

# Prov *People* up close and personal with Portland-area employees and volunteers

## Pam Hearn,

Medical transcriptionist,  
Regional Services

*Not everyone can compete in the Hood to Coast or the Portland to Coast relay race – the largest running and walking event of its kind in the world. Pam Hearn did it, despite being blind since age 7 due to retinitis pigmentosa. But that really shouldn't surprise anyone who knows the single mother of three who raised her children without any help, and who went back to college in her 30s to successfully land a job at Providence. She says she was "just ecstatic" the day she was hired 10 years ago.*

### What team were you on?

Our team's name was "Eye Rock" and most of us are connected with the Oregon Commission for the Blind. None of the walkers is sighted, so we had volunteer guides to help us – our unsung heroes! My guide, Glenda Lesher, and I trained together every Saturday at 7 a.m. I have a tiny bit of light perception during the day, but none at night – so we practiced after dark, too.

### How did your team do?

We finished in the top half – 63rd out of 133 teams – in 30 hours and eight minutes. Not bad for amateurs! Each of us walked two legs. I walked into Scappoose at about 9:30 a.m. and through Jewell along the Nehalem River after midnight. They said the stars were phenomenal. The weather was good – pretty warm. It was an awesome experience and so much fun.



*Pam Hearn is aided by her guide, Glenda Lesher.*

### Any mishaps?

Our first walker fell right near the start on the Hawthorne Bridge. She kept going but her T-shirt apparently was covered in blood from a cut around her eye. Some nurses she ran into urged her to stop. She was given a ride to the doctor and later re-joined us – even though pretty scraped up.

One of our drivers was a darling blonde woman. She put a sign on the side of the van that read, "The Blonde Leading the Blind." That got a lot of chuckles.

### Were people supportive?

Very supportive, just as Providence has been supportive of my work with special software that helps me transcribe medical dictations and reports.

We had vests that said "Blind Racer" on the back and a lot of people cheered for us. At one of the rest areas some girls on the BPA team were so impressed we were out there doing it that they handed me their Portland to Coast wristbands.

My family was really great, too. My oldest son, Jason, sent me a sweatshirt from Harvard Medical School where he's a student. My other son, Josh, drove our van, and my daughter, Jessica, pushed me to get into shape. I did a lot of training with my guide, but the best part of it was being able to say "I did it."

### How did you raise your family?

I was extremely shy when I was young and could not talk about my blindness without lots of tears. It took me years before I could see a little humor along the way. I would like to write a book about being a single parent with a disability and raising a family.

Luckily, I have the best kids in the world. One day when they were little I made Mickey Mouse pancakes for them. When I reached for the PAM spray one of them said, "Mom, you've got the hair-spray!" Of course, when I put chocolate milk instead of white milk on their cereal nobody said a word.

## Congratulations to Bruce Schueller, POP Employee of the Month



Bruce Schueller, finance decision support manager in financial planning and accounting, has been named Employee of the Month at Providence Office Park.

This is what his co-workers had to say about him.

- Bruce is one of those people who is patient, explains things at a level everyone can understand, and is very approachable.
- We are very fortunate Bruce is working for Providence. He's the best!
- Bruce doesn't waste company money on anything. He is accountable for his budget.

- He always has time for everyone and is always respectful.
- Bruce is very knowledgeable in so many areas within finance and he always seems to be able to help anyone with an answer to a systems question.
- He ensures the integrity of the data that pass from our area to other users.
- Bruce is dedicated to providing customer service and delivering a quality product.
- He has a calming manner that helps staff focus on the issue and find a way to resolve challenges.
- Bruce helps staff ease their way.