



# PHOENIX FLYER

December 2011

## Celebrating 2011 and Looking Forward to 2012

### Just 22 years later.....our First Home!

As we look back on 2011, we celebrate many successes and have much for which to be grateful! During 2011, our Phoenix family expanded to meet new services areas; added Phoenix couriers to areas previously served by contract carriers, and upgraded our fleet cars enhancing our ability to offer efficient and reliable service to our clients. Eight of our employees exceeded the 20 year service marker this year. We are proud of these employees and their dedication to Phoenix and, as many of you know, employee retention demonstrates job satisfaction and favorable working conditions. A large part of employee satisfaction is knowing that he/she is being effective and making a difference. Clearly this points to the fact that as your partners in veterinary medicine, employees at Phoenix Laboratory love our jobs helping animals and the people who care for them.



Moving from Everett to our Mukilteo home— Open House TBA

We are very excited to see 2012 just around the corner for several reasons. Here's the great news! With Dr. Klaassen's hard work, a bit of good timing, and a pinch of luck, Phoenix Lab bought a new building in Mukilteo, very close to our current laboratory location. Next year, and for the first time, we will be moving to a building that is our very own. Our new home provides all the amenities we were missing here on Airport Road where we have resided for 17 years.

As we complete some custom modifications to the new building we are replacing our two chemistry analyzers, fondly referred to as "Burt" and "Ernie". Their brand new state-of-the-art replacements, "Wallace" and "Gromit" have been installed at the new site and validation/correlation work will be completed soon, providing a seamless transition for us and uninterrupted accurate results for our clients.

Also in 2011, our Phoenix Lab "CE on the Road", with Dr. Sandy Willis, was presented at the Oregon, Alaska, and Washington state conferences. We also traveled western and eastern Washington presenting in-clinic wet labs to busy techs and veterinarians during extended lunch hours. Dr. Willis also brought to area associations her presentation titled "Laboratory Testing in Tough Economic Times"- a timely topic we can all relate to.

As the veterinary profession continues to face economic pressures, Phoenix will continue to be dedicated to providing quality testing, combined with fast, reliable and *personalized* service. We look forward to the opportunity to serve the needs of our clients and to truly make a difference in veterinary care in 2012 and for many years to come!

**PHOENIX**  
CENTRAL LABORATORY

Excellence in Veterinary Science



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**Debra Mesher**  
Marketing Associate

Hello, I am Debra Mesher and I am delighted to be working with Phoenix Central Laboratory for Veterinarians once again. I rejoined the Phoenix family after working in contract research for nearly twelve years where I worked in laboratory management and process improvement.

My current job at Phoenix leads me in a bit of a different direction- that of Marketing Associate. I am pleased to be able to learn something new while applying my past experience and training as a laboratory technician. I began working for Linda Jewett in the marketing department last October on a part time basis. I will be moving into a full time position in 2012.

I feel very fortunate to be back working with the professional staff here at Phoenix where we are all focused on meeting our customers' needs and are dedicated to the science, quality and service that our clients truly value and have come to expect.

As our world changes at such a rapid pace, I believe that the core values of personalized service and knowledge sharing that PCLV represents and promotes is receiving renewed appreciation within our community. I look forward to being a part of continuing to provide this important and positive choice for our clients. I can be reached by email: [debram@pclv.net](mailto:debram@pclv.net)



**Danielle Desjardins, DVM, MS**  
DACVP, Anatomic Pathologist

I arrived to Washington last October by way of Lansing, Michigan. I graduated from Western University of Health Sciences, College of Veterinary Medicine in Pomona,

California before heading to Michigan State University to complete my Masters and residency training in Anatomic Pathology. My passions and particular interests within this field include dermatopathology and immunohistochemistry. I became a diplomate of the American College of Veterinary Pathologists in 2011 and am so pleased to be a part of the Phoenix Central Laboratory family.

My husband and I, and our Beagle have enjoyed the endless miles of picturesque nature trails at our fingertips and look forward to hearing any advice you might have on fun places to go and see in the area. A recommendation for a good hiking or skiing spot is especially welcomed.

I have enjoyed meeting some of you already in person and on the phone, and would encourage you to contact me anytime. I am best reached by email: [danielled@pclv.net](mailto:danielled@pclv.net) or phone (425-355-5252).

## Cold? Ice? Snow? ... Tips for Specimen Protection:

Whenever possible, refrigerate your specimens until your Phoenix Courier arrives at your office. Keep your specimen boxes out of the direct weather whenever possible. Prevent freezing of lavender top tubes for CBC, and always prepare smears in your office. Heated gel packs in the box can help prevent freezing during those times when it is especially cold.

