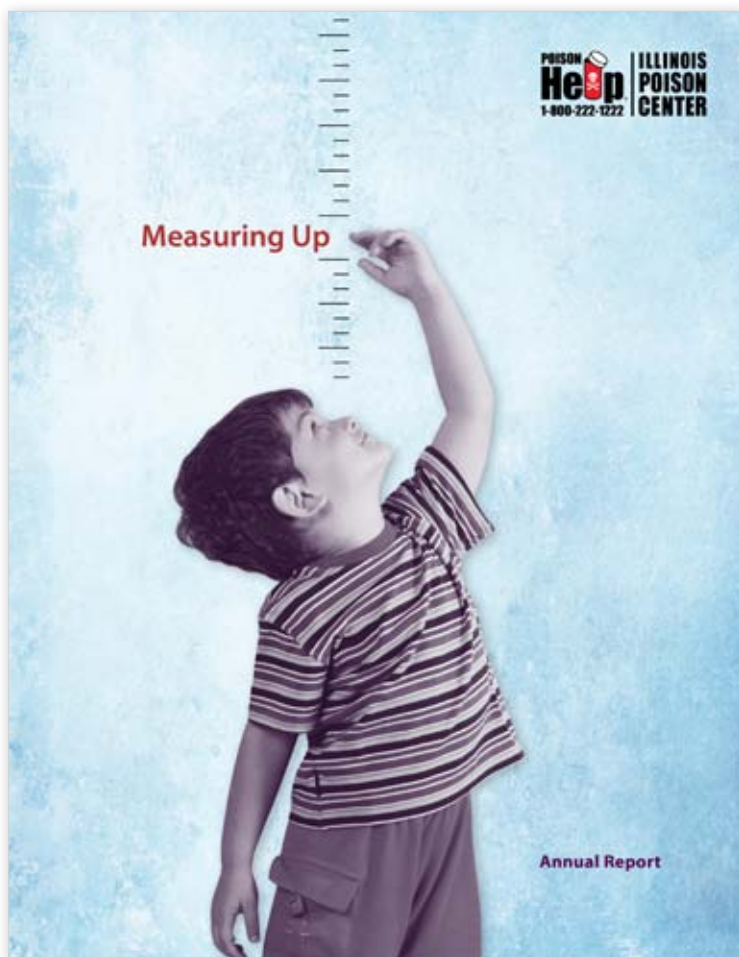




Annual Report
Cover & Interior Spreads

Letter from the Medical Director

Poison centers are a critical lifeline for the communities they serve. Nationally, 82 people die from unintentional poisonings each day. This staggering figure amounts to close to 40,000 deaths annually, making poisoning the second leading cause of unintentional injury-related death in our country. Poisonings account for more than 400,000 hospitalizations, 700,000 emergency department (ED) visits and 1.4 million physician visits each year.

Poisoning is a significant public health threat across this country and in Illinois. More people are hospitalized for poisonings in Illinois than for injuries from firearms and motor vehicle collisions combined.

In 2012, the Illinois Poison Center (IPC) received nearly 82,000 calls from members of the public and health care providers seeking expert advice for people who were exposed to potentially harmful substances. Our staff of specially-trained pharmacists, nurses, physicians and poison information providers provide state-of-the-art treatment recommendations to people who are exposed to harmful substances, whether they need help that aid at home or if they are under the care of a licensed provider at a hospital. Ninety percent of calls from the public are treated at



Dr. Michael J. Wahl, M.D., FACP
Medical Director, Illinois Poison Center

As the medical director of the IPC, I take pride in knowing that our services are available 24 hours a day, 365 days a year, saving lives and dollars.

Dr. Michael Wahl
Medical Director, IPC

However, what we can measure is the number of people who receive expert treatment advice from the IPC, the improvement of patient outcomes and reduced length of hospital stays that can be achieved by consulting with IPC experts; the dollars saved through our services, and the achievement in performance of our expert, certified staff. These metrics ultimately define our success and convey our value as a key partner in the health care network that serves Illinois and the nation.

The IPC's 2012 annual report, *Measuring Up*, provides a transparent view into the results of our efforts to improve the health and wellness of the citizens of Illinois. While we cannot quantify the value of lives the IPC saves or the reduction in stress and anxiety for families, we can quantify



measuring up

FOR *Illinoisans*

The IPC cared for nearly 82,000 poison-related calls throughout Illinois in 2012 - with almost 49 percent of these cases involving children ages five and under. Ninety percent of the calls the IPC received were treated quickly and safely over the phone, eliminating the need for additional medical attention.

Our call center serves the state's nearly 13 million residents in all 102 counties, making the IPC one of the largest and busiest poison centers in the nation. Our specially-trained experts are prepared to handle calls in more than 170 different languages and from the hearing impaired.

While many of the IPC's calls involve children, we are now also seeing the number (and severity) of calls from adults rise drastically. As our population ages, people are taking multiple medications, leading to more opportunities for medication misuse and abuse.

These calls demand the expertise and toxicology experience that only IPC staff can deliver to ensure improved patient outcomes.

The IPC is not only an expert resource for the citizens of Illinois, but one that provides exemplary service. The IPC staff is dedicated to providing accurate and compassionate responses to callers. Public satisfaction survey results show that more than 95 percent of respondents believe the delivery, information and the quality of the services provided by IPC staff is excellent and would recommend our services to others.

The IPC's services are not limited to our call center activities. In March 2012, the IPC celebrated Illinois Poison Prevention Month in conjunction with the Illinois Attorney General Lisa Madigan at a press conference to raise awareness about the epidemic of poisoning in Illinois that results in more injuries than guns and car crashes combined. During Poison Prevention Month, the IPC disseminated almost 140,000 pieces of educational and promotional materials throughout the state. Outreach programs like the IPC's Poison Prevention Education Resource Center provide the public with poison prevention education and strategies to create safe home, work and play environments. More than 400 "volunteer educators" located in 67 IL counties shared poison prevention education with their community.

Approximately 70 percent of home callers would seek emergency care if no poison center services were available - as we have seen when poison centers in other states have closed their doors. In 2012, IPC staff prevented an estimated 35,000 emergency department (ED) visits and countless unnecessary 911 calls - freeing up critical medical resources for patients truly in need of emergency care. For patients who were hospitalized, a call to the IPC from an ED doctor or nurse typically helped shorten a patient's

admitted length of stay by an average of one to three days.

By providing at home treatment advice and enhancing inpatient care, the IPC saved Illinois taxpayers an estimated \$50 million in preventable health care costs in 2012, including \$14.1 million in Medicaid spending. This is a significant return on investment for Illinois taxpayers, who provide the IPC with just \$1.3 million in funding each year.

The IPC saves \$13 for every dollar invested in its services. The staff is dedicated to ensuring that each dollar is spent as effectively as possible, especially in light of recent funding cuts.

Due to reductions in funding, the IPC's operation - its ability to man its toll-free hotline 24 hours/seven days a week - has been jeopardized. The IPC has eliminated five clinical and medical oversight staff in the last few years, resulting in increased wait times for Illinoisans requesting poison center services. Since 2009, the wait times for calls have doubled from 14 seconds to 26 seconds in 2012, and abandonment rates also doubled from 2.35 percent to 4.5 percent. It is critical that Illinois taxpayers' investment in the IPC is protected to ensure that all Illinoisans have access to timely poison treatment information now and for years to come.

FOR *Taxpayers*

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When my office launched an emergency statewide effort to address the rise of synthetic drug use in Illinois, we quickly learned that the Illinois Poison Center was the best resource to help us explain the deadly threat of synthetic drugs. With help from the IPC, we enacted new laws to prevent the drugs from being sold in Illinois and educated our communities and retailers that these drugs are illegal and will not be tolerated.

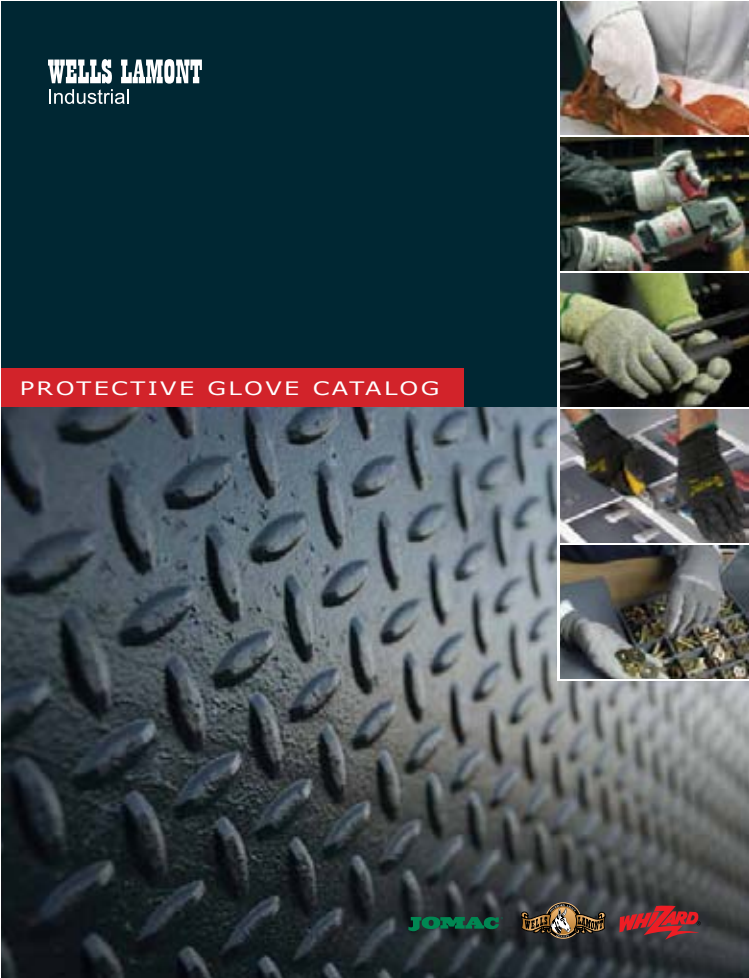
Illinois Attorney General, Lisa Madigan

I was just about to go to the emergency department, but I instead called the Illinois Poison Center first and they were able to tell me over the phone that I would be just fine. The call to the IPC easily saved me a \$3,000 emergency department visit and a whole day of waiting, not to mention a lot of stress."

Nancy, Northfield, Illinois



Packaging



2013 Catalog, 80 page



Promotional Postcard



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Your gift helps people in our community through these service agencies:

Avenues to Independence | 847.292.0870
Vocational training, job placement and residential services for people with developmental disabilities.

Better Existence with HIV (BE-HIV) | 773.293.4740
Housing, counseling and therapies for people with HIV/AIDS and education to halt the spread of HIV.

Brickton Art Center | 847.823.6611
Art therapy for people with developmental disabilities and autism, pediatric cancer patients and grieving families.

Center of Concern | 847.823.0453
Family and individual counseling, help for homebound people, housing assistance, homelessness prevention, legal and job counseling, and senior services.

Clearbrook Center | 847.870.7711
Education, therapy, vocational rehabilitation and residential Services for developmentally disabled children and adults and their families.

Glenkirk | 847.272.5111
Educational, job, residential and respite care for developmentally disabled infants, children and adults; and adoption assistance.

The Harbor | 847.297.8540
Emergency shelter, crisis intervention and comprehensive services for girls age 12-18; transitional living support and life skills training for homeless girls age 16-21.

HAVE Dreams | 847.685.0250
After-school and weekend programs for autistic youth age 3-19; training for parents and professionals.

Maine Center | 847.696.1570
Psychiatric evaluations; crisis intervention; chemical dependence assessments and recovery assistance; counseling for youth, adults and families; residential and day services for adults with chronic mental illness.

Maine East School-Based Health Center
847.825.4059
Affordable health care for students and education on healthy living.

Northwest CASA | 847.806.6526
(Hotline 888.802.8890)
(Center Against Sexual Assault)
Crisis intervention, counseling and support for victims of sexual assault.

Northwest Suburban Day Care | 847.299.5103
Safe, quality childcare for low-income families.

Park Ridge Senior Center | 847.692.3597
Educational and recreational activities and social services for people age 55-plus.

Park Ridge Teen Center | 847.696.9211
Supervised social and recreational activities for middle school and high school youth.

Rainbow Hospice | 847.685.9900
Clinical and social services for seriously ill patients and their families; respite care, bereavement support and education in end-of-life and palliative care services.

Salvation Army Suburban Service | 773.725.1100
Emergency assistance and disaster services including clothing, lodging, food and medicines for the afflicted.

Jeanine Schultz Memorial School | 847.696.3315
Residential and day treatment and special education for emotionally disturbed youth age 4-21 who are excluded from the regular school system.

The Share Program | 847.882.4181
Detoxification and residential treatment for adult substance abuse patients.

WINGS | 847.577.4668 | (Hotline 847.221.5680)
Emergency and transitional housing and support for women and their children who are victims of domestic violence and resultant homelessness.



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Park Ridge Community Fund

Fundraising Brochure

School Fundraiser Poster

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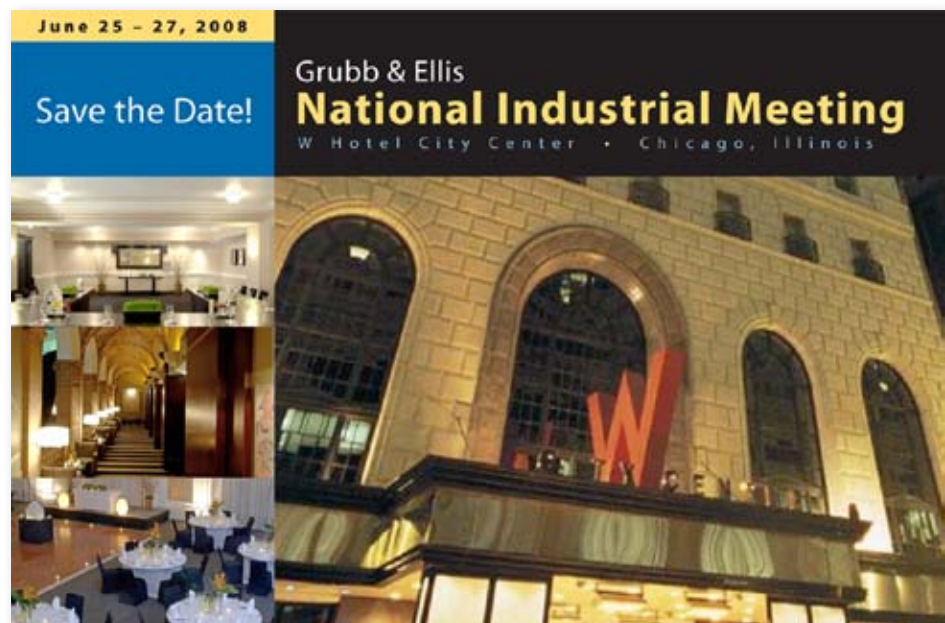
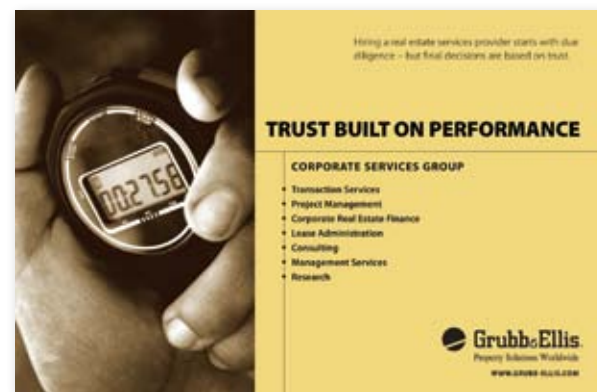
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Poster Series

Castino is an Industry Networking Partner

Castino created a Networking Partner Program for 2013. We work with North Shore and Chicago-area home service professionals, such as interior designers, real estate professionals, home builders, planners, professional organizers, home inspectors, insurance agents and more to help bring new referred business to both companies. There are many benefits to becoming a Castino Networking Partner. For more information, please visit: www.castinopainting.com/networking-partners

Interior Designers
Building Managers
Realtors

As a fellow member of the American Society of Interior Designers (ASID), Castino has earned the business of many interior designers. In addition to painting, wallpapering, staining and repairing walls, our one-stop shop also includes upholstery, curtains, carpet and rug cleaning.

Castino has been the contractor of choice for many commercial property managers in the area because we save them time and we provide hassle-free, quality work. We can move a wall or design and install cabinetry, fix the running toilet, stoppage faucet or annoying disk drawer that won't close. Our experienced, professional staff can make office environments more stylish and efficient. Let us help to create an atmosphere which shows your dedication and commitment to each customer's need and comfort.

From the outside in, Castino Painting and Home Services has got you covered!

When sellers want their homes to tip top shape before listing with your real estate company, we can tackle that "Honey Do" list. We're ready to help your inventory rise above the competition and get sold. During these tough economic times, many buyers purchase fine homes or homes in disrepair with the intention of improving the property after closing. Castino provides foundation crack repair, floor refinishing, handyman work, flood, fire and mold remediation & mold testing. Whether Realtors represent buyers or sellers, Castino Home Services is a name they trust and refer with confidence.

Never underestimate the power of paint! The quickest, easiest, and most economical change to any room is painting. Paint can make a room feel larger, warmer and cozier, or bright and cheerful. Show off the best architectural features of your office, room, or listing with artistic painting techniques that will make potential clients feel welcome and never want to leave.

Create more visual interest in hallways, bedrooms, and living walls using wall paper or faux finishing techniques with paint. While these wall treatments are naturally appealing, proper installation and application are keys to a look that is polished and clean. Castino Painting and Home Services is your premier source for professional installation and application of wall treatments. Need a custom mural? No problem! Our talented team can make an idea come to life!

We have the experienced, professional staff that is able to make your office, listings, and projects the clean and stylish areas that are more than places to conduct business. From the outside in, Castino Painting has got you covered! Visit our site at www.castinopainting.com to view samples of our work.

Stucco, Dryvit®
We are the trusted experts on the North Shore of Lake Michigan. Visit us to learn more at www.castinopainting.com

Interior & Exterior Painting, Paper Hanging and Faux Finishing

Working with insurance agents, adjusters and homeowners directly, Castino Restoration is on call 24 hours a day for emergency flooding in 847-729-3200. Because Castino is multi-service company, each division supports the other in terms of manpower and expertise. After we remediate a flood, fire or mold issue, our handyman team can build back and our painting crews do the decorating.

We offer: Emergency Board Clean Up, Debris Removal, Emergency Taping, Water Mitigation, and Structural Support, Structural & Contents Drying and Cleaning, Smoke/Odor Removal and Build Back & Painting.

If mold is spotted, it's best to remediate it immediately before it spreads to other areas. Leave it to our experts to get the job done right. We offer: mold testing, containment/ encapsulation, or scrubbing, HEPA filtration & vacuuming and Remediation & Disposal.

Castino Restoration is an all-inclusive Restoration Solutions Provider. From board up to build back, our award-winning staff is capable of satisfying even the most discerning clients. We are state-of-the-art flood response to handle water or fire damage and our crew leaders average 15 years of employment with us.

Castino Painting & Home Services
Castino Restoration
WATER • FIRE • MOLD

CastinoServices

Castino Painting & Home Services
Castino Restoration

Get inspired!

Why Castino for Your Home & Business Needs?

Inside:

- Why do so many Interior Designers partner with us?
- Working with Insurance Agents & Adjusters for Flood, Fire & Mold Remediation
- What do you need a Carpenter? Stucco Repair, Dryvit®
- No Larry Hovet! The Castino Diamond Shanty Award.

Each employee offers a specialty skill. That's why we can offer you as many as 15 services under one roof!

Castino is a name you can trust and refer with confidence. We can handle any project big or small. Our services include: kitchen/bath installation, interior/exterior painting, floor refinishing, carpet, rug, and upholstery cleaning, window/door repair, flood and fire remediation, mold mitigation, and carpentry/handyman work. Castino Painting maintains an A+ rating with the Better Business Bureau and has been a consistent recipient of the Angie's List Super Service Award. Castino was also voted "Best of the North Shore" by Northshore Magazine.

Best Of North Shore Reader Survey

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