

Weekly Newsletter

THE KENT COMPANIES

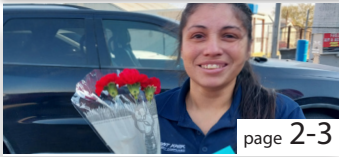
Making your life



October 17, 2024

Period 11, Week 2

Kent Kwik News



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Food Service News



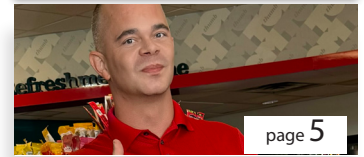
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WESTEX NEWS



Lisa H. Spotlight

Lisa, Family Nurse Practitioner (FNP), joined WestEx Urgent Care in June and works as one of our great Providers in the Andrews Clinic.

Lisa attended Odessa College and The University of Texas El Paso where she earned her Bachelor of Science Nursing (RN) and her Master of Science Nursing, Advanced Practice Registered Nurse (APRN), and Family Nurse Practitioner (FNP). Lisa has trained and worked with Integrative Medicine, Occupational Medicine with DOT Physicals, Women's Health, Primary Care, and as a Hospitalist.

Currently, Lisa's daughter, Azlyn, is starting graduate school at Georgia State University. Lisa also has an Aussie Doodle named Moose. She enjoys traveling, reading and attempting to grow plants!

According to the American Cancer Society, when breast cancer is detected early, and is in the localized stage, the 5-year relative survival rate is 99%.

- Women 40 and older should have mammograms every 1 or 2 years.
- Women who are younger than 40 and have risk factors for breast cancer should ask their healthcare professional whether mammograms are advisable and how often to have them.



REVIEWS OF THE WEEK! WESTEX 9109

"I walked in today wanting to get some testing done and the staff was very friendly, informative, and patient with me. The care of this place is top notch and will go back again for any more testing or care for my health."

"Scheduled at the last minute and these girls got me in so quick, no wait time, I was in & out. Very friendly, very clean, & very caring! I wish all places were like this one! I'll be back someday. I hope no time soon, but when I need it, I'll know where I'm going."



KENT KWIK NEWS



Patricia is celebrating her birthday with some of 410's loyal Guests. Thank you for all that you do!



New MIT, Morgan, checking in with Ralph from Glacier.



Glad to see Kathy and Dawn back at 928!



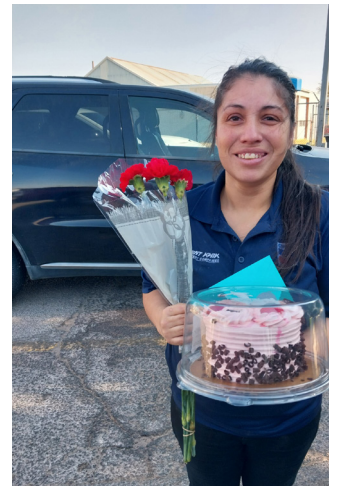
Thank you, Rebecca, from Mr. Payroll, for always helping out on the store side.



Thank you to Crystal and Taylor for making 318 look amazing!



Muffin at 923 loves to spoil her Guests.

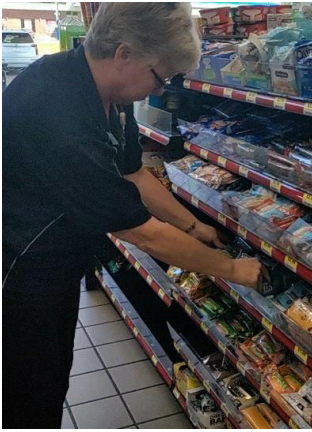


Amy B., at store 203, is celebrating her 1 year anniversary with Kent Kwik.

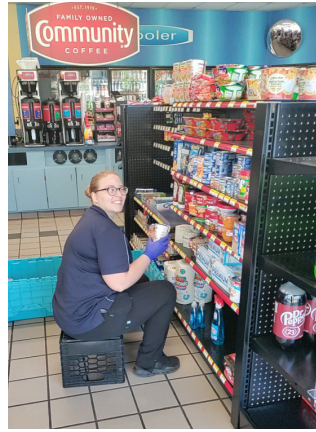


Our awesome Team at Kent Kwik 929 is excited to serve our Guests and have another great week!

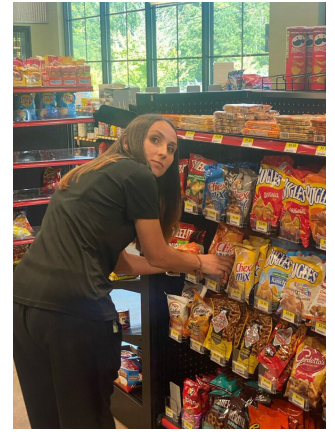




The 927 Team working hard to make sure everything is stocked and fronted. Thank you for keeping our store looking great!



Kent Kwik 931 Team stocking ice and snacks for our Guests.



MR.PAYROLL NEWS



Thank you, Ms. Vikki, on 9 years with our Mr. Payroll Family.

Ms. Vikki is our Mr. Payroll 2202 manager. She is known for always providing great Guest Service and making everyone's day a little more fun. She loves going to The Kent Companies banquet and spending time with her 10 grandchildren.

Thank you again for everything you do, Ms. Vikki. We love having you on the Team.

FOOD SERVICE NEWS



Left: On Wednesday our Team got together for a food service leadership and development meeting. Everyone walked away with more knowledge and a plan to continue growing sales.

Right: Thank you, Melvin, for the brand new dipping case at Baskin Robbins 1491.



SAFETY NEWS

Keeping Safety in Sight

Nothing is too Small!

Safety Definition: to ensure safe and healthful working conditions for workers by setting and enforcing standards by providing training, outreach, education, and assistance.

Know the warning signs of potential violence!

There are two types of people you cannot stop, maybe more, but these two are certain to be at the top of the list.

- A Person Willing to Do for Their Cause
- A Person that has Nothing Left to Lose

Is someone struggling at home? Do you know of abuse or problems with a co-worker? Did you hear someone discussing that they would kill the whole damned bunch? Has someone said, I am tired of this I am going to buy a gun and take care of it?

It is everyone’s responsibility in society to try to alert the proper people or authorities if you believe someone is unstable enough to act on their emotions. The one thing we can do is notice the warning signs. We are all in this together; you can make a difference!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run <ul style="list-style-type: none"> • Have an escape route and plan in mind • Leave your belongings behind • Keep your hands visible 	2. Hide <ul style="list-style-type: none"> • Hide in an area out of the active shooter's view. • Block entry to your hiding place and lock the doors 	3. Fight <ul style="list-style-type: none"> • As a last resort and only when your life is in imminent danger. • Attempt to incapacitate the active shooter • Act with physical aggression and throw items at the active shooter
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CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when requesting, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter's
- Number and type of weapons held by the shooter's
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes

Contact your building management or human resources department for more information and training on active shooter response in your workplace.

LAST

LISTEN

- Make eye contact.
- Show you care through your body language and facial expressions.
- After listening, restate the customer's concern to make sure you understand.

APOLOGIZE

- Apologize without blaming others.
- Keep it simple: "I'm so sorry about this."
- Make it genuine. No one wants a half-hearted apology.

SOLVE

- Begin by saying something like, "Let's see what we can do to resolve this situation."
- Emphasize your store's values. "Our primary goal is to create a safe, enjoyable shopping experience."
- When possible, give options, such as, "We have free masks or could even shop for you if you'd prefer."

THANK

- After the resolution, thank the customer by saying something like, "Thanks for your patience as we worked through this."
- Sometimes, it's good to close with another apology and sign of gratitude. "Again, I'm terribly sorry for the challenges. Thanks for working through it with me."

TOM THUMB NEWS



Kelynn putting away product on a busy Friday.

HUMAN RESOURCES NEWS



Open Enrollment is quickly approaching! This year open enrollment for The 2025 Benefits will be held the whole month of November. November 1st- November 30th.

What is open enrollment?

Open enrollment is a once-a-year opportunity where everyone who is eligible for benefits can enroll or make changes to all benefit plans.

What benefits are offered?

We offer medical, dental, vision, supplemental, 401K, and FREE \$50,000 Life Insurance.

Do I need to re-enroll if I currently have benefits?

Yes, due to changes in the upcoming year, all team members will need to re-enroll. If you fail to enroll during open enrollment, benefits will be terminated 12/31/2024.

Please be on the lookout for further information on all the open enrollment meetings coming up! Communication will be sent via text, and email.