



# *Semester in Review*

**2020 - 2021**

Brigham Young University–Hawaii  
Nomi Health

# Meet the 2021 On Site Team



Left to Right: Alexandra Toomer, Piper Williams, Hannah Harding, Michaela Horito, Jamie Valentine (Site Lead), Amelia Meli, Siutiti Moala, Lukas Taylor





## **Jamie Valentine (Site Lead)**

I recently graduated from BYU Provo in December with my Bachelor of Science in Nursing. I want to work as a community/public health nurse to teach preventative care and help members of my community.

## **Lukas Taylor**

This job helped me to better understand working as a team specially when it's busy.



## **Amelia Meli**

Working here has taught me time management and team work to help make our community a safer environment. The challenging part about the job was PRINTERS.



## **Siutiti Moala**

Through this job, I learned about the procedure of taking the saliva test or collecting the samples to be specific. Also dealing with people and learning to interact with them.



## **Alexandra Toomer**

I have learned better communication skills through talking to people from many different cultures. On Site team's strengths are: good communication skill, organizational skills and patience. Weakness would be lack of punctuality.







## Hannah Harding

I have had the most amazing co-workers, and feel like I really learned how to work as a team on this job! I discovered that I love meeting people and just interacting with them.

## Cannon Curtis

I am Hawaiian at heart despite my appearance. I learned how to interact with and serve my community with Aloha. Our strength is that we all work together well as a team and we give it our all.



# On Site Team Memories

## What did you learn from this job?

From this job I have gained both management and leadership skills that I will use in my future career as a Registered Nurse. I have gained these skills through mentoring/training students and managing a team of 10+ individuals on site.

**- Jamie Valentine**

## What was the funniest experience you had on site?

Probably the time that I was sitting at the back table collecting samples. There was a cute boy handing me his vial and instead of asking for his birthday to verify, I asked "What's your number?". It definitely slipped out of my mouth and luckily, he didn't have much of a reaction or else I would have been really embarrassed. But yeah that was pretty funny.

**- Piper Williams**

## What did you learn about yourself while working on site?

What I learned about myself while working on site was not so much in terms of my capabilities but it was in terms of customer service. Being able to not become frustrated with customers and having a patient attitude is definitely something I saw and will be very useful for my future.

**- Rilee Clark**

**What did you learn about yourself while working on site?**

I learned that I can see ton of saliva and not even care.

**- Lukas Taylor**

**What was the funniest experience you had on site?**

It's exciting to see friends, professors, and strangers who you welcome and get to know a little. You also get to meet and search for the single fish on the market, if you know what I mean.

**- Ryan Beazer**

**What will you remember forever from this job?**

What had once been strangers celebrated my birthday with me and expressed appreciation for me and my efforts. I had bonded with new friends, and I knew they cared about me.

**- Ryan Beazer**

**What was your favorite task at work?**

Emptying the Fridge on Saturday.

**- Lukas Taylor**

**What will you remember forever from this job?**

One memory I will remember forever will be coming to work during the flash flood and crying because I had to walk home.

**- Amelia Meli**



**What was the funniest experience you had on site?**

One time at registration, a guy talked about how he was worried his spit was being sold to China.....

**- Hannah Harding**

**What was the funniest experience you had on site?**

It was always fun to be at the front desk, and one particular time some of us were doing cartwheels and trying to get from one dot to other and it was very funny.

**- Alexandra Toomer**

**What will you remember forever from this job?**

One of the things I will always remember is just getting to know everyone and talk stories about life and everything.

**- Siutiti Moala**

**What was the most challenging thing about this job?**

Most challenging part of this job is when it gets slow, it is sometimes quite boring haha.

**- Alexandra Toomer**

**What will you remember forever from this job?**

I will remember how great the team I worked with was and the difference we made during the Covid-19 pandemic.

**- Cannon Curtis**

# Meet the 2021 Contact Tracing Team



Left to Right: Filippo Castronovo, Hannah Leiataua, Ellisa Edeyaach, Loa Hila, Carrah Louise Arcayan, Sarah Kletzli (Site Lead), Kalolaine Finau





## **Sarah Kletzli (Site Lead)**

**Fun fact: I could not live without chocolate**

As a nurse working here at BYUH, I have loved working with so many international students and people from diverse backgrounds. I have gained communication skills as the team lead.

## **Filippo Castronovo**

**Fun fact: I could not live without pizza**

I will always remember our team. We have been working on being more organized everyday. We are so good at supporting each other and the people we work with.



## **Kalolaine Finau**

**Fun fact: I could not live without face mask**

I have learned how to make contact with Covid-19 cases and their close contacts. It increased my skills of communication and speaking with sympathy for them.

## **Hannah Leiataua**

**Fun fact: I could not live without my mom**

A skill that I have learned on this job is having good communication skills. I have always had decent communication skills, but this job has taught me to be concise and straight to the point while still maintaining good rapport.



## **Ellisa Edeyaach**

**Fun fact: I could not live without music and memes**

I was given an opportunity to create a form that could assist contact tracers in ensuring they ask effective questions to achieve rapport with patients. I have gained effective research habits and am more confident in using new software.



## Loa Hila

**Fun fact: I could not live without my family**

The most challenging thing about this job was having to answer the technical questions. There was always a new question everyday and their questions had to be answered without making them feel even more isolated.

## Carrah Louise Arcayan

**Fun fact: I could not live without music**

I will remember our questions of the day. Even if we all have our individual tasks, we consciously make time to ask any questions everyday to hear everyone's voice and get to know each other better.



## Raymond Ortiz

**Fun fact: I could not live without food**

I have learned to be more patient and understanding towards people of any race, gender and ethnicity. I have learned to be more professional and support patients with anything they need.





# Contact Tracing Team

# Memories

**Which one memory will you remember forever about this job?**

Working with Carrah, Raymond, Hannah, Ellie, Loa, Kalo and Filippo has been the best! They all have amazing personalities and individualized talents they offer to the team. I am proud of all of them and how they all showed up as themselves when helping those in quarantine.

**-Sarah Kletzli**

**Which one memory will you remember forever about this job?**

One memory I will remember here is that we took on responsibility that was new and unique. New and unique because the pandemic itself was new and that we had to contact cases and learn something new from them too.

**- Loa Hila**

**Which one memory will you remember forever about this job?**

I had a contact that I emailed and called everyday. I was worried that it was too much and she would get tired of it all. But at the end of her quarantine she sent me a message through messenger and thanked me for always checking on her and her family. She said she appreciated everything I did for her. That brightened my perspective and strengthened my motivation to do better for those that are in my care.

**- Ellisa Edeyaach**



**What is one thing you have learned on this job that you can use for your professional career?**

I am going into social work, so one thing that I will use from this job is having the patience to work someone that is in an uncomfortable situation. Every day I talk with someone that must quarantine and and it is never an enjoyable experience. But as I have learned how to talk and work with them it has helped build skills that will help me to work with others in the future that are in uncomfortable situation.

**- Hannah Leiataua**

**What was the most challenging thing about this job?**

The most challenging part of this job is that students are somewhat hard to approach and be friends with. They always think that the testing is not accurate and questioned how they got the virus. Sometimes it is hard but manageable.

**- Raymond Ortiz**

It is pretty awesome to be part of something new and historic. There is always something new to learn and and my lead Sarah is always willing to answer questions. In Contact Tracing, we are always laughing and having team building experiences. For me this is such a great experience to be able to work in an environemnt that allows me to grow and have fun.

**- Ellisa Edeyaoch**

**Describe your overall employee experience here at Seaside Safe.**

I love it. I love my work, my manager, and my co-workers.

**- Carrah Louise Arcayan**

# Meet the 2021 Call Center Team



Left to Right: Kelly Beazer, Jajar Kosoltrakul, Anna Kletzli (Site Lead), John Zenger, Kathy Brown





## Anna Kletzli (Site Lead)

**Fun fact: I never wear matching socks and I'm a taurus.**

I've loved the challenge of being the Lead Call Center Registered Nurse at BYU-Hawaii! It is seriously a dream job to work with students from all over the world to help fight the COVID-19 pandemic by administering COVID tests and helping run the Call Center.

## John Zenger

**Fun fact: I'm a two-time All American clogging champion**

I love working for the Seaside Safe Call Center, I get so much homework done!



## Kelly Beazer

**Fun fact: S'mores are my weakness.**

There is no shortage of laughing in the Call Center.

## Jajar Kosoltrakul

**Fun fact: I have waited 12 hours at the airport to see my favourite Kpop singer arrive. Yep I'm one of those.**

Working for Call center is cold.



## Kathy Brown

**Fun fact: I thought my mom was my sister until I was 8 because my grandma raised me**

It's a wonderful experience for me to work as a Call Center representative at Seaside safe.



# Call Center Team Memories

**What is the most memorable question you have received from someone?**

One time someone on ChatFunnels (our messaging software) asked if I could take them out to lunch lol.

**- Anna Kletzli**

**What is the most memorable question you have received from someone?**

Someone asked me where they could get their iPad fixed? He called and asked like 3 times!

**- John Zenger**

**What is your favorite thing about working on the Call Center Team?**

I love how people-oriented our team is. We all enjoy each other's company and try to make each day exciting.

**- Kelly Beazer**

If I were to describe working at the Call Center in one word it would be "teamwork". Teamwork because we are always helping each other out to give the best answer to our patients questions when they call.

**- Kathy Brown**

**How would you describe working at Call Center experience in one word?**

Positive; not the result. At work we radiate positive vibe, we do not receive that great amount of calls, chats, or emails so we have time to converse with each other, laugh and work on other things. It has been fun.

**- Jajar Kosoltrakul**

# Meet the Marketing Team 2021



Left to Right: Brinley Dotson, Asral Sanjaa, Manda Nielson (Site Lead), Abigail Stout, Taewoon Bae





## Manda Nielson (Site Lead)

**Fun fact:** I had surgery on my ankle from tripping on one small step.

I have come to learn how passionate I am about working in healthcare. My goal is to get a joint masters degree in Physician Assistant Studies as well as Public Health!

## Brinley Dotson

I have learned the advantages of being flexible. When you are flexible you leave room for new opportunities to come your way. It is important to have a plan, but being flexible with your plan is equally as important.



## Asral Curtis

**Fun fact:** I like to eat corn from can with fork all day long.

I enjoyed working with our close leaders Ailana Meyer and Manda Nielson. They were very supportive of all projects we worked on and tried everything to give us good work experience.

## Taewoon Bae

I was able to learn something about graphic designing and more about marketing. Since my major was finance, it was good to experience marketing aspect of the business.



## Abigail Stout

I am currently in the process of applying to different medical programs (nursing schools and medical schools!) and being cross trained to work on site has helped me get more experience working in the healthcare field!



# Marketing Team Memories

Working for Seaside Safe and Nomi Health was a real-life work experience. Some weeks we worked hard and had to get things done in a short period of time. Other times, we took our time on certain projects. Now I have worked on marketing and advertisement projects and promotion videos I can land a good job when I graduate. This is probably one of the happiest jobs I have ever had.

**- Asral Sanjaa**

I loved working on our video projects! It was fun to learn what goes on behind the scene of video production. Everyone was fun to work with and it was cool exploring new pathways of media production.

**- Brinley Dotson**

Being a part of Seaside Safe Testing has been a major learning experience. It is the best feeling to work in a place where I KNOW I am making a difference. Seeing the campus thrive during the pandemic and manage COVID cases has been such a unique experience and reminded me why I was doing my job! Knowing that the reason why the testing was placed so that campus could return to "normal" has been a major contributor for the time and energy put into this initiative! I have loved working with every individual from marketing and across Contact Tracing, On-site, 'Ailana, and the Call center.

**- Manda Nielson**

It is the first legitimate marketing position I have had during my school years at BYUH. Working with highly skilled, creative students, I have learned where I'm standing with my current skills and talents in my professional career area. We got to work on several different marketing projects together and a big part of it was trusting each other and trusting in their talents and abilities. I learned how to work on some graphic and illustration tools to make posters, banners within professional standards. We conducted marketing surveys to evaluate Seaside Safe's customer service. I gained more knowledge on how to conduct surveys and most importantly how to interpret them.

**- Asral Sanjaa**

I loved working on our Rebranding Project! It was fun to be able to have the items I designed printed out and used in the real world. This was the first time I have designed large-scale items that have been physically printed out and it was quite the adventure.

**- Brinley Dotson**

I learned that I can be creative! I do not consider myself a creative person, but working with all these design geniuses has made me look at the world a little differently, and my newly decorated apartment thank you

**- Abigail Stout**

I really liked the fact that we are working to help the community and university to overcome current crisis of Covid-19. It was rewarding to work not solely for myself but for others.

**- Taewoon Bae**

# Featured in KE ALAKA'I

At Seaside Testing, BYUH students, faculty, and staff are greeted with a kind spirit and open arms. It is an enjoyable, professional, and welcoming experience. According to a customer satisfaction survey conducted by the Seaside Safe Marketing team, 90% of the patients said the testing service is either excellent or satisfactory. Ensuring that our patients get the best experience is of utmost importance to us. On top, our employees are known for their fast and convenient service.

A former employee Cannon Curtis, a senior from Arizona studying history education, said, "We are friendly and do a good job every day. It's a really positive environment, I'd say". The nature of the Covid-19 pandemic is very new to us, but it has taught all of us many things.

Access the full article here:







# Promotion Video Filming



Seasider Safe Testing has been working closely with the school's many different departments and professionals. We have a great responsibility to keep our current campus community safe and help our students to return to campus safely. One of them is the Media Production team (MPT). With their help, we produced five promotional videos during the winter semester for the students, faculty members, and staff. Those videos carried a message about Covid-19 precaution, preparation guidelines to return to campus, steps for safe weekly Covid-19 testing, student workers' experience, and all other promotional contents.

# A Letter From

**'Ailana Meyer**

**The Field Operations  
Director**



Before the semester started, I got a message from President Kauwe asking if I would work at BYUH in some capacity related to Covid-19 testing. I said of course, that's right up my alley! Shortly after accepting the position, I learned one of the main missions of the Seaside Safe program was to enhance student involvement and professional skills... and that I would also be a hiring manager, supervisor, and mentor. It was fitting that President Kauwe was my mentor during my undergraduate career and now this new role allowed me to give back to students in the same way.

I'm not sure what I expected out of this role, but it surely has surpassed all expectations.

Building the Seaside Safe program required that continuous improvement mindset we always talked about. Whether it was adjusting the testing layout, creating templates for contact tracing, building up a student outreach program, or re-branding the program entirely - all teams found success in working together and finding efficiencies. We accomplished so much specifically because our students were not afraid to voice their opinions, concerns, and suggestions. Not only that - they relied on each other to execute each of those ideas.

You may have heard me say this often, but I mean it every time - our teams had the best students on campus!

I also mean this in a deeply sincere way - MAHALO. Mahalo to you all for entrusting me with your time and work in this role. I am fortunate to have shared this experience with each of you in safeguarding BYUH campus community and the greater Lāie community. I would encourage you all to continue learning - whether in a school setting or not. Always strive to learn from others, learn about your surroundings/'āina, and learn about yourself.

'A'ohe pau ka 'ike I ka hālau ho'okahi | All knowledge is not in one school

'Ailana Meyer

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