weather or emergency conditions, announcements concerning closing of the College and/or class cancellations will be on radio stations:

**DAY**

If inclement weather or other conditions force the closing of MCC before 8:00 a.m., all professional, clerical, maintenance and part-time personnel whose work hours are between 8:00 a.m. and 4:30 p.m. will not report to the College unless notified to do so by their supervisor because of emergency duty. Exceptions to this rule are the custodial/maintenance staff. They will be individually contacted as to report or not report to work.

If the college is ordered closed by the President during a working shift (for example, at 11:00 a.m. or 2:30 p.m.), all professional and clerical personnel should leave the campus unless specifically directed to remain by their supervisors with permission of the President. Custodial/Maintenance personnel should await instructions from their supervisors.

**EVENING**

If weather conditions during the day necessitate canceling evening classes and activities are canceled via an announcement prior to 2:00 p.m., all classes meeting at 4:00 p.m. or later will not be held that night. Such an announcement applies to all activities meeting on campus. Evening credit classes canceled because of bad weather must be made up. Such make-up classes will be scheduled on the second Friday night after the missed class, or as otherwise announced by the Vice President for Academic Affairs.

Faculty members are not authorized to cancel classes on their own because of weather conditions.

Credit and non-credit classes held at off-campus high school locations (Whitehall, Grand Haven, Newago, Fremont…) will follow that high school’s inclement weather closing announcement. Information regarding inclement weather closings will also be available via the College recorded voice service (231-773-9131).
INFORMATION REGARDING EMPLOYEE PAY FOR THE ABOVE CONDITIONS

1. When the College is officially closed, all full-time and part-time employees regularly scheduled to work the day the College is officially closed will get paid their regular pay regardless of whether they work or not. (Note: no one is to report for work unless called into work by his or her supervisor.)

2. When the College is officially closed early or opens late during a portion of a regular shift, the following policy applies:

   a) An employee who does not report for work during any portion of the "open" period will be charged with personal leave or vacation time for the time during the open period that they are absent from work.

   - OR -

   b) An employee who leaves prior to the College closing must be charged with either personal leave or vacation leave time for the absence prior to the College closing.

3. When the College is officially closed, the following payment policy applies:

   a) **40 Hour Employees** – All hours worked while the College is closed within a regular shift will be paid at a regular rate. All hours worked outside a regular shift while the college is closed will be paid at an overtime rate.

   b) **37.5 Hour Employees** – All hours worked while the College is closed within a regular shift will be paid at a regular rate. All hours worked outside a regular shift while the college is closed will be paid at a regular rate, unless the total hours paid for the week are more than 40. After 40 hours a week, an overtime rate is paid.

4. Anyone reporting to work on a regular shift on a "closed" day who has not been called to come in by a supervisor will not receive any additional pay beyond his/her regular hours for the closing day.

5. Personnel employed in the HVAC Technicians who work on a "closed" day thereby becoming essential employees will receive their regular salary plus straight time cash equivalent rather than time off for the hours worked which correspond to his/her regular shift.
Share your news and photos with your MCC family.
Please send or email your photos and news to
Conference & Catering Services
Stacey.DeBrot@muskegoncc.edu
AJ.Osborne@muskegoncc.edu

*The Bookside Bistro will be OPEN
Tuesday (12/11) for Exam Preparation Day
“Grab-N-Go-Express” Hours
(Only Beverages & Packaged Foods/ NO Special Order Menu Items) 8am – 1pm

“Holiday” Bistro Hours:
(Christmas-New Years 2007-2008)
Monday (12/17) – Tuesday (12/18) 8am – 7pm
*Full-Service (Prepared-to-Order & Hot Foods) 8:30am-12:30pm

Wednesday (12/19) – Thursday (12/20)
“Grab-N-Go-Express” Hours
(Only Beverages & Packaged Foods/ NO Special Order Menu Items) 8am – 1pm

*The Bookside Bistro will be CLOSED
Friday (12/21) – Wednesday (01/02) for Christmas & New Years 2007-2008

*The Bookside Bistro will be OPEN
Thursday (01/03) – Friday (01/04) for Faculty Seminar Days
“Grab-N-Go-Express” Hours
(Only Beverages & Packaged Foods/ NO Special Order Menu Items) 8am – 1pm

“Regular” Bistro Hours:
*begin once again Monday (01/07/08)

INSINC
Improvements Notions Suggestions Ideas Not Complaints

____________________________________________________________________________________________________________
____________________________________________________________________________________________________________
____________________________________________________________________________________________________________

Please turn in your INSINC to Conference & Catering Services by the 15th of the month and your name will be entered into a drawing for a free medium fountain beverage from the Bookside Bistro.