The latest inBalance initiative – a two-week City-wide Walking Challenge – is a win-win-win situation, according to inBalance Coordinator Emily Hegg.

“The first win is that you get to support the governor’s 100 Missouri Miles initiative. The second win is that you get to support the United Way and Ozark Greenways with 100 percent of the proceeds. The last and definitely not least win, is that you will be walking your way to better health with your teammates,” Hegg says.

The challenge kicks off Sept. 9 and runs through Sept. 20. The City’s collective goal is to reach 20,000 miles over the two-week period.

Here’s how you can get involved.

• Gather your co-workers and create a walking team of up to 10 people. Designate a team captain, who will collect $5 per person to participate in the challenge.

• Submit your team name and member list to Hegg, along with the entry fee. Remember, half of the proceeds from the challenge will benefit United Way and half will benefit Ozark Greenways.

• The team captain will need to create a group for your team at www.100missourimiles.com to keep track of your progress. Teammates can then log on to the site to register.

• Each team member will get an inBalance pedometer to track their steps. Two thousand steps equals one mile.

• Get walking! Teams may, but don’t have to, walk together. Remember to keep your pedometer on all of the time to track both your daily steps and walking for exercise.

• Make sure to update your mileage online every few days, so everyone can see your progress.

The top three teams with the most average miles per team member will be declared the winners.

First-place finishers will receive an inBalance hooded sweatshirt and a $20 gift card to Big Momma’s or Price Cutter. They will also receive a traveling trophy that they can brag about until the next walking challenge – unless they win again!

Second-place finishers will receive an inBalance hooded sweatshirt and an inBalance salad shaker.

Third-place finishers will receive a $10 gift card to Big Momma’s or Price Cutter.

Coming Soon!
inBalance is now accepting applications for the third class of CODE 3 Boot Camp. Classes begin Oct. 1 and are Tuesdays and Thursdays, noon-12:45 p.m. in the Old Mill Building. Class 3 is sponsored by the Springfield Police Department.

In October, inBalance will launch the Wellness Wish Contest, which puts City employees in the driver’s seat when it comes to the next inBalance program offering.

Watch your inbox or visit www.springfieldmo.gov/inbalance for info.

Volunteers needed for Partners in Ed Event

The 24th Partners in Education “Treasures of the City” will be Tuesday Oct. 8. The Public Information Department is looking for volunteers to help with this night of learning for Springfield third-graders. The night begins at 4:30 p.m. with a pizza dinner and is typically done by 8:30 p.m. If you would like to volunteer contact Claudia Crighton at 864-1012 or CCrighton@springfieldmo.gov.

Fall Family Fun Sept. & Oct. at Rutledge-Wilson Farm

Rutledge-Wilson Farm Park’s annual Fall Fest opens Saturday, Sept. 21, kicking off six weekends of fall-themed family fun at Rutledge-Wilson Farm Park, 3825 W. Farm Rd. 146. Meander through the corn maze, pick your own pumpkin, and more Saturdays, 11 a.m.-6 p.m., and Sundays, noon-6 p.m., through Oct. 27. Admission is free, but some activities have a small fee. Activities include a pumpkin patch, corn maze, hay maze cow train, corn cannon, hay rides, pony rides and inflatables.

Follow the Goose!

See who has received the Golden Goose Award this month.

Congratulations!

SPD graduates 14 at 63rd academy.

Do you know?

Get to know Marty Holder, Public Works.
SCENE Deadline
Sept. 20, 2013
Please direct your submissions to the Department of Public Information. Submissions and ads via e-mail are preferred: thescene@springfieldmo.gov

Hints from the Help Desk

Showing file extension in Windows 7

Sometimes it is helpful to know the exact file type of something you are working with but the file extension is hidden.

To enable this view, click on the Windows 7 Start button in the lower left corner of your desktop and then type “show file extensions” in the search box.

You should see “Show or hide file extensions” in the results. Select that and you will be taken to the Folder Options window.

Unselect “Hide extensions for known file types” and click on OK.

You will now be able to see the file name and extension of all of your files.

Please keep in mind that if you rename a file, you also need to make sure the file extension is included or you will not be able to open the file properly.

SPD graduates 14 officers at 63rd academy

Graduation ceremonies for the officers of the 63rd Springfield Police Academy took place at 7 p.m. on Friday, Aug. 2, at Praise Assembly Church, 3535 N. Glenstone.

The 14 graduates have undergone 1,019 hours (25 weeks) of intense law enforcement training.

Upon graduation, they were assigned to an experienced field-training officer (FTO) for approximately 520 hours (13 weeks) of on-the-job training. Once they complete the FTO program, these new officers will be assigned to the Uniform Operations Bureau.

Their education and experience include:
• Two associate’s degrees
• Seven bachelor’s degrees
• One master’s degree
• One previously Class A POST certified
• Six prior or current military.

Front, left to right: Zachary Pugh, Oliver Hoedel, Daniel Carlson, Clinton “Dave” Laws, Betsy Beck. Middle: Bradley Southard, Kyle Powers, Jordan Louderbaugh, Patrick Lightwine, Wesley Harbin. Back: David Hubert, Tim Sisco, Clint Musser, Jacob Boomgaardan.
Cooperative purchasing offers leverage for new fire engines

The City of Springfield, City of Republic, and the Nixa Fire Protection District recently purchased seven fire engines saving money for the residents of each jurisdiction because they came together to create one large order rather than three smaller purchases.

This resulted in greater competition as well as standardization of equipment between the departments. Each fire department saved approximately $30,000 per engine.

To commemorate this milestone, the seven engines were on display Aug. 30 in the parking lot of Grizzly Industrial Inc.’s warehouse, which is located on the south side of Battlefield Road, just west of Kansas Expressway.

“A little over a year ago, we were all at an event together. Through conversations, we realized we were all in the market for new apparatus,” says Fire Department Assistant Chief David Pennington. “Collectively, we knew would have much more leverage than any one of us would have had individually.”

The Springfield Fire Department pitched the idea to the Purchasing department, who handled the cooperative request for proposal (RFP), which leveraged the municipalities’ purchasing power.

It took around four months to write the specs and about a year to build the engines, which cost more than $2.5 million in total. Springfield purchased four new engines while Republic purchased two and Nixa purchased one.

The funding source for Springfield’s four new fire engines was the City’s Level Property Tax revenues. These limited funds are used to fund municipal facilities and equipment, including public safety capital such as fire stations, fire engines, fire trucks, and police cars.

The purchase was considered a one-time allocation of these funds, because the City has no identified life-cycle funding source for fire apparatus.

“I knew how much we had in our budget, and before we decided on the cooperative purchase, I was a little concerned about whether we would be able to replace all four engines,” Pennington says. “However, we had 17 vendors show up to the pre-bid meeting, which put pressure on the vendors to give their very best pricing if they wanted a shot at getting the business.

On their own, the Republic Fire Department estimated that they would only have funds to purchase one engine, but with the volume-driven cost reduction, they were able to get two,” Pennington added.

Springfield took delivery of the first of its four engines in late February. Nixa took delivery of its new engine in late March, and Republic took delivery of its two engines in July.

Diversity@Work

The attitude toward racial unity in the United States has advanced significantly since the historic speech given by the Rev. Dr. Martin Luther King Jr. in August 1963.

Springfield celebrated the 50th anniversary of the “I Have a Dream” speech with a unity march and tribute in downtown Springfield on Aug. 28. In the 50 years since Dr. King’s speech was first given, our nation has had a hard-fought move in the direction of racial unity.

In the workplace, creating an inclusive environment often focuses on the visible, although contrasts in backgrounds have always extended to other types of personal differences as well.

When we reference ‘workplace diversity’ what do we really mean? Ask a range of people and you are sure to get a range of answers. Diversity has traditionally been thought of in terms of the ‘visible’ differences between people, such as gender and race. Diversity is about those differences, but this narrow definition ultimately short-changes what it really means.

Diversity is about what makes each of us unique and includes our backgrounds, personality, life experiences and beliefs. In fact, diversity is about all of the things that make us who we are.

It is a combination of the visible and invisible differences that shape our view of the world, our perspective and our approach.

This broader view of diversity is encapsulated by the idea that diversity is really about diversity of thought – where different perspectives and capabilities are the point of difference, rather than our visible characteristics.

So what does this mean as we consider workplace diversity? A lot. It offers a more inclusive and engaging discussion than one focused on visible diversity, which is a single focus and often divisive. This shifts the question from ‘How can increasing gender and racial diversity help us improve work outcomes?’ to ‘How rich is our knowledge bank?’; ‘Do we have the variety of perspectives necessary to deal with complex problems and create innovative solutions?’ and ‘Are we fully valuing and leveraging the potential of all our employees?’

Focusing on diversity of thought enables us to see people as individuals rather than as representatives of a group and this helps us to find common ground when working together.

(*“Re-examining the business case for diversity,” Deloitte.com)
Welcome
Becky Borthwick
Municipal Court Judge – Municipal Court
Lori Everett
Karen Ostby
Police Services Representatives – Police
Mark Onder
Maintenance Worker – Public Works
Wanda Young
Graphic Production Assistant – Planning and Development

Promotions
Greg Higdon
Police Captain – Police
Gerry Koeneman
Fire Training Captain – Fire
James McCulloch
Police Major – Police

Retirements
Bruce Clegg
Airport Maintenance Supervisor
Airport – 14 years
Donald Hampton
Latent Print Examiner
Police – 26 years
Glenn Kimberlin
Fire Equipment Operator
Fire – 16 years
Andrew McPherson
Police Officer
Police – 9 years
Ann Peck
Community Development Loan Officer
Planning and Development – 30 years

FOR SALE
Dark green fabric sofa and matching arm chair - $100 OBO. Call Steve at 887-7037 or 413-6907.

White 24” built-in under the counter GE dishwasher, very good condition for $75. New in 2008. Call Bonnie @ 818-3070.

2003 Corvette Z-06 (black), 5.7L-V8 LS6/405 HP; 50th yr. anniversary edition; less than 38,000 miles; 6-speed manual; case aluminum wheels; Bose sound system; heads up display. $28,500. Call Manuel at 851-7681.

House for rent: 2 Bedroom/2 bath large basement and fenced yard. Close to Evangel/OTC. No pets. $600 per month + deposit. Call 830-3203.

Stephanie Chase Cleaning Service
“Professional House Cleaning” Licensed and Insured
299-9034 | Stephaniechase18@gmail.com
References upon request.

Smart responsible 14 yr old female. Experienced, CPR trained. Babysitting in your home evenings and weekends. 1 to 3 children. Call 885-1371 ask for Noel.
SEPTEMBER BIRTHDAYS

1 Savanna Gann  PRK
Rick Garner  BDS
Joshua Harrison  PRK
Tristan Jackson  PRK
Clint Musser  PW
Teresa Wells  POL

2 Charles Cullen  PRK
Breaanna Kratzer  PRK
Eric Schroeder  PRK
William Shoge  PW
Kevin Stephens  AIR

3 Gaven Beeman  PRK
Morgan Harper  POL
Joshua McMullin  POL

4 Chris Bersted  PRK
Samuel Gipson  POL
Sterling Jones  PRK
Nancy Laursen  AIR
Jennifer Meloy  POL

5 Jessica Boys  PRK
Joseph Dosanjh  PRK
Kristine Duncan  PRK
Ken Harmon  PRK
Jacob Hobbs  POL

6 Rebekah McTeer  PRK
Alex O’Quinn  PRK
Kelly Patton  POL
Sara Vieira  MC
Jeff Volkmer  PRK

7 Brian Adams  PRK
Leree Mays  PW
Daniel Miller  AIR
William Newlon  PRK
James Rayle  PRK
Lauren Smith  AIR

8 Earlene Adams  PRK
Kenneth Browning  POL
Paul Buescher  PW
Tony D’Andrea  PRK
Michael Flowers  AIR

9 Waylon Cavinder  PRK
Andrew Clark  PRK

10 Kyle Campbell  PRK
Vera Clemons  PRK
Mark Clenkenbeard  PRK
Patricia Corona  PRK
Christi Edwards  PRK

11 Thomas Beckenholt  PRK
David Hatch  PRK
Amanda Landolt  PRK
David Pratt  PRK
Casey Quinn  PRK

12 William Gregory  PRK
Kathy Hardt  PRK
Evelyn McCullough  PRK
Dylan Olsen  PRK
Linda Voris  PRK

13 Dustin Gainer  PRK
Sandy Goddard  PRK
Jessica Hendrix  PRK
Barbara Jones  PRK
David Manes  PRK

14 John England  PRK
James Felin  PRK
Amy Grossklag  PRK
Tasia Hatz  PRK
Andrea Kendrick  PRK

15 Dana Brandt  PRK
Lucas Dean  PRK
Jason Dill  PRK
Susan McLeod  PRK
William Nimmo  PRK

16 Michael Castrodale  PRK
Shevelle Clair  PRK
Marcus Kaufman  PRK
Brandy Osborn  PRK
Austin Sanders  PRK

17 Nellie Ball  PRK
Roger Chism  PRK
Kimberly Moore  PRK
Michael Siepel  PRK
Amy Verland  PRK

18 Elizabeth Durnall  PRK
William Easterly  PRK
Gabrielle Garrison  PRK
Cassie Hilton  PRK
Dennis McMan  PRK

19 Clinton Laws  PRK
Adam Meador  PRK
Marti Reed  PRK

20 Pam Boyce  PRK
Lauren Duquette  PRK
Tommy Irvine  PRK
Brian Phillips  PRK
Nancy Weems  PRK

21 Julia Buchli  PRK
Shawn Clemens  PRK
Dean Freeman  PRK
Chris Koester  PRK
Vaunda Logan  PRK

22 Peggy Holmes  PRK
Leah Kidwell  PRK
Sheena Seiber  PRK
James Smith  PRK
John Smith  PRK

23 Richard Baldenegro  AIR
Robert Friend  AIR

24 Robin Alton  PRK
Ryan Bowling  PRK
Kelsey Hornback  PRK
Nancy Lucas  PW
Nancy Yendes  LAW
Wanda Young  PDV

25 Mike Brothers  PRK
Russell Hargrave  PRK
Aaron Jones  MC
Wesley Long  PW
Rebecca Pruitt  PRK
John Saunders  PRK

26 James Bonds  PRK
Tyler Cole  PRK
Phyllis Dye  PW
Licia Horton  WD
Gregory McKinney  PRK
Susana Provance  POL

27 Cynthia Ketner  PRK
Timothy Panique  PRK
Cale Ramsey  PRK

28 Wesley Harbin  PRK
Kip McCubbin  PRK
Landon Nash  FR
Danielle Parker  FR
Matt Roberts  AIR

29 Julia Bumberry  PRK
Cody Davis  PRK
Robert Decker  MC
Robert McVay  ES
John Schmitz  AIR

30 Tari Redd  PRK
Amy Squires  HR
Each week, the Golden Goose is presented from one City employee to another as a way to say “thank you” and recognize fellow employees for a job well done.

Follow the Golden Goose

I've passed the golden goose award to Buffee Smith in Licensing today. I've had the pleasure of working with Buffee through a couple different hiring processes and she's always great to work with! I admire her professionalism, attention to the detail and her focus on customer service! She is greatly appreciated!

Ellen Friedman
HR

I am honored to pass the Golden Goose award to Chris Akins. Chris is a team player in the truest sense. Whatever the request or task, Chris always impresses me with his willingness to respond, assist, and participate. His approach is always thorough and thoughtful. It’s not surprising that so many of us seek out his assistance. Thanks, Chris!

Buffee Smith
Licensing

More than 1,000 turn out for 50th anniversary celebration of March on Washington, ‘I Have a Dream’ speech

Springfield celebrated the 50th anniversary of the Rev. Dr. Martin Luther King Jr.’s “I Have a Dream” speech and the March on Washington for Jobs and Freedom on Aug. 28.

A diverse parade of more than 1,000 Springfieldians marched in unity across the Martin Luther King, Jr. Bridge to Park Central Square. At the square, Mayor Bob Stephens, City Manager Greg Burris and local faith leaders offered their perspectives.

Event participants then buried a time capsule under the monument on the southeast corner of the square that memorializes the three African-American men — Horace Duncan, Fred Coker and Will Allen — who were lynched on the square in 1906.

Then, the moment everyone was waiting for arrived: attendees viewed the “I Have a Dream” speech in its entirety on a large canvas screen.

The event, presented by the Greater Springfield Race and Faith Collaborative, kicks off an entire year of focus on civil rights issues in Springfield.

Special thanks to the Department of Public Information and Public Works for their hours of work to make this celebration a success.

At the Square, attendees listened to speakers and watched the “I Have a Dream” speech in its entirety.
Committees present Field Guide 2030 Arts, Culture & Tourism; Housing chapters

City Council and the Greene County Commission heard reports from two Field Guide 2030 committees Sept. 3 at Historic City Hall. Field Guide 2030 is the community’s strategic plan.

The guide contains 13 chapters with four unifying themes—sustainability, civic engagement, regionalism and minimizing poverty—that address the most pressing issues in our community at this time. At the Sept. 3 meeting, Leah Hamilton and Emily Fox presented goals from the Arts, Culture & Tourism chapter and Dana Elwell discussed Housing.

To learn more about Field Guide 2030, visit www.fieldguide2030.com.

5 City teams play in charity dodgeball tourney to benefit United Way

Thirteen teams—five of which were City teams—played in Allegiant Airlines’ Dodge High Fares round-robin dodgeball tournament Aug. 17 at Fieldhouse Sportscenter to raise money for United Way of the Ozarks. Springfield Fire Department staff served as referees for the tourney.

“We thought what better way to start the week for Day of Caring with a great fundraiser,” says United Way’s Cindy Howell.

The final match came down to KY3 and the Springfield Police Department. KY3 won, while SPD took second place and Public Works took third.

The Diverging Dodgers team, a.k.a., 911/ Emergency Communications Director Zim Schwartze, City Manager Greg Burris, PIO Director Cora Scott, Police Chief Paul Williams, Finance Director Mary Mannix-Decker and Mayor Bob Stephens.

From the SCENE archives

10 years ago – August 2003

The Springfield-Greene County Parks Department was named Sportstown USA by Sports Illustrated and the National Recreation and Park Association based on a variety of criteria that demonstrated community involvement in facilitating and enhancing quality sports.

The Springfield Expo Center and Car Park dedication took place Sept. 20. The much-anticipated completion of the Springfield Exposition Center and the Jordan Valley Car Park will bring $23 million of economic development to the Jordan Valley Park.

20 years ago – August 1993

Bob Anderson was named Firefighter of the Year by the Insurance Association of the Ozarks and was presented a plaque by Fire Chief Jim Dancy in recognition of this achievement and “exemplary performance” by a firefighter.

Lynn Rowe was selected for the position of Springfield Police chief. “Chief Rowe reflected strong support from his current community, and from the citizens and employees involved in our selection process,” said City Manager Tom Finnie.

Do You Know...?

A Q&A of City of Springfield employees. To suggest a colleague for “Do You Know...?”, email thescene@springfieldmo.gov.

Marty Holder

Office Assistant, Public Works

Who is your greatest influence? Mom was my greatest influence. She raised my sister, brother and me alone after Dad died. She was smart, honest, creative, loving and funny. We all completed college and learned how important it is to give to others.

What is your earliest memory?

My earliest memory is singing “I’m A Little Teapot” for my sister’s friends when I was 3 years old.

What was your first job?

My first job was helping out an elderly neighbor lady when I was 10 years old doing yard work for her.

What’s something that most people don’t know about you? Most people don’t know the ‘Stained Glass Quilt,’ a 7x6-foot-stained-glass window on permanent display in Plaster Student Union on the MSU campus, was designed and built by my husband John and I on our dining room table.

In place of The Scenic Route editorial cartoon this month, the Scene is featuring this original scratchboard illustration of the Rev. Dr. Martin Luther King Jr. by PIO graphic designer Mark Montgomery. The illustration was used on the recent 50th anniversary event T-shirts and other materials. Montgomery created the piece in 2001 for an illustration class at Missouri State University. Signed prints are available at the Springfield Art Museum gift shop, Good Girl Art and from the artist.
To: Police Det. Dustin Martin and Det. Daniel Simmons

I would like to say a special thanks to both Det. Martin and Det. Simmons. They took the time out of their busy schedules to put together an informative presentation on the hazards and components of methamphetamine. Meth is an increasing problem for our community and it is imperative that people are able to recognize the warning signs. My hotel has had two cases of meth labs within the last six months. I feel that the presentation we received today will give my staff an edge on what signs to look for to help prevent/deter future incidents. As a manager it is extremely refreshing to have a front row seat to community policing at its finest. Again, thank you Det. Martin and Det. Simmons.

Haley Coleman

To: Tana Pulles and the Department of Solid Waste Management

Tana, thank you a gazillion times for the fantastic day today! I did already post a couple of photos on the Discovery Center Facebook page, so check those out! We do a survey for our summer programs, and I just pulled this comment from a satisfied parent submitted today: “My son absolutely loved the Discovery Center camps! His favorite day was the Friday Bird Discovery Day. He came home and said “I loved it!” THAT makes it all worthwhile. Thanks agains so much!

Laurie Duncan, Education Director
Discovery Center of Springfield

To: Barbara Lucks, Sustainability Officer

The Board of GraceTheEarth, Inc. would like to thank you for allowing Tana Pulles to provide “Vermicomposting in Your Classroom” training at Lockwood schools and day care. We were amazed at your generosity to bring your program to our little community. Tana did six sessions in the parochial and public schools ... She did a really fine job. Some of us have been inspired to start our own composting in the future. I’ve been watching the innovative steps being taken by the City of Springfield to build rain gardens, educate the public and now develop a public greenhouse/garden. What a great example. Go Springfield!

Cathy Backs, President
GraceTheEarth, Inc.

Mark your calendars for an entire month of fund-raising events to benefit the United Way of the Ozarks – a month of “Living United!” The month is off to a great start with the success of the Building Development Services Bake Sale, held Sept. 3. The sale raised a total of $419.35 for the United Way.

Here is a taste of what else is coming up in the next few weeks. Watch for details coming to your inbox soon, or ask your United Way coordinator for details.

- **inBalance Walking Challenge - Sept. 9-20**
  Get your teams registered and start walking Sept. 9! Your $5 donation will benefit the United Way and Ozark Greenways. Help us reach our collective City goal of 20,000 miles walked.

- **Tower of Tickets Raffle - Through Sept. 27**
  The Finance Department is selling raffle tickets for a chance to win the Tower of Missouri Lottery Scratchers tickets. Get one ticket for $1, six tickets for $5, or 12 tickets for $10. The drawing will be held Sept. 27 at 3 p.m.

- **Split the Pot Raffle - Through Sept. 26**
  Get your tickets for the Information Systems “Split the Pot” raffle. Get one ticket for $1, six tickets for $5, or 13 tickets for $10. A winner will be drawn at noon Sept. 27 and will receive half the total pot with the other half benefitting the United Way. The pot is currently at $350 and gets bigger by the day!

- **Ice Cream Social - Sept. 16, 18, 20**
  Public Works is hosting an Ice Cream Social Sept. 16, 18, & 20 in the Busch Building 1st floor conference room Sundaes are $3 with topping and $2 without. Get a root beer float for $3. Frozen yogurt is also available!

- **Support Your Team - Sept. 16-20**
  Hosted by Environmental Services. Purchase a sticker for $3 for each day you want to wear your favorite team apparel. You will be entered in a drawing to win four hours of paid leave, a football bean pot, and a referee party tray. The drawing will be held 2 p.m., Sept. 20 in the Busch Building Lobby.

- **Silent Auction - Sept. 23-27**
  The Department of Public Information is now collecting gently used items to be auctioned off in the silent auction through Sept. 23. The auction will be open Sept. 23-27. Items will be available to view and bid on Sharepoint.
Mercy Urgent Care Services

Mercy Urgent Care is a convenient alternative when your regular clinic is closed or you can't see your doctor as soon as you would like. Urgent care is for non-emergency problems such as sore throats, ear infections, minor burns, or cuts and bruises.

More serious injuries or illnesses are best treated at an emergency department. Contact your primary care physician for chronic problems like depression or diabetes. If possible, you should call your own doctor before seeking treatment at an urgent care clinic or elsewhere. Your doctor knows your medical history and can guide you to the most appropriate place for care and can provide follow-up care after an urgent care visit.

Mercy Urgent Care clinics are staffed with experienced physicians, physician assistants and nurse practitioners. Each urgent care is equipped with laboratory and diagnostic X-ray services. On-site pharmacy services are also available at most locations. Urgent care patients are generally treated on a first-come, first-served basis. While every attempt will be made to see you as quickly as possible, wait times will be based on the number of people seeking care as well as the seriousness of their condition.

Emergency Room or Urgent Care?

Call Mercy's Nurse on Call at 417-820-3182.

What if I'm not sure where to go?

You can always call one of our urgent care centers for advice. Just dial any urgent care clinic phone number below. Whether we're open or not, Mercy's Nurse on Call nurses are available 24 hours a day, seven days a week at 417-820-3182 to answer your questions and help direct you to the appropriate place for care. They can also help you find the Mercy Urgent Care closest to you and tell the staff that you are coming.

What happens after I leave urgent care?

You will be advised about all follow-up procedures and notified about any abnormal lab work or X-rays. A complete record of your treatment may also be sent to your primary care physician, who can provide any necessary follow-up care.

When should I go to the emergency room?

Urgent care is not a substitute for emergency care. You should use a hospital's emergency department for very serious or life-threatening problems. If you are experiencing any of the following symptoms, don't wait! Call 911 or get to your nearest hospital emergency room:

- Chest pain;
- severe abdominal pain;
- difficulty breathing or shortness of breath;
- sudden dizziness, weakness or loss of coordination or balance;
- sudden blurred vision;
- numbness in the face, arm or leg;
- sudden, severe headache;
- deep cuts or bleeding that won't stop;
- coughing up or vomiting blood;
- severe burns;
- seizures.
Mercy Urgent Care and Convenient Care Locations

**Springfield**

Mercy Urgent Care - Smith Glynn Callaway
3231 S. National, Springfield 65807
417-888-5666
Hours are Monday-Friday 7 AM to 10 PM
Saturday & Sunday 9 AM to 7 PM

Mercy Children’s Urgent Care - Smith Glynn Callaway
3231 S. National, Springfield 65807
417-885-0824
Hours are Monday-Friday, 3 PM to 10 PM
Saturdays and Sundays 9 AM to 7 PM
Please call for an appointment.

Mercy Convenient Care - W. Kearney
2120 W. Kearney, Springfield 65804
417-869-6191
Hours are Monday-Friday 8 AM to 9 PM
Saturday 9 AM to 6 PM, Sunday Noon to 6 PM

**Nixa**

Mercy Urgent Care - Nixa
940 W. Mount Vernon, Nixa 65714
417-724-5280
Hours are Monday-Friday 5 PM to 8 PM
Saturday & Sunday 9 AM to 7 PM

**Monett**

Mercy Urgent Care - Monett
315 Cleveland, Monett 65708
417-235-0196
Hours are Monday-Friday 5 PM to 9 PM
Saturday 10 AM to 3 PM, Sunday Noon to 4 PM

**Branson**

Mercy Urgent Care - Branson
1065 State Hwy 248, Branson 65616
417-337-5000
Hours are Monday-Sunday 7 AM to 8 PM

**Lebanon**

Mercy Urgent Care - Lebanon
(located in Lebanon Women's Center)
120 Hospital Drive, Lebanon 65536
417-533-6717
Hours are Monday-Friday 5 PM to 10 PM
Saturday & Sunday Noon to 5 PM

**Rolla**

Mercy Clinic Family Medicine – Rolla - Suite 230
1605 Martin Springs Drive, Rolla 65401
573-458-6350
Hours are Monday-Friday 8 AM to 7:30 PM
Saturday & Sunday 8 AM to 4 PM