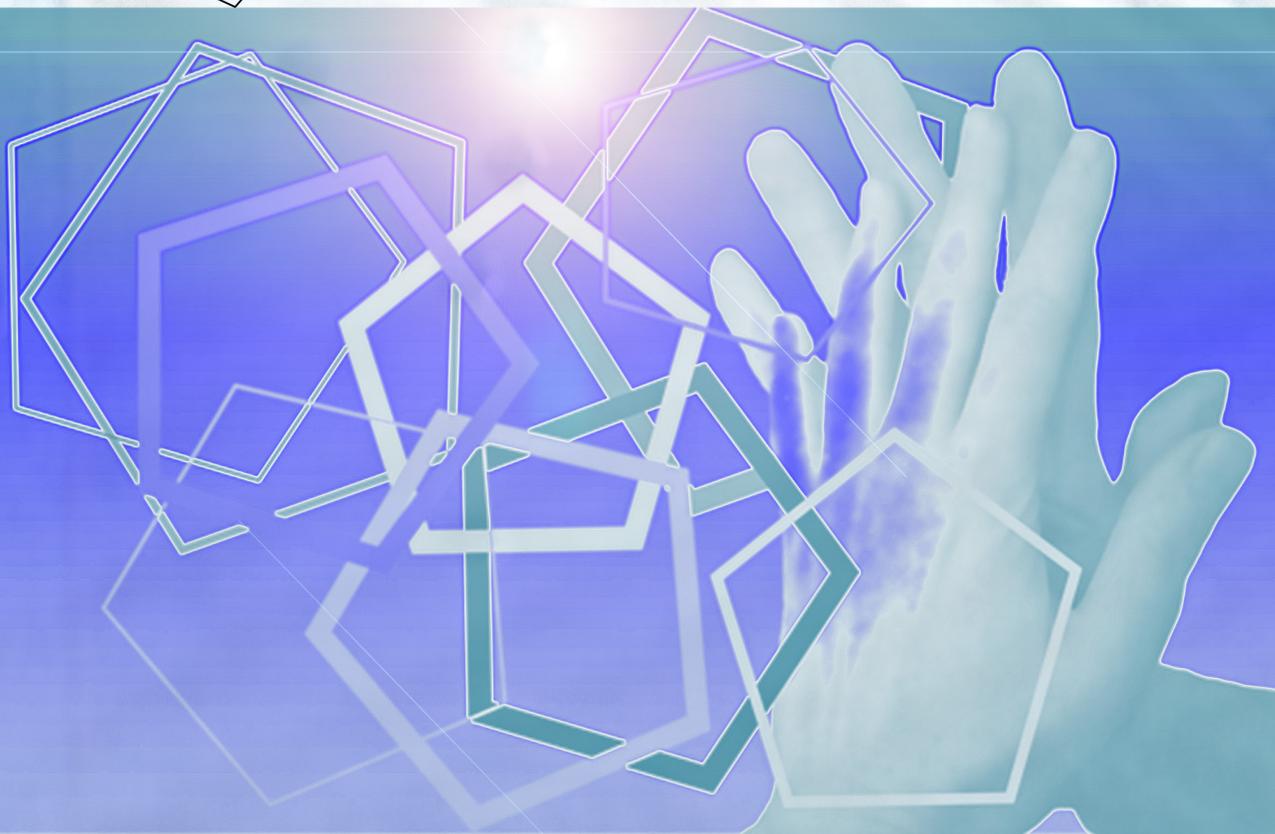


You Made a Difference



Reliance House, Inc.
2014 Annual Report

2014 Board of Directors



Jack Malone, *President*
John Mercier, *Vice President*
Sam Bliven, *Secretary*
Roy Bourque
Jackie Falman
Mark Gagne
Carol Geiler
Jack Jacobs
Cheryl Richards
Alberta Sherman
Eric Sandberg
David Stone

Reliance House partnered with **993 individuals** across our **30+ programs**. An increase of 224 adults (29%) from 2013.

94% of these individuals **expressed satisfaction** with our services, exceeding the state average of 92%.

81% of Reliance House Residential Members **reported an increase in their mental wellness**, surpassing the 67% state average.

This report is dedicated to YOU: our donors, staff, members, supporters, neighbors, advocates, partners, volunteers and family members. Thank you for investing in our community's mental wellness, making a difference in the health and well-being of others, and being aware of the important role the mind plays in everyday life.

John T. Morosky

Reliance House, Inc. Founder

May 16, 1929 - December 8, 2014



“John had the ability to lead and he demonstrated that ability throughout his life.”

David Burnett, Reliance House CEO

Great athlete, soldier, nine children, two and sometimes three jobs were not enough for John Morosky. In the mid 1970's, he was in his forties and set out to get a Master of Social Work degree. As part of his practicum, he started a non-profit to provide a place of safety and family for those returning to the community from Norwich Hospital. He chose to support and enhance the lives of individuals with mental health diagnoses.

After staffing this drop-in center with volunteers for several years, John wrote a grant and secured funds to hire one employee. That fledgling organization became Reliance House, currently one of Norwich's largest employers. With 250 staff having served thousands of people over the ensuing years, we have become a leader in mental health services in the state of Connecticut and beyond.

John's gentle, loving leadership has been critical to our success. His vision was to do the right thing in every encounter, with every person. When in John's company, there was an essence of trust, acceptance, respect, support, and encouragement. By following John's example, we have been found, by the Hartford Courant and Fox News, to be the 2nd best mid-sized employer in the state. We trust, we respect, we support, we encourage. We love those who work for us and those we serve. John understood and demonstrated the real meanings of team, community, and the love that holds us together. To this day, we all follow his lead.

Lasting Impacts From

Reliance House was chosen by the Eastern CT Chamber of Commerce Leadership Program as the recipient for their Community Class Project. 35 volunteers spent countless hours strategizing, fundraising, and collecting supplies for their endeavor at two of our residential houses which included painting, planting, and providing the members with new mattresses, sheets, towels, toiletry items, outdoor chairs, and a gas grill. The result of their passionate fundraising efforts led to their final gift of \$4,700.

Project Impacts:

- Energy, enthusiasm, and skill building have skyrocketed as members continue to maintain a clean and cheerful living environment.
- The gardens flourished and provided a tranquil space utilized by individuals focusing on recovery.
- The grill is used regularly and has provided opportunities for improved nutrition, economic shopping & cooking lessons, team building, and outdoor activities.

THANK YOU 2014 Eastern Chamber of Commerce Leadership Class!!!



"To see and hear the appreciation in the faces and words of the residents and staff of the homes, after we completed the project, was one of the most rewarding experiences in my professional career."

Dave Stone - Leadership Class Participant, Chelsea Groton Bank

"Walking out into our freshly painted house was like Dorothy walking out into munchkin land, the colors were so vibrant and beautiful! The people were really nice and lunch was great. The beds were wicked, wicked comfortable!"

Residential Member



CHAMBER of COMMERCE
EASTERN CONNECTICUT

Donors & Volunteers

A sincere **THANK YOU** to the following Reliance House Care Cabinet supporters who provided over **\$1,200** and **1,500 hygiene and cleaning items**:

Eastern Savings Bank

Putnam Bank

Greater Norwich Area Chamber of Commerce

International Union of Operating Engineers Local 30 CT

Three Rivers Community College

Montville Stop & Shop and all their generous patrons

The Solution Center

Edwin R. Muenzner CPA, LLC

Rose City Financial Services, LLC

Barter Matchmakers

Touching Clients

Northeast Technology Solutions, LLC

You Helped:

- Over 150 individuals aiming to lead healthier, safer lives
- Diminish stress
- Raise awareness for mental health
- Make the first year of the Care Cabinet program a success



What is the Reliance House Care Cabinet?



The Care Cabinet offers personal hygiene products and household cleaning supplies to members of Reliance House at a discounted rate. If you are interested in supporting the Care Cabinet please contact:

Cort Murphy, Program Director & Care Cabinet Coordinator
cmurphy@reliancehouse.org
860-383-2489

Community

12,960 pounds of trash collected in Norwich

Who knew picking up trash could be so much fun? Suzee Costa did. Suzee is a Reliance House staff member and chair of the agency's RISE committee (Recovery Includes Spiritual Encouragement). The committee wanted to combine their passions for the environment, people, and spirituality in a unique way. We would say they definitely succeeded through their monthly Clean up the Streets initiative.

After the committee fine-tuned the idea, they met with Norwich clergy, faith steering committees, and Norwich Public Works to find volunteers, select clean up destinations, and solidify trash drop off logistics. They were also awarded grant funding from the Last Green Valley to purchase supplies.

On the last Saturday of the month (March – September) from 9 - 11 am, volunteers would donate their time to picking up garbage. With Suzee's leadership capabilities in full swing, the RISE committee and surrounding spiritual groups coordinated a total of 197 volunteers over 7 months who picked up 12,960 pounds of garbage.



Jill Corbin, Director of St. Vincent De Paul Soup Kitchen, was also an instrumental figure in getting this monthly activity together. She energized volunteers, kept the hunger cravings at bay with snacks and beverages, brought extra tools, and helped drop off the garbage. Her enthusiasm was contagious and a driver for the on-going months of clean up.



"We have gone above and beyond achieving our goal of finding a project that would help us get to know some of the spiritual groups in our community.



Collaboration over 7 months with the help of 197 volunteers!

We have established relationships, rolled up our sleeves and worked together in the community where we live and serve,” stated Costa.

How do the residents feel about their efforts? One of our teams heard a neighbor say, “Looks good, thanks for cleaning our neighborhood.” Another said, “You guys are doing such a nice job, I’m so proud of you! It’s great to see someone out cleaning the neighborhood.”

Reliance House and the RISE Committee would like to thank the following Clean up the Street contributors for uniting together to beautify our local community:

St. Vincent De Paul, The International Worship Center, Southeastern Mental Health Authority, Cornerstone Church, Peniel Church, Norwich Tabernacle, Office of Congressman Joe Courtney, Norwich Public Works Department, Reliance House staff, members and their families, Ernie Costa, Jill Corbin, Julie Way, The Last Green Valley, Uncle D’s Blazin BBQ, Senator Cathy Osten, Sandy Griggs, Marie Stone, and the Costa family.



The following areas were cleaned up over the 7 month period:

St. Vincent de Paul/Cliff Steet

The Heritage Way Trail

Uncas Leap at Yantic Falls & surrounding woods

Taftville

Cliff, Union, & Main Steet

SNET parking lot, Franklin, Pond, & Lake Steets.

2015 clean-up efforts are in the works!!

**Last Saturday of the month
March – September
9:00 am – 11:00 am**

**For more info. please contact:
Suzee Costa
scosta@reliancehouse.org
860-887-6536 ext. 228**



Congratulations Anastasia!

Anastasia received the Carol Walter Supportive Housing Tenant Award presented by the Partnership for Strong Communities.

This excerpt was adapted from the 2014 Reaching Home Celebration Dinner & Housing Awards program.

As a girl, Anastasia was in and out of placements through the Department of Children and Families. She was also homeless. The experience triggered her to advocate for herself and others.

At the age of 3 Anastasia was injured in a car accident and for years lived undiagnosed with a brain injury. Additional diagnoses of borderline personality traits and a learning disability didn't change her trying to build a better life for herself.

“I’m finding ways to learn more about myself as a person in long-term recovery from behavioral health challenges.”

How did she reach adulthood with so many challenges?

“I adapted by becoming an adult in childhood and constantly overcoming any situation possible, even though some good outcomes were never in sight,” she said. Upon being diagnosed she researched these new health topics, “I’m finding ways to learn more about myself as a person in long-term recovery from behavioral health challenges.”

Her knowledge has extended into knowing her rights as a tenant and not being afraid to speak up when necessary—for herself and others. She’s participated in the Next Step Supportive Housing focus group at Reliance House in order to improve the statewide PILOTS program.

She is actively involved in Connecticut’s young adults recovery program, Join Rise Be, and was a

part of a group that provided testimonies at the Legislative Office Building on services for youth in recovery. She has traveled around the state to attend workshops and meetings with other advocates, and is a supporter of the National Alliance on Mental Illness and the Keep the Promise Coalition. Anastasia advocates for comprehensive community mental health outreach and housing so others continue to have access to similar support services that she has experienced.

In addition to her advocacy, Anastasia has been working toward a business degree from a west coast online college and expects to graduate shortly. “Down the line, I’d like to incorporate some kind of recycling and environmentally friendly stuff, like the route of composting. And if not, I will take my skills starting that business and continue training people in recovery. I can see the system is broken, not just in Connecticut, but everywhere. I see I have the potential to bring a new kind of mental health system here and I may want to try to pursue some type of non-profit mental health/ behavioral health business. I’ve already got the name picked out: Recovery Connections.”



Partnership for Strong Communities is a non-profit thought leader and policy advocacy organization focused on fostering vibrant communities, eliminating homelessness and creating homes. The Carol Walter Tenant Award is an annual, state-wide recognition honoring residents who show a commitment to housing advocacy, leadership skills, and an effort in making our community a better place.

Rappelling for Recovery

Carrie Dyer, Chief Operating Officer, participated in the “Shatterproof Challenge” and rappelled 22 stories down the Hartford Hilton. Shatterproof has emerged as a national non-profit organization steering research, advocacy, and family support around the disease of addiction. Carrie’s efforts have helped educate and equip our community with the ability to address addiction head on, and recognize its complex relationship to an individual’s mental health.



“I was literally on top of the world while simultaneously being just a pinch terrified on the roof. Interestingly, the rappel wasn’t the hard part. The most challenging aspect was writing the names of my loved ones on the Shatterproof wall that I’ve either lost or am losing to addictions. It’s a rare person (particularly in our field) who can say their life hasn’t been touched by addiction and that is why I chose to rappel. Gary Mendell, founder of Shatterproof, has begun a national movement to start an important discussion. His cause is a worthy one and it resonates with the Reliance House values.”

Carrie Dyer, Chief Operating Officer



Building Sea Legs, Skills & Memories

In mid-August, the newly established Reliance House Sailing Team celebrated their final voyage by cruising a 32-foot, single mast sailboat up the Thames River to Howard T. Brown Park. With the creativity and leadership of agency staff (Sarah Lombardo, Cort Murphy, and Leslie Sohl) Reliance House was able to partner with Captain Richard Lathrop, operator of the non-profit Sea-Legs. This sailing opportunity helped our members:

- Enhance health and wellness benefits
- Enrich their quality of life
- Improve team building skills
- Gain boat restoration knowledge which may lead to long-term employment
- Develop a sense of accomplishment by completing something that seemed impossible



The Reliance House Gallery

On the First Friday of every month Reliance House teams up with other downtown galleries, businesses and organizations to celebrate the arts, showcase local talent, support common community goals, develop new partnerships and open communication channels.

To all of the artists, crafters, gallery attendants, donors, and visitors:
THANK YOU for helping bring our gallery to life.

2014 Featured First Friday Artists



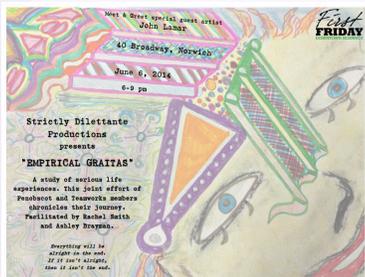
Worship Skateboards



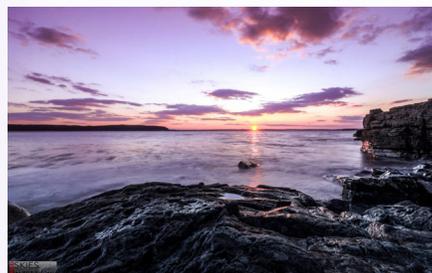
Bruce Gatten



Richard Sicard



Strictly Dilettante Productions



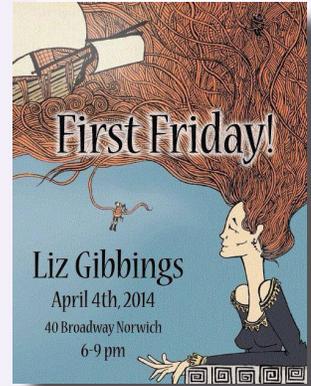
Jake Snyder



John Balchunas



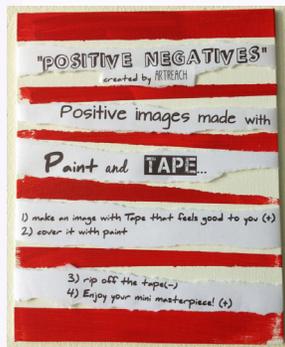
Sarah Edmond



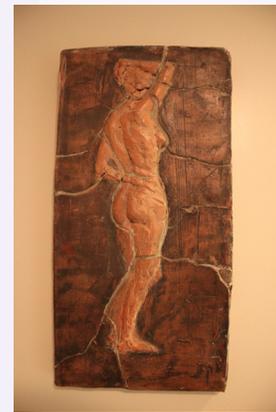
Liz Gibbings



Larry Larkin



Artreach, Inc.



Debra Lee



Reliance House ranked 2nd in the state among mid-size employers

For the second year in a row, Reliance House, Inc. ranked 2nd among mid-size Connecticut employers in the Hartford Courant/FOXCT Top Workplaces survey. This is the third time in four years Reliance House has been distinguished with this award. The nomination process started with 778 organizations and finalists were chosen based on results solely from employee feedback.

"Reliance House is an inspiring agency to work for." **Cort Murphy, Program Director**



"It's well-deserved. I know how hard all the employees work, going above & beyond the call of duty often." **Jackie Falman, Board of Directors**



"The growth opportunities the agency provides is remarkable; new ideas are valued and contribute to the addition of new programs and compassionate services for our members." **Gina Furtado, Interim Program Director**

"This award demonstrates to our community how big of an impact we have in Connecticut; how we support each other and work together for the greater good." **Nicole Pensis, Program Director**

"Receiving this award means that Reliance House consists of employees who enjoy what they do and look forward to being a part of the organizational culture, a culture worth preserving because it is based upon trust and respect." **Peter Schackner, Program Director**

Leading for the Future

In aligning with the agency's value of growth, Reliance House offers an internal Leadership Academy to 15 staff members a year. On top of balancing their full-time work responsibilities, scholars participate in monthly courses, team-building exercises, and complete a hands-on project. This 9 month intensive training empowers individuals to discover and develop the knowledge, skills, and values of effective leadership.

Congratulations to our 2014 Reliance House Leadership Academy Graduates!



With a Little Help from my Friends

David Burnett,
Reliance House CEO



*T*his past year we lost 2 people who, for me, represent the best of our collective experiences at Reliance House. As noted elsewhere in this report we lost our founding father, John Morosky. He was the person who more than anyone else accepted, respected, trusted and empowered me. For that I will always be grateful.

We also lost Gilbert MacDonald who, among other things, was one of the people who greeted me when I walked into the Leisure Center in 1978. Gilbert was a dear friend of mine and close to my entire family. Gilbert and I learned to respect and care for each other when life was simpler...no policies, no plans, not even an agency mission. We just cared for each other and grew up together. Those relationships, and especially my relationship with Gilbert have become the defining moments in my growth as a social worker/director. And relationships like mine with Gilbert become that which makes my life here so much fun and so enriching.

Gilbert is gone but he lives in my heart and he continues to help direct me and this agency. He was a wonderful, insightful, silly, brilliant, goofy friend. He left his imprint on me and those of us who were fortunate enough to know him. God bless you Gilbert and John and thank you.

Norwich Winterfest 5K

November brought the 2nd annual Winterfest 5K and it was a **HUGE SUCCESS!**

There was a 20% increase in entries from last year with a total of 418 participants: 364 people in the 5K and 54 children in the free FitKids! Fun Run.



When including the 65+ volunteers and additional race spectators, the event brought over 1,000 people to downtown Norwich!

To all participants, sponsors, community partners, volunteers, donors, vendors and committee members: **THANK YOU!** It was a very proud day for Reliance House and our community's mental health.

2014 Norwich Winterfest 5K Sponsors

Gold

Brayman Heating & Cooling, Inc.
CohnReznick LLP
Schuster Driscoll, LLC



Silver

Chelsea Groton Bank
Eastern Savings Bank
Alarming Ideas
Spicer Advanced Gas
Trailblazer Mohegan Sun
International Union of Operating Engineers Local No. 30 CT
Southeastern Council on Alcoholism & Drug Dependence, Inc. (SCADD)

Bronze

Smith Insurance, Inc.
F&F Distributors, Inc.
Peter Powers Contracting



Mark your calendars for the 3rd annual Winterfest 5K!

Saturday, November 28, 2015
Norwich Free Academy
Kids 10:30 AM, 5K 11:00 AM
For more information please visit www.hartfordmarathon.com
Discounts for early registration!

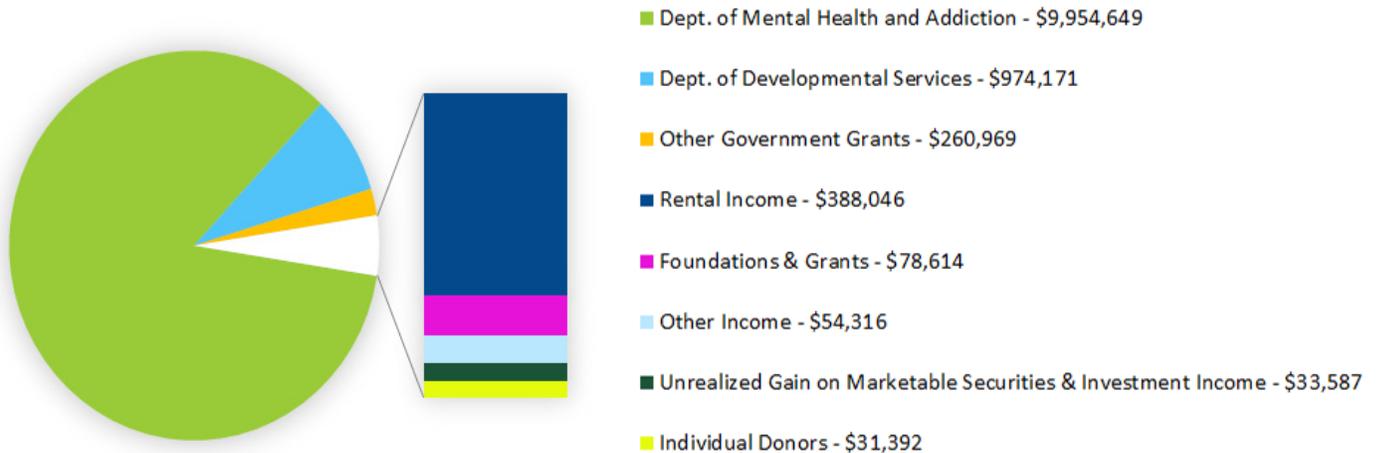
2014 Community Partners

Hartford Marathon Foundation
Norwich Free Academy
Norwich Police Department
Mystic Soup Co.
American Ambulance
Connecticut Tigers
Winterfest Parade Committee
Mayor Hinchey



2014 Fiscal Year Financials

REVENUE - \$11,775,744



EXPENSES - \$11,689,270



Decrease in temporarily restricted net assets	(\$ 3,745)
2014 change in net assets	\$82,729

THANK YOU FOR

We would like to gratefully recognize the following
have made financial contributions to

\$4,000 +

Chamber of Commerce of
Eastern CT Leadership
Program

\$2,000 - \$3,999

John & Matthew Mercier
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Organization
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Project
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Alcoholism & Drug Dependence
Inc. (SCADD)
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AHEPA Norwich Foundation Inc.
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Peter Powers Contracting

YOUR SUPPORT!

organizations, businesses and individuals who
Reliance House, Inc. during 2014.

Savings Institute Bank and Trust
Employee Caring & Giving
Program

\$50 - \$99

Bill & Natalie Billing

James Coleman

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Christa Henselder

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Gifts in Memory of:

Stanley Israelite

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William Murray

Alberta Sherman

Raul E. Walker & Margaret Sabe

Bank Square Books

Friends & Colleagues of Kristen Day

at CT Dept. of Public Health

Piela Electric, Inc.

Anthony Perry

Bruce Thornton

Trombly Family

Connecticut College

Thank You for Your Partnerships

We would also like to thank the many caring individuals, groups, volunteers and local businesses who donated in-kind items to our various programs and fundraising events throughout the year.

We couldn't do what we do without you!

Bob's Furniture – A Company Focused on Community



For over 10 years, Bob's Furniture has been helping our members obtain vital home necessities as they transition from homelessness to safer, healthier living environments. By providing one-time vouchers upon request, they have donated over \$10,000 in new furniture and helped over 43 individuals in 2014.

Bob's has given people a bed to sleep in and a table on which to eat their meals. With a comfortable place to live, these individuals can focus on gaining employment, re-establishing relationships, improving their wellness, and having a higher quality of living: in turn creating a stronger community for all of us.

Bob's has provided more than furnishings. They have provided a sense of comfort, safety, home and community. Thank you for your continued support and generosity over the years!



2014 Band Bash

An evening of foot jiving, arm swaying, and head bopping live music helped raise funds to directly support the agency's Family & Friends Celebration – an annual event strengthening and rekindling personal connections between those we serve, their families and friends.

A special shout out to:

Performers Pocket Vinyl, On a Piranha, and DJ Emissary; The Harp & Dragon, Sennheiser US, the Band Bash Committee, and Reliance House friends, family, staff, and local band fans.



Designs for Inclusivity

Reliance House was extremely lucky to receive a donation of 10 all-gender restroom signs from **SmartSign** - a Brooklyn, NY company helping us tell the thousands of people coming through our doors that we are a progressive, inclusive agency accepting of differences. The savings used from this donation have contributed to funding activities for our agency's Trauma & Gender Committee and regional Gay Straight Alliance.



Wauregan Ballroom

The Wauregan Ballroom has been tremendously gracious in allowing the agency to host numerous events at an affordable cost over the past year. The facility's ability to hold large crowds, kitchen amenities, proximity to program locations, and accessible bus stops have helped us provide vital health and wellness seminars to our members and community.



Donations are gratefully accepted at any time. Your contributions to Reliance House help provide mental health services, new program initiatives, and supplies to better meet the needs of our increasingly diverse population.

Ways You Can Help:

- Bequests
- Tribute Gifts
- Monetary Gifts
- Sponsorships
- Employer Matching Gift Programs
- In-Kind donations of goods and services
- Surfing & Purchasing on sites such as Amazon Smiles, Goodshop, and eBay's MissionFish

For further information please contact the Reliance House Development Office at **860-887-6536** or giving@reliancehouse.org

We have taken great care to ensure that complete and accurate listings appear. However, a mistake can sometimes be made. Should you find an error, please bring it to our attention.

Contact: Stephanie Sobotka, Agency Development Director, at 860-887-6536 ext. 289 or email ssobotka@reliancehouse.org

Enhancing Health Through Mental Wellness

Reliance House is a private 501(c)(3) community mental health center providing tools and resources for over 800 individuals to move forward in their lives.

The dedication and passion of our 250 employees allows each one of our 30+ programs to focus on positive relationships and mental wellness because we believe healthy living starts with your mind.

Since 1976, our programs have helped adults find and preserve stable housing, advance educational goals, gain career experience, develop social networks, maintain employment and advance day-to-day life skills within Eastern Connecticut.

For every individual we serve, there is a positive impact on many. Healthy adults create stronger families. Stronger families empower each other to thrive and become engaged citizens.

Stronger communities are built on the basis of mental wellness.

**If you or someone you know needs help,
please call Reliance House at 860-887-6536.**

Our qualified staff will learn about a person's needs, answer questions, discuss program eligibility and provide support in selecting the best treatment options.

Reliance House, Inc.
40 Broadway, Norwich, CT 06360
Office Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.



Designed by
Katherine Cascio
Graphic Design Student