



Maya Angelou chats with Wake Forest University President Thomas Hearn.

## Poet signs over works to Wake

BY COURTNEY GAILLARD  
THE CHRONICLE

Maya Angelou signed over a collection of manuscripts spanning her literary career to Wake Forest University this week. Among those present to watch the exchange were WFU President Thomas K. Hearn Jr. and several members of the university's faculty and staff.

The signing took place during an intimate ceremony at the Z. Smith Reynolds Library.

The Maya Angelou Film and Theater Collection contains not only manuscripts, but contributions from Angelou's history in film, theater, recording and television. The collection was recently appraised at more than \$500,000. Angelou gave her collection in the name of her family — the Johnson family. She credited her decision to sign over the collection to the university to the kindness of the Wake Forest family since she came to the university to teach in the 1970s.

"I am very grateful to Wake Forest and the library in particular. Those who know me well know that when I am grateful I show it," said Angelou as she wrote her sig-

nature.

Sharon Snow, team leader of special collections and archives for WFU, has been archiving Angelou's collection of work for the past 17 years. Snow was first introduced to Angelou's work as a freshmen at WFU and shared her appreciation of Angelou's work since that time, both personally and professionally.

"It has been a pleasure. I was delighted to have a position at the library to work on her material. I can't express enough my gratitude to Dr. Angelou for this collection and what it has meant to the university and what it will mean to generations to come," Snow said.

Hearn acknowledged Angelou's dedication, citing the legacy created by Angelou making her vast body of work available through WFU. Hearn pledged that the school will preserve her manuscripts and thanked her for the close, long-standing relationship she has maintained with the university.

"This memorialized the relationship between Wake Forest and (Dr. Angelou) and makes it a part of our history," Hearn said.

Angelou was accompanied by her niece and official archivist Rosa Johnson, who was thrilled at the opportunity for her aunt's volume of work to be recognized and preserved at the university.

"This is truly a gift that will keep giving because Maya will continue to add to the collection as she produces more work in the future," Johnson said.

Angelou has called Winston-Salem home for more than 20 years, since she was appointed to a lifetime position as the first Reynolds Professor of American Studies at Wake. Over the course of her storied career, Angelou's extensive résumé includes poet, author, director, producer and civil-rights activist.

Securing a place as a beloved and outstanding literary extraordinaire, Angelou has been decorated with countless honorary academic degrees and awards from around the world. Not only is Angelou considered a legendary writer of our time, more important, she is held as an adored literary and social voice for the African-American community.

## Police officers promoted

SPECIAL TO THE CHRONICLE

Chief Linda G. Davis of the Winston-Salem Police Department announced the promotion of Lt. DeNeille Atwood to captain, effective Dec. 24. Davis also announced the promotions of two other officers.

Atwood is a 27-year veteran of the Police Department and has

served in the field services bureau's patrol and special operations divisions, the criminal investigations division and the professional standards division. She was promoted to sergeant in 1983 and to lieutenant in 1994.

Atwood served as the regional and state vice chairman of the N.C. Criminal Information Exchange while assigned to the

criminal investigations division. She is a 1997 graduate of the N.C. State Administrative Officers Management Program. Atwood is married to Tim Atwood and has a stepson, Ryan.

Davis also announced the promotions of Sgt. Chris Peddle to lieutenant and S.P.O. John W. Coppley to sergeant, also effective Dec. 24.

## Facility

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(including buying a computerized phone tree system that calls patients a day or two before their appointments to remind them).

To help create an environment where patients feel more positive about being in a health-care facility, Clements stressed to his staff the importance of such things as calling patients by their last names (Miss Smith, Mr. Jones), saying "good morning" to people and asking folks, "May I help you?" As a result, Clements said, more and more patient satisfaction surveys are returned with comments saying that patients are treated very nicely, very respectfully. "Now our number of complaints have decreased much more than ever before too," he said.

In terms of health-care services provided, Downtown Health Plaza offers primary health care services, which are pediatrics, general internal medicine (adult medicine) and obstetrics and gynecology. "In addition to that, as part of our adult medicine practice, we have a series of specialty type services, for example, a specialized hypertension practice, specialized diabetes practice ... podiatry ... gastroenterology, dermatology, pulmonary and renal (on site)," Clements said.

The Downtown Health Plaza also has a pharmacy, a laboratory and radiology services on site.

"We had those (services) in the old building (old Reynolds Health Center), so it's not an improvement per se. But what we have improved is how accessible they are." For example, the pharmacy, laboratory and radiology services are right off the main lobby in Down-

town Health Plaza, making it convenient for patients.

Also, Downtown Health Plaza has more parking spaces than the old Reynolds Health Center (235 compared to about 125).

Downtown Health Plaza, which is open 8-5 Monday through Friday, has extended hours (until 7 p.m.) Mondays and Wednesdays in pediatrics and adult medicine. "This gives the opportunity for people who are working to get into the facility and not lose time off from work," Clements said.

As for patient volume, Clements said that the number of patient visits from July 1 through Nov. 30 this year was up almost 13 percent (almost 2,500 more patient visits) compared with the same period the year before. The Downtown Health Plaza has an average of 3,000 to 3,500 patient visits per month, or 150 to 175 per day. Last month, the facility had about 3,900 patient visits.

About 27 percent of the total patient visits are people who are identified as Hispanics; a little over 50 percent, African Americans; 20-22 percent Caucasians; and 1-2 percent other.

"We've seen a very large increase in our Hispanic population," Clements said. "So one of the improvements we've made since we opened the building is really concentrate on having a significant number of bilingual staff and actually hiring on-staff interpreters. We now have a good number of people who are bilingual in just about every area, as well as having staffed 3 1/2 people who are paid interpreters for our facility."

The Downtown Health Plaza also collaborates with other agencies to offer services at the Downtown Health Plaza to improve health care or quality of life. Those services

include WISH program (Women's and Infants Services for Health) out of CenterPoint Human Services; ABCD (Association for the Benefit of Child Development); the Forsyth County Department of Public Health Department's Maternal Care Coordination program and WIC program, which stands for Women, Infants and Children nutrition supplement program. The Department of Social Services also has a representative in the Downtown Health Plaza. "If a person needs a Medicaid application, they can have it done in this building," Clements said.

"We do have more positive outcomes by having programs that collaborate," Clements said.

The Downtown Health Plaza has a nonphysician staff of a little under 90, and about 35 physicians (physician staff is supported by the Wake Forest University School of Medicine). Clements estimates there are 30 to 35 workers in the other programs (such as WISH, ABCD, Maternal Care Coordination, WIC, DSS).

Clements said the Downtown Health Plaza's first year has been a successful one. He said, "If you ask me to summarize where our areas of improvement have been, they have been in terms of efficiency — getting people in and out in a convenient way, in a way that is easy for the patient to access and to return back home; we've (improved) the culture of our institution, whereas people are treated with dignity and respect, making it a better experience for the person while they are in the building .... we've improved our collaborations with other agencies such that we're able to tie in with other services which may not be medical per se but may be quality-of-life type issues."

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**Roy Cooper**  
Attorney General  
North Carolina

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