

Washington Poison Center • 2006-2007 Annual Report



CERTIFIED REGIONAL CENTER
OF AMERICAN ASSOCIATION OF
POISON CONTROL CENTERS

We are looking to secure the future.

A letter from the Board President and Executive Director

This truly has been a year of transformation for the Washington Poison Center. As you will read, these changes ranged from a new Medical Director to a new office to becoming more strategic in our work towards accomplishing our mission — to prevent harm from poisoning through expertise, collaboration and professional and public education. Our focus throughout this process has been to improve our services and to be better prepared to respond to whatever life throws our way, whether it is a windstorm, pandemic flu, volcano or earthquake.

We are proud of our accomplishments and have already seen the positive effects of our efforts. We are responding to more calls from the public. Other healthcare professionals have become more aware of our expertise and are utilizing our services to a greater degree. We have been able to provide services without interruption despite power outages due to construction in our area. And we are forming new partnerships and collaborative relationships across the state.

As we look to the coming year, we have defined two priorities. First, we will build upon the work we started to increase awareness of the Poison Center and the services we provide, specifically to the underserved. The second is to actively seek additional resources to ensure our long-term financial stability.

In this report, we share with you a few of the stories of the people we served. We are thankful for their inspiration and for the support of our state legislature and all of our donors. They allow us to strive for our vision — to be the primary resource for excellence in poison treatment, education and prevention.

Thank you,



Sally Borte
Board President



James H. Williams
Executive Director



Washington Poison Center — Expert poison information 24/7

The Washington Poison Center (WAPC) provides information about toxic substances and poisonings to callers all over Washington State.

We're here for everyone, day and night.

The WAPC is staffed 24 hours a day, seven days a week. We get calls from all over Washington State with questions about people, plants and even pets. In fact, we answer nearly 100,000 calls each year! Our callers are people of all ages — from the parent of a young child to the senior over seventy. Although half of our calls are about children, we help a growing number of seniors with questions about medications. With the help of the Language Line, we can help callers in more than 140 languages. We can also serve the hearing impaired via TDD.

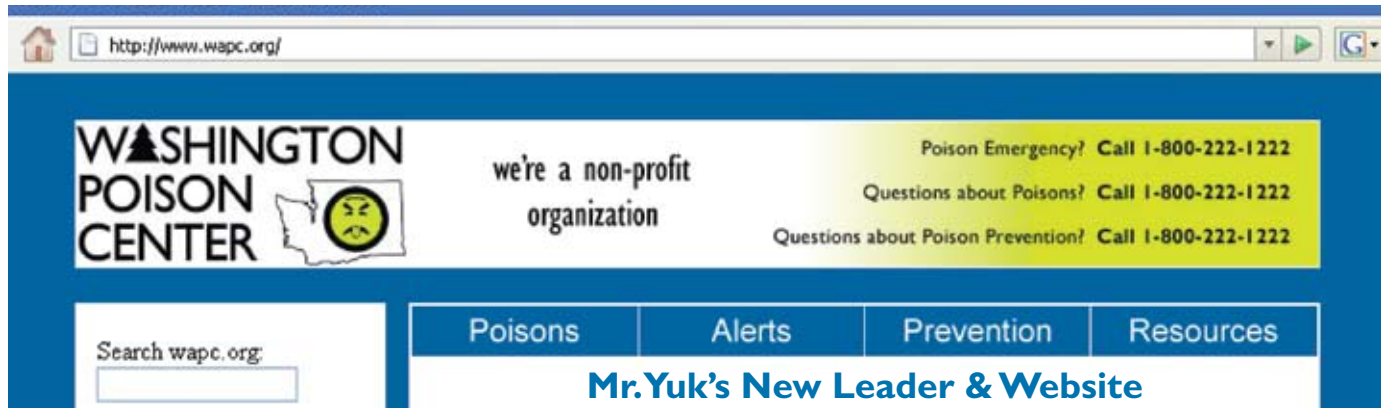
Our new Web site can be viewed at www.wapc.org

We're the experts the experts call.

Our phones are staffed and supported by medical professionals, including physicians. We utilize one of the most up-to-date chemical databases in the nation, including information on occupational, homeopathic and naturopathic substances. Any chemical can become a poison. It's the dose, not the chemical, that makes the poison. Our knowledge base is known and respected — more than 17 percent of our calls come from other health care professionals. We also provide information on toxic chemicals related to bioterrorism and natural disasters. Each year we help train the full spectrum of health sciences students, paramedics, interns, residents, fellows and graduate students.

We're free and confidential.

The Washington Poison Center is not a reporting agency; we're just here to help. We do not report a caller's name or even question a reluctant caller. Every day we handle questions about chemical interactions, including street drugs, over-the-counter medicines and environmental hazards.



We answer your calls



Public	78,727	82.8%
Health Professionals	15,329	16.1%
Veterinarians	1,043	1.1%
Total	95,099	100.0%



Human Exposures	67,109	70.6%
Animal Exposures	7,793	8.2%
Information Calls	20,197	21.2%
Total	95,099	100.0%

We help reduce health care costs.

According to the Centers for Disease Control, every \$1 spent on a poison center saves an estimated \$7 in overall health care costs. Our staff manages more than 85 percent of our cases over the telephone, reducing the trauma and expense of an emergency department or urgent care visit. We are constantly researching new methods and techniques about the most effective way to prevent poisonings and to treat both individuals and groups. We are committed to state-wide community education to prevent poisonings. Each year we distribute over a million Mr. Yuk stickers across Washington State.

We are a nonprofit organization.

Created as a public-private partnership, public funding only covers a portion of our expenses. We continue to rely on community support. The Washington Poison Center is a 501(c)(3) nonprofit organization.

We've been saving lives for over 50 years.

The very first "poison center" in the United States began in the 1950s and was staffed by a half-time secretary at the American Academy of Pediatrics in Chicago. She called all of the area hospitals regularly to find out what the kids in the emergency room had eaten or drunk. She would then contact the manufacturers to try to determine what was in the product. This was no easy task since there were no regulations requiring ingredient lists at the time. This information was given to a panel of medical professionals who added their treatment recommendations. All of this

WASHINGTON POISON CENTER

CASE REPORT

A physician called the Poison Center after finding out the pharmacy mislabeled the directions on an infant's prescription. The baby got ½ tsp. of medicine daily for a month instead of ½ ml. She asked the Poison Center staff if she needed to do blood work on the child. The physician was reassured blood work was not necessary. Symptoms were not expected and the infant would be fine at home with his parents.



Help in every situation



Residence	68,134	90.9%
Workplace	1,590	2.1%
Public Area	1,122	1.5%
School	990	1.3%
Food Service	423	0.6%
Health Care Facility	200	0.3%
Other/Unknown	2,443	3.3%
Total	74,902	100.0%



On Site	60,952	81.4%
Health Care Facility	9,764	13.0%
Refused Referral	777	1.1%
Unknown	769	1.0%
Other	2,640	3.5%
Total	74,902	100.0%

WASHINGTON POISON CENTER

CASE REPORT

A woman called the Poison Center after her 68-year-old husband accidentally took a double dose of one of his blood pressure medicines. After a thorough history, which revealed he had not yet taken his other blood pressure medication, the poison specialist recommended he stay home and take things slowly to minimize lightheadedness. They were to check his blood pressure hourly for the next 2-3 hours and call back immediately if it got too low, or if he developed any symptoms. A follow-up call showed that his blood pressure remained stable and he was feeling fine. He resumed his normal blood pressure medication schedule the next day.



information was then typed onto index cards — one for each product — and kept on the secretary's desk. As medical professionals called, the secretary would read off what was printed on the cards. When the U.S. Surgeon General visited the program, he thought it was such a good idea that he had the 1,000 index cards mimeographed and sent to health departments all across the nation. This initiated the creation of poison centers in every state.

In 1956, the first poison centers were established in Washington State when representatives of several associations, including the American Academy of Pediatrics, the Washington State Department of Health and the University of Washington, agreed to initiate two programs — one at the University of Washington and the other in Spokane. The poison center at the University of Washington moved three months later to Children's Hospital in Seattle where it could provide around-the-clock assistance. The Spokane unit was opened at Deaconess Hospital and operated there for nearly 40 years.

Within several years, other programs developed, so that by the late 1960s, sixteen poison centers covered the state. By the latter part of the 1970s, however, economic pressures forced a number of the centers to close. An agreement was then reached to limit the number of poison centers to four. During the 1980s, the four units operated in Children's Hospital & Medical Center in Seattle, Deaconess Medical Center in Spokane, Mary Bridge Children's Medical Center in Tacoma and Yakima Valley Memorial Hospital in Yakima.



In the early 1990's, economic issues again threatened the operation of the poison centers. In 1993, with strong support from the state legislature and the Department of Health, the four poison centers were consolidated into a single facility serving the entire state of Washington. The new Washington Poison Center was incorporated in February 1994 and was designed to be a public-private partnership, with the legislature agreeing to fund the core operating budget through a contract with the Department of Health and asking the private sector to provide the funds necessary to fully operate the center.



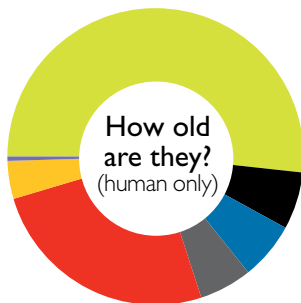
Today, the Washington Poison Center provides toll-free, 24-hour emergency medical assistance, information and education about toxic substances or suspected poisons. By dialing 1-800-222-1222,

callers speak immediately with pharmacists, nurses and poison experts who instantly access multiple databases containing information on millions of substances and their ingredients. Under the guidance of medical toxicologists, staff members are trained to quickly identify a suspected poison, recommend treatment or offer additional information about household and commercial products as well as chemicals in our environment. When needed, we can arrange for referral to a hospital or healthcare facility.

WASHINGTON POISON CENTER

CASE REPORT

Frantic parents called the Poison Center after their toddler ate an entire, un-opened box of Children's Tylenol Meltaways. After getting the child's weight, the specialist tried to reassure the parents that this was less than a toxic dose. A normal diet and activity were advised and the parents were instructed to avoid any further Tylenol-type products for 24 hours. Still unconvinced that this large ingestion was safe, they called the family doctor who re-called the Poison Center himself. Poison Center staff confirmed that the child's medicine intake was below the toxic dose and no treatment was needed other than to avoid further Tylenol-type products. Despite reassurances by the Poison Center and their own doctor, the parents took their toddler to the emergency department (ED) where Poison Center staff again reviewed the calculations with the ED physician and recommended no treatment. The ED physician decided to do the blood work in order to reassure the parents, and the test results showed the child was well below a toxic range.



Under 6	34,713	51.7%
6-12	4,190	6.2%
13-18	4,209	6.3%
19-24	3,865	5.8%
25-64	17,038	25.4%
Over 64	2,778	4.1%
Unknown	316	0.5%
Total	67,109	100.0%

How are they poisoned?

Unintentional

General	50,377	67.2%
Therapeutic Error	6,865	9.2%
Misuse	1,999	2.7%
Environmental	1,591	2.1%
Food Poisoning	1,578	2.1%
Bite/Sting	1,238	1.7%
Occupational	1,216	1.6%
Unknown	56	0.1%
Subtotal	64,920	86.7%

Intentional

Suspected Suicide	3,657	4.9%
Abuse	1,405	1.9%
Misuse	1,285	1.7%
Unknown	282	0.3%
Subtotal	6,629	8.8%

Adverse Reaction

Drug	1,709	2.3%
Food	270	0.3%
Other	279	0.4%
Subtotal	2,258	3.0%

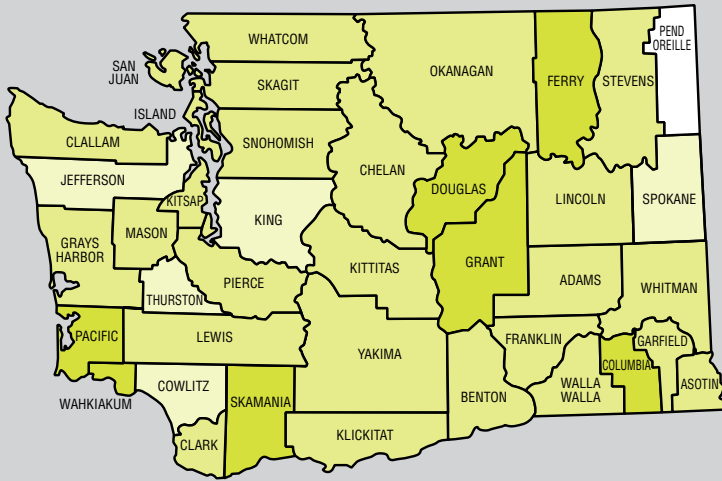
Other

Malicious	379	0.5%
Contamination/Tampering	237	0.3%
Withdrawal	47	0.1%
Subtotal	663	0.9%

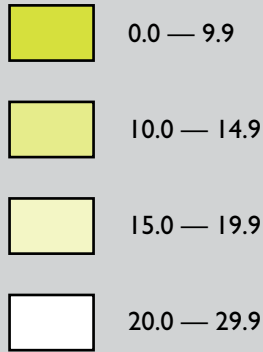
Unknown

Unknown	432	0.6%
Total	74,902	100.0%

WHERE DO THEY LIVE?



Penetrance:
Initial Call /
1,000 population



County	2007 Pop (Est.)	Requests	Penetrance
Adams	17,600	205	11.6
Asotin	21,300	250	11.7
Benton	162,900	1,960	12.0
Chelan	71,200	864	12.1
Clallam	68,500	747	10.9
Clark	415,000	5,009	12.1
Columbia	4,100	40	9.8
Cowlitz	97,800	1,678	17.2
Douglas	36,300	174	4.8
Ferry	7,550	73	9.7
Franklin	67,400	739	11.0
Garfield	2,350	24	10.2
Grant	82,500	748	9.1
Grays Harbor	70,800	1,051	14.8
Island	78,400	977	12.5
Jefferson	28,600	554	19.4
King	1,861,300	29,035	15.6
Kitsap	244,800	3,352	13.7
Kittitas	38,300	470	12.3
Klickitat	19,900	267	13.4
Lewis	74,100	1,068	14.4
Lincoln	10,300	116	11.3
Mason	54,600	776	14.2
Okanogan	39,800	562	14.1
Pacific	21,600	173	8.0
Pend Oreille	12,600	343	27.2
Pierce	790,500	11,703	14.8
San Juan	15,900	172	10.8
Skagit	115,300	1,617	14.0
Skamania	10,700	67	6.3
Snohomish	686,300	9,640	14.0
Spokane	451,200	7,408	16.4
Stevens	43,000	479	11.1
Thurston	238,000	3,589	15.1
Wahkiakum	4,000	24	6.0
Walla Walla	58,300	688	11.8
Whatcom	188,300	2,699	14.3
Whitman	42,700	438	10.3
Yakima	234,200	2,366	10.1
Unknown		1,057	
Total	6,488,000	93,202	14.4

“I recently needed the services of the Poison Center — and I must say the staff was pleasant, professional and thorough! They called back several hours after the incident to see how I was doing (I had put ear drops into my eyes by accident) and because I felt like I had “rocks under my eye lids,” encouraged me to go to the ER. When I arrived at Southwest Washington Medical Center here in Vancouver, the staff had already been alerted by YOUR staff that I was on my way. It was quite an experience.”

—Stan M., Vancouver

We've had a year of change to be better prepared.

Windstorm and Carbon Monoxide

In December, a major windstorm whipped across the Puget Sound region, affecting everyone in its path. The WAPC was no exception. It knocked out the power to the call center for approximately 12 hours. Unfortunately, our uninterrupted power supply battery backup only had enough power to run the center for ten hours. Fortunately, we have a backup plan for our backup power, and our calls were immediately re-routed to four neighboring centers.

The center was lucky to get its power back so swiftly. Many Washington residents were without power for days, even weeks. This presented many poisoning related problems, the deadliest of which was carbon monoxide (CO) poisonings. In an attempt to keep warm and to cook food, a number of people used items in their homes or garages that are intended to be kept outdoors — heaters, grills and generators. This resulted in 7 deaths and over 400 exposures. It became such an epidemic that the county health departments actively publicized the Poison Center's number in the media in multiple languages until power was restored to everyone.

The Move

In April, the WAPC moved its office. We did not move far, going from the fourth to the first floor in the same building, but it has made a big difference. It has allowed us

WASHINGTON POISON CENTER CASE REPORT

An aunt called the Poison Center after her two nieces tipped over a jet-ski that spilled gasoline. They were exposed to the gas slick on the water as they surfaced. One teenager had her mouth open and swallowed a little bit of lake water mixed with gasoline. Both teens complained of mild skin irritation. Poison Center staff reassured the aunt that this temporary discomfort was consistent with the exposure. There was no need to do anything other than remove any contaminated clothing and wash the exposed skin. She was advised to watch the teen that had swallowed some of the gasoline for the next four hours for any respiratory symptoms that might indicate aspiration of the gas into her lungs. Both girls were successfully monitored at home.



WASHINGTON POISON CENTER

CASE REPORT

A caller accidentally grabbed a bottle of liquid muscle rub instead of vanilla and used a teaspoon in a recipe. The bottles are similar in appearance and the muscle rub should not have been stored in her cupboard. She realized the error when she tasted the batter. She had already discarded the batter but was worried about her ingestion. Poison Center staff quickly reassured her that since she only got a taste of the batter, which only contained a teaspoon of the product, her ingestion is minimal and only a bad taste in the mouth was expected. No treatment was needed other than rinsing the mouth.



to purchase our own propane-powered generator, so we will not be without power again. The generator can power the center for 72 hours before refueling is needed, so as long as we have access to fresh fuel, the center will not find itself in a situation like we did in the windstorm.

The confidentiality of our callers has always been a top priority for the WAPC. The move allowed us to better separate call center activities from the administrative functions, making the task of maintaining confidentiality more secure. It has also placed the call center supervisors and the medical toxicologists closer to the call center staff. Their offices now look out into the call room, instead of being in a different part of the suite, giving call staff easier access to support.

A New Medical Director

Dr. William O. Robertson, who had been the Medical Director of a poison center for over 50 years, announced his intent to step down as the Medical Director of the WAPC in January 2006 but continued in the role until his successor was named. Dr. William T. Hurley took over as the WAPC's Medical Director in March 2007.



Dr. William O. Robertson

Dr. Hurley served as an Associate Medical Director since 1991. He is also an

HOSPITAL CAMPAIGN

Auburn Regional Medical Center
Capital Medical Center
Enumclaw Regional Hospital
Franciscan Health System
Group Health Cooperative
Legacy Salmon Creek Hospital
Mount Carmel Hospital
Othello Community Hospital
Prosser Memorial Hospital
Providence Everett Medical Center
Samaritan Healthcare
Southwest Washington Medical Center

St. Joseph's Hospital
St. Mary Medical Center
Sunnyside Community Hospital
Tri-State Memorial Hospital
UW Medicine
Valley Medical Center
Wenatchee Valley Medical Center
Whitman Hospital and Medical Center
Yakima Regional Medical and Cardiac Center
Yakima Valley Memorial Hospital

LUNCHEON SPONSORS

Children's Hospital & Regional Medical Center
Harborview Medical Center
Multicare Health System
Print Service Northwest, Inc.
UW Medicine
UW School of Pharmacy
Yakima Valley Memorial Hospital

MR. YUK SPONSORS

Bartell Drugs
Quality Food Centers

TECHNOLOGY ENHANCEMENT

Employees Community Fund of Boeing Puget Sound
Microsoft Corporation

Assistant Professor at the University of Washington and an Attending Physician at Harborview Medical Center in Seattle. Dr. Hurley received his medical training at the University of Colorado in Denver, his Internship and Emergency Medicine Residency in the U.S. Army at Madigan Army Medical Center and his Toxicology Fellowship through the University of California, San Francisco. He is Board Certified in Emergency Medicine and Medical Toxicology. He practiced in the U.S. Army for ten years, including directing the Emergency Medicine Residency at Madigan Army Medical Center and serving in Iraq and Somalia. He practiced Community Emergency Medicine for 12 years at Providence St. Peter Hospital in Olympia, directing the Emergency Department for six years and directing a training program for physicians and nurses in team communication and coordination skills.



Dr. William T. Hurley

Dr. Robertson continues to be committed to the Washington Poison Center and our mission, taking on a consultative role as the Medical Director Emeritus.

Partnering with the Oregon Poison Center

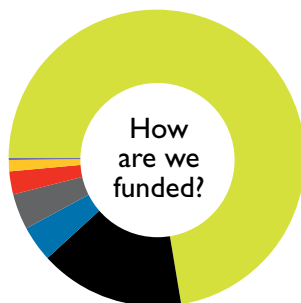
Throughout the fiscal year, the WAPC worked with the OPC to create a system where we store and have access

to each other’s patient charts in real time. This serves multiple functions. The first is disaster preparedness. In the event of a disaster, each of our databases is “backed up” in another physical location where poison center staff have instant access to it, in addition to both centers having their usual once-daily computer backup systems. The second is coverage. One center can cover the calls for the other center for planned periods of time, such as all-staff meetings/trainings, disaster drills or system downtimes (telephones, computers, power), or unexpected events, like disasters and power/telephone outages. The third is consistency. The WAPC and OPC share a number of cases each year due to the caller living in Washington but going to Oregon for work or medical services, or vice versa. Having access to each other’s client charts allows the poison center staff member to instantly retrieve the case to provide consistent care.

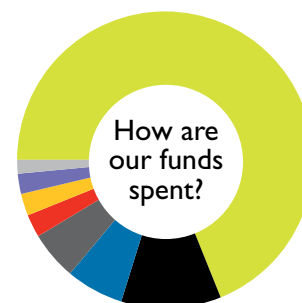
Applying our Expertise to Preparedness

The Medical Director and one of our Call Center Supervisors have spent the past couple of years attending meetings and work groups conducted by various health-related local, county and state departments. As they attend these meetings, they not only bring the expertise and perspective of the Poison Center, but they also convey the willingness of the center to provide call center and consultative services to these projects. This involvement is beginning to generate additional revenue for the WAPC.

Beginning with this fiscal year, the WAPC was awarded



State Contract	\$2,085,000	72.1%
Grants	\$458,189	15.8%
Private Donations	\$113,134	3.9%
Studies	\$111,733	3.9%
In-kind Contributions	\$72,401	2.5%
Investments	\$41,280	1.4%
Educational Sales	\$11,799	0.4%
Total	\$2,893,536	100.0%



Salaries/Benefits	\$2,056,475	68.9%
Professional Services	\$326,345	10.9%
Printing & Publications	\$187,304	6.3%
Facility	\$158,453	5.3%
Maintenance & Service	\$75,410	2.5%
Depreciation	\$72,387	2.4%
Telephone	\$64,414	2.2%
Other	\$45,391	1.5%
Total	\$2,986,179	100.0%

CASE REPORT

A man called because he tasted a mouthful of Pine-Sol cleaner. The product was not in the original bottle leading him to believe it was orange Listerine. He swished a mouthful, immediately realized his error and spit it out. He stated none was swallowed but his tongue was numb. Poison Center staff reassured him it was not a serious problem, oral irritation was possible and advised rinsing the mouth with water followed by fluids or ice cream to soothe.



an annual contract with King County to coordinate all of the health-oriented call centers in the county in the event of a pandemic flu or other disaster, where the health department would be inundated with calls from the public. This contract will be expanded to the two adjacent counties of Snohomish and Pierce at the beginning of the next fiscal year, and we are working to expand this to the entire state.

**Our First Statewide
Poison Prevention Poster Contest**

Through a grant from the Group Health Community Foundation, the WAPC conducted its first statewide poison prevention poster contest. The contest itself actually began last fiscal year. We asked schools and youth groups to conduct local contests for 3rd, 4th and 5th graders during the month of March 2006. They sent the winning artwork from the local contests to the WAPC, where we held the statewide judging in April. The panel of judges included:

- ☉ Mary Borges, *SAFE KIDS Coordinator*, Washington State Department of Health
- ☉ Gregory Dean, *Fire Chief*, Seattle Fire Department
- ☉ Jennifer Kupka, *Marketing Manager*, Bartell Drugs
- ☉ John Olerud, *Former Seattle Mariner*
- ☉ Cindy Rantanen, *Senior Director of Loyalty & Advertising*, QFC
- ☉ William O. Robertson, *MD, Medical Director*, Washington Poison Center
- ☉ Jim Williams, *Executive Director*, Washington Poison Center

“A few weeks ago my grandson, Jakob, age 3, broke off a branch of my dieffenbachia plant, then put his hand in his mouth getting some of the sap. We were, of course, very frightened once we discovered what he had done and called you. We were very grateful for your calm, concerned help, your excellent advice and the fact that you called us back practically to the minute you promised to re-call us. What a vital service you provide, especially for those of us in very rural areas! I’d like to offer a special thank you to Katie, who in addition to being highly professional, was also warm, caring, and friendly; she not only helped us take care of Jakob, but also made a highly distressed grandmother feel a lot better.”

—Myra N., Morton



Kyesha Martin's artwork was displayed on 36 billboards across the state.

The five finalists were invited to the Seattle Center in May for a ceremony where Mona Locke, wife of Washington's Former Governor Gary Locke and anchor and reporter for KIRO 7 TV, unveiled the winning poster. The winning poster was created by Kyesha Martin (age 11, 5th grade) from Dunlap Elementary School in Seattle. Her teacher was Donna Amira.

Kyesha's artwork was used to design a professional poster and billboard — both of which were translated into Spanish — for Poison Prevention Week 2007. We printed and distributed 3,000 English and 2,000 Spanish posters across the state. These posters were mailed to all retail pharmacies and school nurses, as well as numerous early childhood education programs and everyone who

participated in the contest. The posters were also available for download from our website or mailed by request to anyone in the state who wanted to use them. We also printed an advertisement of the poster in "The Yuk Report," the WAPC's newsletter, which has a distribution of 15,000. Additionally, we were able to place 36 billboards around the state through the generosity of our Poster Contest sponsors:

- ⊙ CBS Outdoor
- ⊙ Children's Hospital & Regional Medical Center
- ⊙ ClearChannel Outdoor — Seattle
- ⊙ Group Health Community Foundation
- ⊙ Lamar Outdoor Advertising of Spokane
- ⊙ Yakima Health District



CASE REPORT

A veterinarian technician called the Poison Center about a dog who ate used dryer sheets two days ago and started vomiting last night. Poison Center staff discussed the minimal amount of fabric softener the dog would have consumed, making it unlikely that that was the cause. By quickly ruling out a poisoning incident, the veterinarian was able to focus on finding a medical reason for the dog's illness.



***The Inaugural “Friends of Mr. Yuk”
Fundraising Luncheon***

On October 3rd, the WAPC held its Inaugural Friends of Mr. Yuk Fundraising Luncheon, where we honored William O. Robertson, MD, for his lifetime achievements in toxicology and poison prevention. The luncheon was attended by approximately 150 business and medical professionals and raised \$26,420, of which \$9,200 went to the William O. Robertson Fund. During the event, we established the *William O. Robertson, MD Award*. It will be presented annually to a member of the Washington Community who has made a difference in poison prevention.

No More Scribbled Prescriptions

After 17 years of advocacy by Dr. Robertson, the Washington State Legislature passed an “Anti-Scribbling Bill.” This bill mandates physicians and other health providers to print, type, or electronically generate prescriptions to help prevent poisonings due to medication errors.

Strategic Planning

After nearly a year of planning, the WAPC Board of Directors officially adopted a five-year Strategic Plan for the Poison Center in February 2006. During this fiscal year, the staff and Board actively began to address the four goals, 15 strategies, 56 objectives, 104 tasks and 13 outcome measures outlined in the plan.

One of the strategies of the plan is to “strengthen and enhance the role of the Board of Directors.” The Board

“My boyfriend and I were exposed to pepper spray. We had it on our skin, and he also had it in his eyes. We were referred to the Washington Poison Center by the consulting nurse at Swedish Medical Center for help. We were given information on what to use to flush my friend’s eyes and to use on our skin to neutralize the pepper spray. The respect and compassion shown to us by the staff at the center made what was for us a very distressing and scary situation much easier to deal with. They called us back a couple of hours after our initial call, the next day and even several days later to check on us. It is very reassuring to know that we have such knowledgeable people to depend on in a crisis. I am truly grateful to the staff for the sensitivity and professionalism they used in dealing with our case.”

—Paige K., Seattle



"Friends of Mr. Yuk" enjoy the inaugural fundraising luncheon.

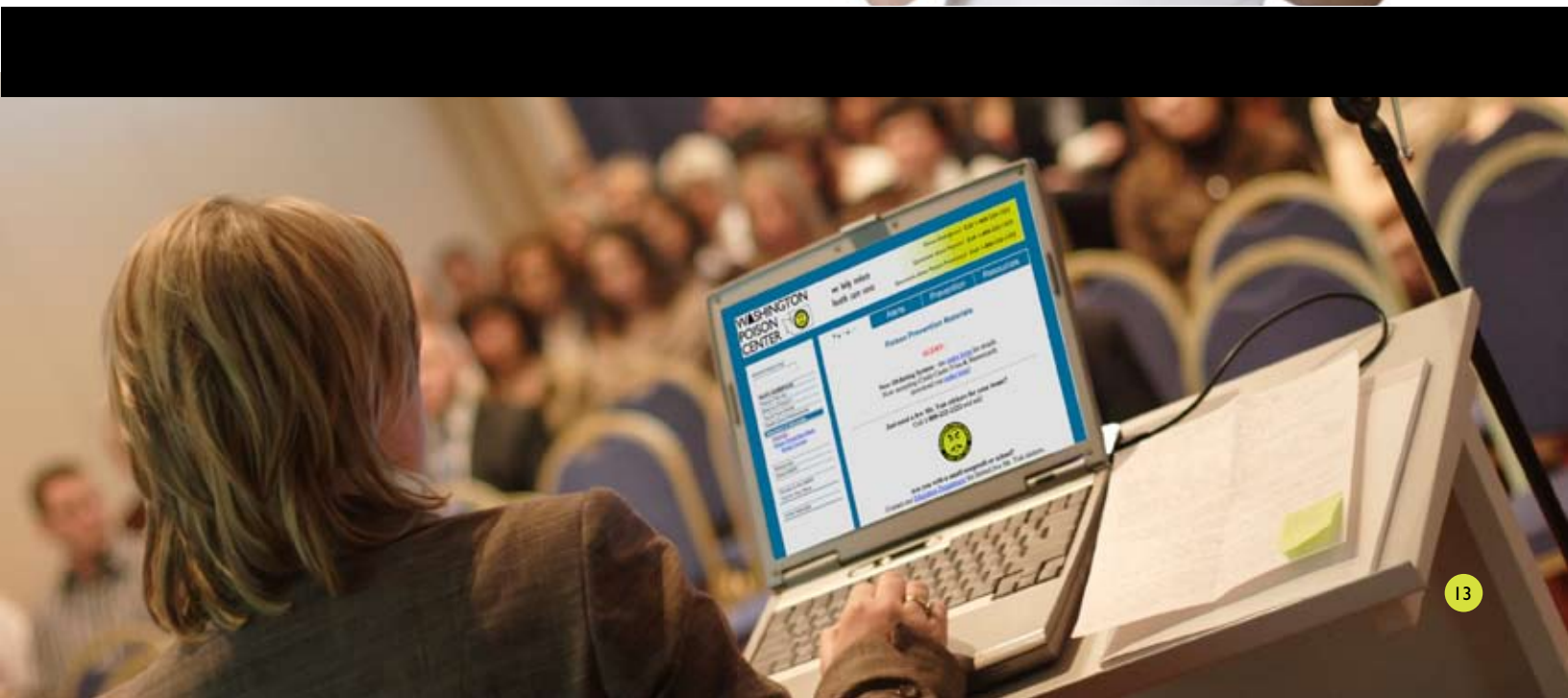
took this to heart. They immediately increased the number of Board meetings from three to six per year (every other month) and created five standing committees that meet on the "off months:"

- ⦿ Executive Committee
- ⦿ Board Governance Committee
- ⦿ Finance Committee
- ⦿ Funds Development Committee
- ⦿ Outreach & Education Committee

The Board then performed a self-assessment; wrote and adopted position descriptions for Board membership, Officers, and Committees; developed seven Board policies; established a Board education program; decided to actively expand membership; wrote a case and case statement with funding priorities; and, generally, took a more active role in the leadership of the Poison Center.

WASHINGTON POISON CENTER CASE REPORT

A caller stated she started to brush her teeth and did not look closely at the tube. She had mistakenly grabbed a tube of hydrocortisone cream. She realized her error, spat it out, rinsed her mouth and called the Poison Center immediately. She was reassured to hear that she had already done all that she needed to do and symptoms were not expected.



Support Mr.Yuk

Direct Contributions

You can make a contribution directly to the Washington Poison Center by writing to us or calling the Development Office.

Washington Poison Center
 155 NE 100th Street, #100
 Seattle, Washington 98125-8007
 1-800-572-4104 x2367
development@wapc.org

Workplace Giving

You can make contributions through a payroll deduction plan by designating the Washington Poison Center as your charity of choice in any workplace giving campaign, such as United Way or Coalition for Charitable Choice. The Washington Poison Center is a member of Community Health Charities of Washington State.

Workplace Matching Programs

Some workplaces will match any contribution you make. Please contact your human resources department for more information.

Planned Giving

Please contact us if you would like information about including the Washington Poison Center in your will or bequest.

Volunteerism

Please contact us if you are interested in becoming a volunteer at the Washington Poison Center.

Mr. Yuk thanks you for your help!

For your free copy of The Yuk Report, contact us at www.wapc.org



Your donation helps to provide first-rate, around-the-clock assistance.

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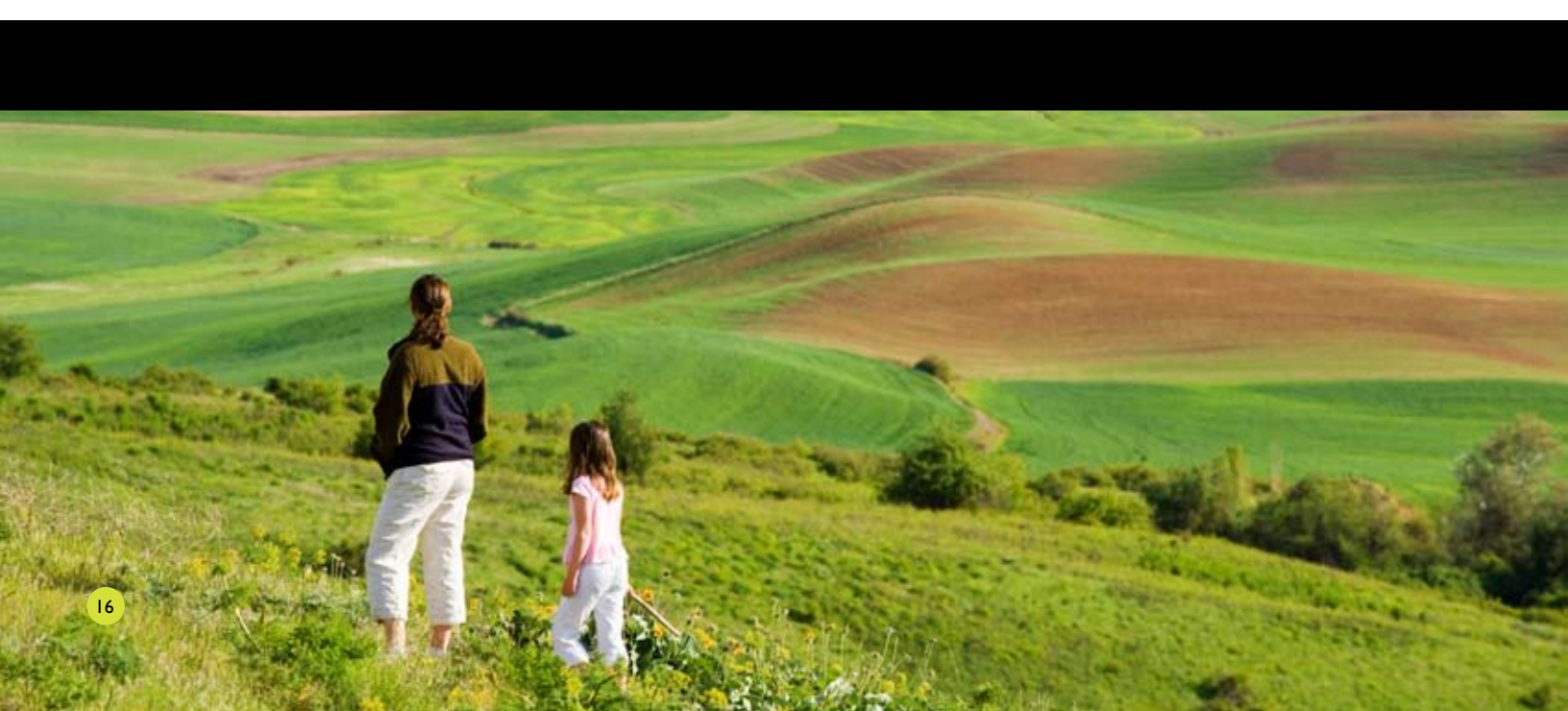
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(All meetings occurred 11:00am — 1:30pm)

July 20, 2006 — Hart Crowser Building

September 21, 2006 — Hart Crowser Building

November 16, 2006 — North Seattle Community College

January 18, 2007 — North Seattle Community College

March 8, 2007 — North Seattle Community College

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“I wanted to send an e-mail to thank you for the excellent service I received tonight. I called Washington Poison Center at about 6pm and spoke to Denny regarding a broken oven thermometer (it was overheated in the oven and released fumes into the house). I was concerned that the thermometer may have contained mercury and exposed my three children and me to the fumes. Denny was prompt, professional and reassuring during my call. He even indicated that I could call back if I needed additional information. He helped bring calm into what was a frantic situation for me. Thank you for providing such a valuable service to the community and for employing such high quality individuals.”

—Carl F. Walla Walla



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