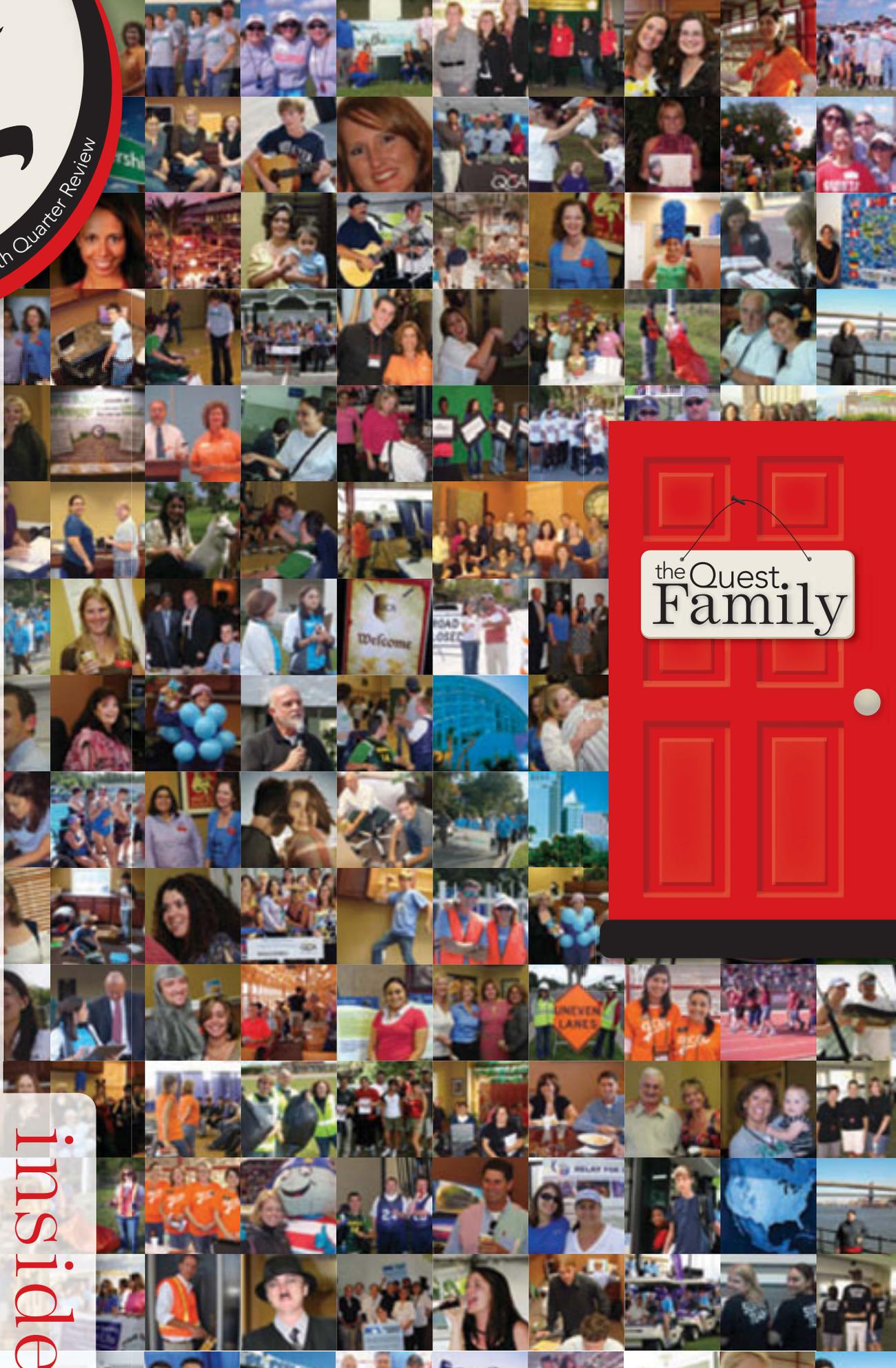




2009 Fourth Quarter Review



be informed.
Quest Corporation of America

the Quest Family

Your Future

Translation Services

Are You Thankful?

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inside



PRESIDENT'S Perspective

Dear Friends...

So finally, after pledging that I would **NEVER** join **Facebook**, this past Quarter, I joined. Now boasting in excess of 350 million active users, I was curious as to its success. I **AM** a business woman after all, and we **ARE** a Marketing / Communications company. Not to mention, my employees (those under the age of 40 mostly) were telling me that if our desire is to continue to be on the leading edge... using social media is a must!

I started out slowly. My children assisted with the set up, which included a profile and a photo and then the process of inviting my first friends... my kids. A few weeks went by before I logged on for the second time. To my surprise, I was able to see all of the interaction between my children and their thousands of Facebook friends. I spent hours reviewing and analyzing their relationships and their communications, and the level of each of their exposures. At the end of that "session" I concluded what I already knew, that I had really great kids.

I was also blasted with friend invites from people of all generations and genders. It was overwhelming, yet exciting. According to the kids, you **HAD TO ACCEPT** everyone or it would be considered rude. So with the blink of an eye, my friend list was growing. At that point, I was catching the bug. It was time to "go back in

time" and send invitations to friends from high school, junior high... even elementary school. Keep in mind, at this point I had not "chatted" nor did I know what "a post on your wall" was.

Before too long (and after some additional training given to me by my seventh grader), I was actually able to reach out to few special people of my past... and just for the record, **NO... NONE OF THEM WERE OLD BOYFRIENDS**. I was able to view photos of family members and friends that otherwise I may not have seen and most importantly I was able to be in the "heads" of my children, using my rights as a parent to monitor but respecting their individuality and independence as they put themselves out there.

By Thanksgiving time, I found that not only was I tired; as 2009 has been a heck of a year, but with **Facebook**, I found that I was tired of seeing everything that everyone was saying and doing. While I admit much of it was entertaining, I found myself wondering how they did it. I mean my life is extremely busy... and this **Facebook** thing was becoming work. How did all of these people (adults mainly) find the time? For me, in only eight weeks, it was already out of control.

Don't get me wrong, I am thankful for social media for the special community it provides, filled with

smart, caring, talented people around the world. With the experience I have been able to take a step back, forget all of the drama, and remove any negative thoughts and experiences from my mind.

Recently I was even able to meet up with an old friend. As a result, I was actually able to catch up with myself. Filling in on the details of my marital status, number of children, current job was where it all began; running through a list of current hobbies, volunteer work and a blow-by-blow of those whom we both know. We spoke about accomplishments, failures, wishes, dreams. And shared what had happened in our lives since we last met. It was funny to hear myself share some things I was doing that this friend never would have dreamed I'd be doing. And what was common behavior back then... Is totally not me anymore. It had been nearly 30 years, and it had all gone by so fast.

I realized at that moment that with **Facebook**, people really enjoy being themselves, and throwing that openness out there for all to see. But, for me, I've decided it's really not my thing. In 2010, I'd rather be out there in the real world.

So, in the end I say thank you **Facebook** for now I can look around at my life, both online and offline, and give thanks for all I have.

God Bless,

Granted, computer networking is a great forum for discussing mutual topics of interest, and perhaps meeting or renewing acquaintances with other humans. But who would have thought that it would become the omnipresent cultural phenomenon everyone knows and loves in 2009?

Sharlene Lairsey, President
Quest Corporation of America

It's All About **Training...**



QCA associates get ready for a day of technology training at the corporate office.

QCA has always invested in providing our associates with the tools to successfully serve our clients, and that includes training in a wide variety of areas. On the recent Veteran's Day holiday, when many of our client agency offices were closed, QCA brought a number of our staff members to the corporate headquarters for training.

Staff members were engaged in learning the latest advancements and shortcuts, to help them maximize their efficiency. They also fine tuned their skills in document conversion, for example, to the

older versions which are still being used by some clients. Staff members also recently received a tutorial on the 2010 version of the multi-functional database program QCA uses to track public contacts and history for our clients.

During a QCA Strategic Planning session scheduled for late January, district managers will have the opportunity to undergo management, business development, plans reading and media training to take their already ample skills to the next level.

AWARD OF **EXCELLENCE**

QCA's design of JTA's 2007/2008 Annual Report was awarded first place in Advertising Collateral at the 2009 FPTA Conference, held recently in Jacksonville, Florida.



QCA's Damon Hosmer, Brian DeCoveny and Sharlene Lairscey with JTA's Winova Hart and her father, Marion Hart, Jr.

It's **\$**imple to **Invest at Quest**

November began the enrollment period for our Fidelity SIMPLE-IRA Plan. The Savings Incentive Match Plan for Employees (SIMPLE) is a retirement plan designed primarily for small business owners. This SIMPLE Plan was adopted by QCA as an employer who employs 100 or fewer employees (who received at least \$5,000 in compensation from QCA for the preceding calendar year). QCA adopted this plan July 1, 2004 for the purpose of enabling Eligible Employees to save for retirement. Each year, QCA contributes a matching contribution. If you have questions on this summary description and would like to participate in the future, it's simple:



Contact
Diane Hackney,
Vice President-
Finance, for more
information at
diane@QCAusa.com.



QCA Spotlight: Lauren Firtel - South Pointe

WHEN YOU KNOW YOUR COMMUNITY WELL

The Capital Improvement Projects (CIP) Office of the City of Miami Beach is on a mission to improve the quality of life in the South Pointe neighborhood, an area of South Beach located south of 5th Street. And helping to pave the way, QCA is working with the community to foster an understanding and acceptance of the construction impacts needed to make the major drainage and beautification improvements.



Serving QCA client, Horizon Contractors,

Inc. (HCI), CIP Officials and other project team members, QCA is leading the communications and issues resolution efforts for the enhancements being made between 5th Street and 2nd Street, from Alton Road to Washington Avenue. QCA's Lauren Firtel has facilitated field meetings, created and distributed construction advisories, maintained the public contact database and addressed numerous calls and correspondence stemming from the South Pointe Phase II Right-of-Way Infrastructure Improvements Project. Lauren, a native of Miami Beach,



QCA's Lauren Firtel and Horizon's South Pointe Phase II Project Superintendent, Michael Serrano, review plans on site for Michigan Avenue's next step: paving the roadway.

knows the community well and works closely with South Pointe Elementary School officials, restaurant and other business owners, residents and city officials. She helps the city to resolve issues with private items encroaching on the right of way and residents' concerns about losing trees, which the city has worked diligently to save where possible.

She also works hand-in-hand with city officials to use a customer-friendly approach in reaching out to people who park in the work zone – despite signs prohibiting it.

Lauren has a keen understanding of stakeholders' concerns, and has been praised for her caring and responsive manner in dealing with the community.



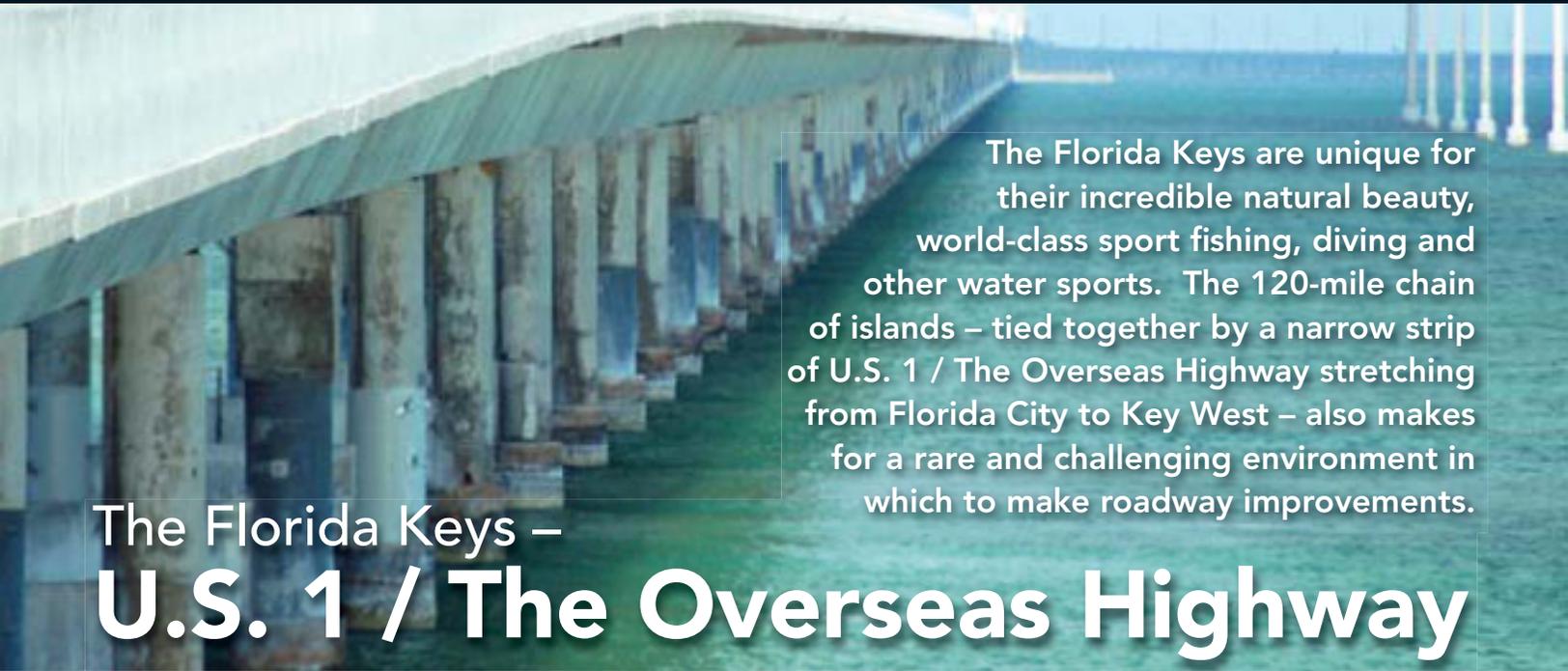
QCA's Lauren Firtel, Tish Burgher, Beth Stroberg and Alicia DeFago at South Florida's Annual Construction Career Days Event.

Construction Career Days

In an economy when agencies are cutting back, the industry still hosted the Annual South Florida Construction Career Days in Davie, Florida. QCA supported the event again this year by hosting a media lab and by being a platinum sponsor. QCA also supported the District Four DOT by helping set

up and take down signs for the different learning labs and stations.

This year over 1,182 students participated from 39 schools in three counties. The students visited QCA's media learning lab, focusing on teen safety. QCA's South Florida team provided students with statistics



The Florida Keys are unique for their incredible natural beauty, world-class sport fishing, diving and other water sports. The 120-mile chain of islands – tied together by a narrow strip of U.S. 1 / The Overseas Highway stretching from Florida City to Key West – also makes for a rare and challenging environment in which to make roadway improvements.

The Florida Keys – U.S. 1 / The Overseas Highway

As the only road the Florida Department of Transportation (FDOT) administers in Monroe County, U.S. 1 boasts 42 bridges and is the only way in or out of the Keys. That's why the FDOT District Six has asked QCA to get the word out about major road and bridge projects that affect the 75,000 Keys residents and more than 2.5 million visitors each year.

QCA's Will Thompson leads the efforts to provide plenty of advance notice about major road construction impacts along this vital lifeline so that residents and travelers can make alternate plans. A seasoned broadcast producer, Will provides both clear and timely communications not only to residents, business owners and local officials, but has first-name

relationships with media members and works closely with emergency services, tourism and hospitality agencies to reach visiting travelers.



Will Thompson

Will works shoulder-to-shoulder with FDOT Marathon Operations Project Manager Charlie Phinizy to resolve project issues and to help the community understand the benefits of the road work. QCA prepares and distributes fliers and fact sheets explaining upcoming projects and activities, develops Community Awareness Plans, hosts field meetings with officials and property owners, provides up-to-date project information on the FDOT District Six Construction Web site, www.fdotmonroe.com and arranges public meetings

that encourage direct lines of communication between FDOT staff and the community.

The year ahead promises to hold even more challenges, with 11 new construction projects beginning by spring of 2010 along U.S. 1, an official State Scenic Highway that was recently named an "All-American Road" by the National Scenic Byways Program.

"It will be a very busy time for both FDOT and QCA, but we look forward to working closely with the District Six staff to ensure these projects run smoothly and the public is kept fully informed," shares QCA's Project Manager, Mary Brooks.

about teen drivers and car accidents. Students then broke into small groups to brainstorm and develop a 15-second Public Service Announcement (PSA). The PSAs were videotaped and played back to the participants.



Construction Career Days is a program designed to introduce high school students to the wide range of career opportunities available to them in the construction industry. The program is an attempt to increase the number of skilled workers in the industry.

QCA staff with students from a local high school at Construction Career Days.

en español | Servicios de la traducción Translation Services

QCA's associates in South Florida, specifically Miami, are bilingual. They have to be to supply our clients with Spanish translations for many of their diverse communications needs. But it's not just Miami...

In recent months, QCA associates have provided translation services for such projects as Central Florida's Toho Water Authority Quality Reports, newsletters, Web pages and other collateral. West Florida clients have included Drew Park in the City of Tampa, the Osceola County Poinciana Boulevard Widening Project and the Capital Region Transportation Planning Agency (CRTPA) in Tallahassee. QCA's team also has created Spanish versions of an informational brochure and other public meeting materials for the S.R. 408 / S.R. 417 Interchange

Improvement Project planned by the Orlando-Orange County Expressway Authority (OOCEA), as well as translated a Transit System brochure for the Jacksonville Transportation Authority (JTA).

Taking it recently to another level, our bilingual staff also conducted hundreds of customer satisfaction and airport passenger surveys in Spanish for our clients, including for the Miami International Airport Master Plan Study. For this contract, QCA was also required to translate into French and Haitian Creole when needed.

"It's all part of QCA's commitment to bring important client messages to diverse and underserved populations in the communities we serve," according to District Manager Jeannette Lazo.



Maricelle Venegas



Maria Palacios



Megan Olivera



Melissa De La Uz



Thais Castillo



Jeanny Jiron



Jeannette Lazo



Holiday Celebrations



Our Central Florida Holiday celebration was held at Orlando's Texas de Brazil Brazilian Steakhouse for associates and their guests on Friday, December 18.

Our North Florida team picked a pajama party for early January. Stay tuned!



South Florida associates were treated to a relaxing and fun day at the Hard Rock Casino and Spa in Hollywood, Florida.

And, all others joined together on Tuesday, December 22 for the Ugliest Holiday Sweater ever OPEN HOUSE at QCA President Sharlene Lairscey's home.



quite the character



Top: QCA staff who participated in the costume contest got together before the prize winners were announced. **Bottom:** First, second and third place winners Elvis Presley (Sharon Jordan), Alfalfa of the Little Rascals (Jim Brubaker) and Sandy Olsson of Grease (Kara Bigelow).

On October 30, Elvis Presley, Alfalfa from the Little Rascals, Sandy from Grease, Marge Simpson and other characters gathered for a Halloween Celebration.

QCA's Customer Service Representative / Receptionist Sharon Jordan went home with the first place prize, \$200 cash, for her Elvis Presley costume. Jim Brubaker as Alfalfa, placed second and Kara Bigelow as Sandy from Grease, placed third.



This Thanksgiving, we asked our associates *what are you thankful for?*



"I'm thankful that my God has his hand on me. And I'm thankful for the opportunity to be in a position to pass along some hope and strength. I'm thankful that I don't live my life in fear and that I sincerely believe that all of us are here to do great things. I'm thankful that I'm surrounded by family and friends, and I'm especially thankful for each day I have here on earth...." -- **SHARLENE**

I am thankful that God has blessed me another day on this earth, for that it means I have not yet accomplished what I am here to do. I thank him for not allowing me to go through 'doors' in my life that I wanted and hoped to go through, because he knew it wasn't right for me at that time and he has guided me to the path I am on now, and which has been amazingly wonderful. I am thankful for God's unconditional love and for answering the prayers that really matter and blessing the people in my life. I am thankful for an amazing family - which extends to my QCA family. -- **ALICIA**



"I'm thankful first of all for my family. Three wonderful kids and grandkids and a great daughter and son in-law. I am also very thankful for my good health and my job." -- **GLORIA**



"I am thankful for the quiet, peaceful and stress free times between the chaos and my friends

and family who remind me to make sure I find time for those moments." -- **AMANDA**



"I am thankful for having a loving and caring family that has been there for me through good times and bad. No matter what, I know I can always count on them. I am thankful for having friends that I can share good times with but also can go to them

when I need someone to talk to. I am thankful for all the people who have believed in me because they are the reason I am where I am today. I am thankful for working with each and every one of you and only look forward to the future and how we all continue to grow as individuals and as a company." -- **BRIAN D.**

"I am thankful for where my life is going... each and every day and each and every opportunity. I am very thankful for the people in my life!" -- **BETH**



"I am thankful for my life, my family, my friends, my job and you! You have been a great friend and I am grateful to be part of this company. And my dogs!" -- **DIANE**

"I am thankful for all the love in my family and the friendships that the lord has blessed me with this year. Every day that I have good health and associate with good people makes me look up and say thank you. This year I wanted to also say thanks to the team at QCA for accepting me into their lives and making my career change a great experience."

-- **STEVE**



Celebrating the Thanksgiving Holiday with a pot luck luncheon at our corporate home is an annual event for QCA. Associates bring their favorite appetizers, desserts and other tasty treats to eat, along with our Honeybaked Ham, and compete in our favorite dish contest. Receiving a check for \$150 and bragging rights for the year, Christie Klammer took first place with her cheesy ranch potatoes.

CHEESY RANCH POTATOES Servings: Four

- 8 large red potatoes
- 1 small bottle Hidden Valley ranch salad dressing
- 1/2 stick of butter
- 2 cups shredded Cheddar cheese, divided use
- 1/4 cup crumbled cooked bacon*
- 1 teaspoon salt

Preheat oven to 350 degrees F. Cut potatoes into quarters. Place in a large saucepan. Cover with water. Bring to a boil over high heat. Cook until tender, about 8 minutes; drain well. Meanwhile, combine salad dressing, 1/2 cup Cheddar cheese, and bacon in a large bowl. Add potatoes and salt; stir well. Spoon potato and bacon mixture into a medium baking dish. Top with remaining cheese and sliced stick of butter. Bake potatoes until bubbly, about 20 minutes.

*If you are in a hurry, get store-bought bacon bits. Use the same amount as freshly cooked bacon.

VARIATION: Add a little color to the potatoes by mixing in 1/4 cup chopped green onions with the bacon.

jessica francois



... because there is a spirit in the air that we seldom see in our day-to-day routine. The holidays represent a time of love and togetherness that bring peace and joy to our lives.

carlana hoffman



I love the holidays, especially Christmas! My heart grows tender with childhood memories and love of kindred, and we are better throughout the year for having, in spirit, to become a child again at Christmas-time. The very word brings joy to my heart. Christmas is not a time nor a season, but a state of mind. There is no ideal Christmas; only the Christmas we decide to make as a reflection of our values, desires, affections and traditions. It is a time to cherish peace and goodwill, to be plenteous in mercy; this is the real spirit of Christmas.

heather whited



... because of the traditions that give us time for reflection of the past, opportunities to make new memories with family, and the holidays seem to help us to remember not to focus on ourselves, but to give to others willingly and cheerfully.

rhonda kaeser



... because it brings family and friends together for some happy and memorable times. It also brings me great joy when I am able to help others and see the smiles on their faces.

I love the *Holidays* because...

melissa de la uz



... because it is great to spend time with loved ones and enjoy all the variety of delicious holiday food!

gina caccavale



... because of eggplant parmesan, baked ziti, snow crab legs, bruchetta, linguine with clam sauce, Grandma's "S" cookies, pumpkin roll and cheesecakes. Coming from a very large Italian family, the food is endless and a perk of the holidays that

I look forward to all year long, but most of all it's about the memories. That feeling and anticipation, waiting to see the thirty plus people I have not seen since last year, waiting for the clock to strike midnight on Christmas Eve to open our gifts and seeing the smiles on my little cousins' faces when my uncle dresses as Santa and comes knocking on the door. The memories we make, that's why I LOVE the Holidays.

teena cardozo



... because no matter where I am or who I'm with, that special time seems to give me that same exact feeling as when I was a child. The smell of the Christmas tree, the taste of pumpkin pie, the feeling of love in the air from my family and friends; and the simplicity of just a few days with all my worries pushed aside. There is nothing but happiness around me for those moments, and that is just simply something only the holidays can bring.

lauren firtel



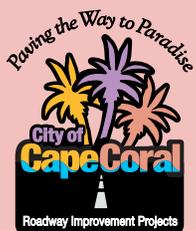
... because family and friends come together to celebrate with festive food and eight days of Hannukah equals lots of fun!

Groundbreaking Ceremony for the City of Cape Coral



The Balfour Beatty team at the groundbreaking for the last phase of the Del Prado Boulevard Project.

QCA's Gina Caccavale and Maricelle Venegas executed and delivered a successful groundbreaking ceremony celebrating the City of Cape Coral's last phase (Phase 5B) of Del Prado Boulevard. QCA worked closely with the City of Cape Coral, the Lee County Department of Transportation and the Florida Department of Transportation, all while providing exceptional service to QCA client Balfour Beatty. Celebrating the receipt of a five million dollar grant to assist in this final phase, the ceremony was part of the City's Five-Year Roadway Improvement Program. FDOT District One Secretary Stan Cann, Representative Gary Aubuchon, the City of Cape Coral's Mayor Jim Burch, City Manager Terry Stewart and council members were in attendance for the October 26 event.



I-75 Interchange Improvement Project at I-275 (Exit 228).

I-75 Road Construction Survival



Maricelle Venegas

to QCA's Maricelle Venegas, dust and noise are inevitable during a construction project and sometimes not areas where a public information officer has a great deal of control. Traffic delays and blocked access routes are also difficulties that may arise, but again, we survive. Maricelle has proudly served the Florida Department of Transportation since 2001. She most recently joined the CEI Consultant team of

Road construction can present challenges, but with the right information and proper coordination, we survive. According

Maricelle attends the weekly progress meetings, publishes media releases and updates FDOT's Road Watch for each of the projects. She works to keep the FDOT, public, media, elected officials, and other stakeholders informed about the status of construction by handling all project phone calls and e-mails.

this URS / QCA team is serving on five interchange projects and two median cable barrier installation projects. As Public Information Officer, Maricelle is communicating on-going construction activities

as well as improvement benefits. Improvements to the interchanges include the replacement of the existing I-75 bridge deck and barrier walls on the northbound flyover ramp onto I-275 North, widening of several on ramps and exit ramps at U.S. 301, S.R. 70, Fruitville Road and University Parkway. In addition, the installation of 18.4 miles of median cable barrier along I-75 from north of University

Parkway to south of Curiosity Creek in Manatee County and 5.8 miles from the Charlotte County line to the south of Toledo Blade Boulevard in Sarasota County. All projects have various completion date timelines, but have anticipated completion dates of early spring or summer of 2010.



Construction Services to serve on some Interstate

75 improvements throughout Manatee and Sarasota counties. Working closely with DOT's Sarasota Operations Center and the District's Public Information Office in Bartow,

TRANSIT update

Get Involved with Transportation

QCA is working with Tindale-Oliver & Associates, Inc. (TOA) in assisting the Florida Department of Transportation's (FDOT) Central Transit Office in developing an Intercity Bus Service Needs Assessment and Action Plan. As part of this study, QCA is conducting a needs assessment for intercity bus service throughout Florida.

To do this, we are interviewing stakeholders throughout the state to gain different perspectives on intercity service needs and gaps in current service. Selected stakeholders include current intercity bus providers, FDOT district representatives, Florida Commission for the Transportation Disadvantaged, regional planning agencies and economic / tourism agencies.



Jill Cappadoro

According to Project Manager Jill Cappadoro, QCA's team members worked diligently researching, studying and pulling together information packages based on the stakeholder's area of interest. They personally contacted more than 30 well respected representatives throughout the state to inform them of the Intercity Bus Service Needs Assessment and scheduled phone interviews to review the regional information provided to the stakeholder. In less than seven days, 28 one-on-one interviews were conducted, resulting in a cumulative report of the findings based on the input of the stakeholder interviews.



Tindale-Oliver & Associates, Inc.
Planning and Engineering

Tri-County Access Plan



In coordination with the Department of Transportation, Housing and Urban Development, and Environmental Protection Agency Partnership for Sustainable Communities, QCA partnered with Tindale-Oliver & Associates, Inc. to gather and compile information needed to update a Tri-County Access

Plan (TCAP). The Hillsborough, Pasco, and Pinellas County Metropolitan Planning Organizations are updating the TCAP in conjunction with the current Long Range Transportation Plan updated cycle.

The updated Public Involvement Plan includes comments from local affordable housing and workforce agency representatives. QCA associates called and obtained contact information from over 150 local private and public transit providers. A transit survey was disseminated to all the providers to obtain information about various public transportation needs.

QCA also coordinated and facilitated telephone interviews with key affordable housing and workforce stakeholders. Interviews were conducted individually, and the results were documented and submitted.



Lori Buck





QCA's Karen Kersey at one of FDOT District Five's public meetings.

A WELL INFORMED PUBLIC – Always an Essential Component

In November, QCA's Megan Olivera and Brian Hutchings conducted public meetings for the Florida Department of Transportation (FDOT) District Five. The public meetings were held to present local businesses and area residents with information on new road construction projects funded under the Federal Government's American Recovery and Reinvestment Act of 2009. The first meeting, held November 12 at Winter Garden's City Hall, was for the \$16.8 million S.R. 50 widening and reconstruction project. The second meeting, held November 17 at the Altamonte Springs Campus of Seminole State College, was for the \$7.3 million S.R. 414 widening and reconstruction project.

Working closely with Steve Olson, FDOT District Five Public Information Officer, Megan and Brian invited elected and appointed officials in the project area. They arranged for ads to run in the local



newspaper and went door-to-door to distribute meeting notices and project fact sheets to area businesses and residents. The well-attended meetings were conducted in an 'Open House' format, where community members were able to review the project plans, look at project maps and discuss their concerns directly with project team members. The meetings were also attended by public officials as well as emergency services and law enforcement personnel.

Solid Waste Planning, Recycling and Composting Program Optimization



Focus group research team members Rene Burke (QCA), Jessica DelGrosso (KCI), Larry Alexander (Sarasota County) and Jill Cappadoro (QCA).

Tapping into our experience as an organization and the well-honed skills of our employees, QCA submitted a winning proposal to conduct three focus groups on yard waste collections for the Sarasota County government. Kessler Consulting, Inc (KCI) of Tampa partnered with QCA as the County Commission is considering the implementation of a policy to eliminate plastic bags from being delivered with incoming curbside-collected yard waste from the County's residential collection program.

"Just a few weeks into the project, our client asked us to take on a similar project for Hillsborough County," notes Jill Cappadoro, QCA's senior manager of marketing and communications and the project manager. She credits the team of fellow QCA employees that helped her successfully recruit participants, conduct the focus groups and submit the final report.

For the Hillsborough County Solid Waste Management Department, QCA received input from residents about a possible "Pay as You Throw" program designed to encourage waste reduction and recycling. QCA hosted six focus group sessions, with one each in the neighborhoods of Bloomingdale, Greater Carrollwood, Ruskin, Seffner, University North, and Westchase.

Part of Your Future **Video Shoot**



As part of the Jacksonville Transportation Authority's (JTA) vision for the future, QCA developed a well-received campaign, "Part of your day. Part of your Community. Part of your Life." QCA went a step further and created a video that would take this particular campaign to a new level and could be used for outreach and educational purposes on the future plans part of JTA's Web site. In November, QCA along with their production team filmed several locations in Jacksonville and had a video shoot with children from a local area school.



QCA's Brian DeCoveny (pictured to the left) was responsible for coordination, production and script development for the JTA shoot, with support from Amanda Velazquez (pictured above and below with a student), Beth Stroberg and Teena Cardozo.



philanthropy **TAKING THE TIME TO CARE**

Stay **Healthy and Happy**



Maricelle Venegas, Diane Hackney, Rose Artura, Thais Castillo, Lori Buck and Peggy Lepzinski

Work hard, play hard, live healthy and give back. That's what QCA's District Seven team wanted to make sure they were doing RIGHT. QCA District Seven team members attended the Annual Speaking of Women's Health Conference at the Tampa Convention Center benefiting the Tampa General Hospital's Neonatal Intensive Care Unit.

The day was filled with unparalleled camaraderie for the District Seven female team, while learning about being the best women you can be. Staff attended seminars throughout the day with topics such as Branding Yourself- Personal Career and Life Strategy, A Mind Approach to Living and Being Financially Well, Nutrition, Heart Attack



Maricelle Venegas and Diane Hackney go over the materials they received from the Annual Speaking of Women's Health Conference in Tampa, Florida.

Warning Signs in Women, Advice for Life Long Beautiful Skin, Health Benefits of Yoga and more.

The highlight of the day was attending the luncheon that featured nationally acclaimed author and physician, Marisa Weiss, MD who delivered the keynote address. Dr. Weiss used compassion and her refreshing sense of humor to offer a practical approach for fostering the connection between patient and doctor with her talk entitled "Doctor, Doctor, Lend Me Your Ear."

The outing was a positive day, leaving everyone feeling empowered and ready to go!



Andy's Army: Cathie Nalls, Gloria Freeman, Bill Hackney, Diane Hackney, Christie Klammer, Brady Klammer, Luke Klammer, Lori Buck, Taylor Buck, T.J. Buck and Lexie Klammer

Walk-n-Roll for SMA – **A HUGE SUCCESS**

The Greater Florida Chapter of Families of Spinal Muscular Atrophy (FSMA) held its' first-ever "Walk-n-Roll" event on Saturday, November 7. To help raise awareness for SMA and to make a difference in the fight against

this disease, QCA associates and families were part of "Andy's Army" team. Awarded the second place prize for the most money raised by a team, Andy's Army was the largest team at the event with 31 members – not including kids. The walk drew more than 250 people, and raised more than \$11,000. QCA participants were excited to be part of such a great event and were proud to walk in honor of Andrew Glenn Butler, a QCA baby angel.

CHOICES Walk Event

CHOICES Health Services, a program of the Alachua County Board of County Commissioners, is committed to helping residents take their first steps toward a healthier life. CHOICES held their first community health walk - "Alachua County on the Move" on November 14, attracting more than 100 participants. The event was coordinated and led by Amanda Velazquez with the support of Mary Brooks, Rene Burke and Beth Stroberg and offered participants free blood sugar and blood pressure testing, Zumba and Salsa Aerobics, massages, giveaways and more.



Alachua County
on the move

At QCA, we know that contributing to our clients' successful events and programs doesn't stop at just our basic responsibilities and we work to go above and beyond expectations to make every project a success. In addition to providing staff for the day of the event, QCA's efforts included:

- Certificates, Fliers & Posters
- Grassroots Community Outreach
- Guest Speaker & Media / Press Coordination
- Parade Banner
- Promotional Products, Including T-shirts & Pedometers
- Radio, Television and Print Media Buying & Coordination
- Refreshments
- Safety Equipment
- Setup, Cleanup & Site Management
- Signage & Decorations

Spreading Holiday Cheer

North Florida's Susan Emmanuel, Carlana Hoffman and Mellisa McColley spread a little holiday cheer on December 19 by working with a local charitable group delivering Christmas to area families in need. The group donates items, adopts entire families and provides food, clothing and gifts.



QCA's Mellisa McColley (left) and Susan Emmanuel (right) delivered Christmas to area families in need.

“ It is really heart warming, many stories... sad, happy, hopeful... it is a privilege to help out a little bit and share the true meaning of Christmas.”

-- Susan Emmanuel, District Manager

Adopt-A-Road

QCA associates were at it again! As part of QCA's agreement with the State Highway Systems Adopt-A-Highway, QCA removes litter in Land O' Lakes on a two mile stretch of S.R. 54 from eastbound Gunn Highway to Crossing Boulevard. After cleaning the streets, the volunteers gathered together to cool down at Chili's.



Diane Hackney and Leta Reale get ready to head to Chili's after the November cleanup.



TO OUR CLIENTS, FAMILY AND FRIENDS:

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