recovery is ahead

The NordCenter
Comprehensive Behavioral Healthcare

Lorain County’s Leader in Mental Health Services Since 1947
Mission Statement
The Nord Center provides comprehensive, behavioral healthcare services that are culturally competent and evidenced-based, and that promote recovery, dignity, and well being for our clients, their families and the community we serve.

Core Values
The Nord Center’s core values are to provide care with the highest quality standards of compassion, to be accountable for that care, and to practice integrity in each and every interaction we have with those we serve.

Since 1947, The Nord Center has been privileged to provide life changing and, in many cases, life-saving mental and behavioral health services annually to thousands of adults, families and children in the greater Lorain County area. We continue to build upon the legacy of Walter G. Nord (1884 – 1967), in whose honor our agency is named, to advance our vision to compassionately provide excellent care to all those we serve.

The role we play in the community is an important one, and we are working hard to strengthen that role. We continue to look at new and improved ways to deliver our programs and services in order to best address the myriad of life challenges facing our patients. From reducing the stigma of mental illness to navigating healthcare reform to coping with escalating drug abuse, we face the challenges before us and seek to make a difference in the lives of others.

Over the years, countless contributions from staff, volunteers and benefactors have helped us touch the lives of our patients, their families and their communities. We thank all those who give of their time, resources and funds to help us make a difference. We look forward to sharing with you many more advancements, milestones and successes of The Nord Center in the weeks, months and years to come.

Amy Denger
Chief Executive & Operating Officer

Jeffrey A. Neal, D.M.
Board President
Welcome to The Nord Center

The Nord Center, founded in 1947, is a private non-profit organization serving the mental health needs of Lorain county residents. Often referred to as a health and human service provider, The Nord Center is governed by a citizen board whose membership is comprised of community residents like you and your neighbors. Ours is a tradition of professional excellence in quality care and responsiveness in providing services needed by our community.

The Nord Center’s clinical services are certified by the Ohio Department of Mental Health & Addiction Services and CARF, the Commission on the Accreditation of Rehabilitation Facilities.

The Nord Center’s funding comes primarily from fees received for providing service to consumers. Much of this funding is through the Lorain County Board of Mental Health. A portion of these funds are from the Mental Health Levy. Other funding sources include the Ohio Rehabilitation Services Commission, the Ohio State Attorney General Office, private insurance, foundation grants and donations.

The Nord Center is a branch of the Mental Health Network, a group of provider organizations that contract with the Lorain County Board of Mental Health to service the mental health needs of the community.

Who We Serve

The Nord Center serves more than 7,300 clients and their families each year. Persons served include individuals across the age spectrum, from age 4 to older adult, in the greater Lorain County area. The Nord Center also prides itself in offering culturally-specific services to bilingual and African-American consumers.

Organization Description

The Nord Center is an approximately $13.3 million 501 (c) (3) non-profit community behavioral health organization serving over 7,300 consumers per year. Incorporated in 1947, The Nord Center is the principal provider of behavioral healthcare services in Lorain County, Ohio.

Vision Statement

To be the best and do the best for our patients and community – to excel.
What Does The Nord Center Do?

Employment and Vocational Services

Dual Diagnosis Services (substance abuse and mental illness)

24 hour Emergency and Crisis Services

Foreclosure Prevention

Case Management Community Support

Supportive Housing

Sexual Assault Services for Adults and Children: Crisis Services, Evidence Collection, and Long-term Support

Counseling for Adults, Adolescents and Children

Psychiatry and Medication Management

Addiction and Recovery
The Nord Center:

- assists those facing everyday challenges such as relationships, loneliness, hardship and financial stressors
- has a **24/7 Emergency Crisis Line** for those experiencing extreme feelings of despair, suicidal thoughts, assault, trauma, abuse and stress
- houses the **only Sexual Assault Care Unit in the county**, and one of only three in the state of Ohio
- provides **drug and alcohol addiction services** to adolescents and adults
- provides **supportive housing, homelessness prevention, and hands-on career training**
- offers **tele-psychiatry services** to better serve our patients
- has both **Bilingual and Africancentric Case Management Teams**
- has a **mobile catering service**, **Edible Delights**
- has been serving **children and adolescents since 2005**
- now offers **Saturday hours**
- provides **same day mental health services**, if requested before 9 am that day
- accepts **Medicaid, Medicare, private insurance, self-pay** on a sliding scale and also has **funds available for those unable to pay for services**
- **does not ever utilize restraint or seclusion** on our patients
- our staff member demographic profile **closely matches** the profile of the **patients we serve**
- since 1998, The Nord Center has continually received the maximum 3-year accreditation by **CARF**, formerly known as the **Commission on the Accreditation of Rehabilitative Facilities**
- houses the **National Alliance of the Mentally Ill (NAMI)** of Lorain County
- has a social media presence and can be found on **Facebook, Twitter, LinkedIn and Pinterest**
The Nord Center introduced tele-psychiatry, a method of interaction for a psychiatric visit using real-time video-conferencing rather than an in-office consultation, on April 15, 2013. Tele-psychiatry is an effective way to conduct psychiatric evaluations and treatments when access to an in-office visit is not available.

With a goal of streamlining work processes, enhancing patient service and improving communication, The Nord Center adopted a new ShoreTel VoIP (Voice Over Internet Protocol) phone system in August, 2013. The ShoreTel system is a lower-cost alternative to traditional phone lines, easy-to-use, and ensures privacy and security of all voice, data and unified communications. VoIP technology also offers “real-time” communication, without delay in transmission, an essential ingredient for providing excellent patient care.

The Nord Center continues its legacy of serving the residents of Lorain County through collaboration and partnership. In November, 2013, we welcomed the National Alliance on Mental Illness (NAMI) – Lorain County to The Nord Center’s South Broadway location. Continuing our collaborative partnership that spans many years, NAMI-Lorain County now occupies two offices at our Main Campus.

In December 2013, The Nord Center received 3-year accreditation from CARF, formerly known as the Commission on Accreditation of Rehabilitation Facilities. Via an on-site visit, surveyors saw that The Nord Center is committed to offering programs and services that are measureable, accountable and of the highest quality, and provides continuous improvement of services that focus on enhancing the lives of the person served. A 3-year accreditation is the highest rating a facility can receive.

The Nord Center is working hard to drive awareness by extending our reach through a strong, consistent presence on social media. You can now connect with us via Facebook, LinkedIn, Twitter and Pinterest to receive updates on topics of interest in the area of mental health, emotional wellness and related topics as well as information about happenings in the community and at our agency. And watch for our new website launching in 2014.

Following her 14-month term as Interim Director, Amy Denger was named CEO & COO of The Nord Center in December of 2012. A counselor by training and lifelong Lorain County resident, Denger has worked at the agency since 1996. She continues to maintain a balanced $14 million budget while emphasizing client care and upkeep of facilities.

Thanks to the support of the Ronald McDonald House Charities of Northeast Ohio, a children’s activity room was opened in May 2012. Designed for children between ages 5 and 11, the room is equipped with toys and costumes to help guide children through therapy sessions. A two-way mirror allows parents to watch the interaction between their child and the therapist.

Sitting adjacent to the Main Campus on South Broadway, The Nord Center’s walking path is available for use by agency employees, clients and their families. The path, which opened in September, 2012, is 6 foot wide and approximately 800 feet long. Spring will reveal the addition of 28 plants, and newly-donated benches. This project was made possible by support from the Lorain County General Health District, United Healthcare of Ohio with additional support from Abraham/Miller Excavating, LLC.
<table>
<thead>
<tr>
<th><strong>by the numbers</strong></th>
<th><strong>Number of Hot Line calls received. Of these 183 required immediate intervention because of risk of harm to the caller or others.</strong></th>
<th><strong>Number of hours of peer support provided to survivors by volunteers of Lorain County Rape Crisis.</strong></th>
<th><strong>Number of active child cases receiving counseling, psychiatry and case management</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>14,713</td>
<td>11,926</td>
<td>997</td>
<td></td>
</tr>
<tr>
<td>Number of patients treated in The Nord Center’s Crisis Stabilization Unit</td>
<td>Number of pediatric sexual assault examinations performed in The Nord Center’s Sexual Assault Care unit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>559</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>180</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Number of clients who have graduated from the Wellness Management and Recovery Group during the year. This program is part of the Ohio Department of Mental Health’s Continuing Centers of Excellence. The program helps clients to identify and achieve personal recovery goals; manage medications effectively and begin to adopt wellness lifestyle behaviors including healthy diet and regular exercise.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of clients housed in The Nord Center’s residential programs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>125</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>509</td>
<td>Average number of child survivors active in Sexual Assault Services program.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>95%</td>
<td>Percentage of people that were either highly satisfied (72%) or somewhat satisfied (23%) with the results of the mental health services provided by The Nord Center in the most recent three month period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>Number of clients placed into competitive employment, i.e. regular jobs with regular co-workers (i.e. not a sheltered workshop) over the program year</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Figures reflect a one year period unless stated otherwise.</em></td>
<td><em>Figures reflect a one year period unless stated otherwise.</em></td>
<td><em>Figures reflect a one year period unless stated otherwise.</em></td>
<td></td>
</tr>
</tbody>
</table>
Chuck is a bright man who has extraordinary talents that include writing, music, and martial arts. He did well in school.

By the age of 13, Chuck had been diagnosed with significant mental illness including bipolar disorder, post traumatic stress disorder as a result of childhood sexual and physical abuse, schizoaffective disorder and schizophrenia. As is not uncommon with some of these diagnoses, Chuck was prescribed medication but when he felt better he would stop taking the medication thus beginning a many year habit of cycling in and out of treatment. The times when he was off medication were the source of many of Chuck's problems. Chuck is a man with the potential to be physically imposing. He has boxed successfully as an amateur middle weight though a detached retina now prevents him from continuing to box. Unfortunately the skills that brought Chuck great success in the boxing ring brought equally great problems outside the ring when Chuck was off his medication.

Chuck's self-described recklessness at those times resulted in run-ins with law enforcement. Not surprisingly, Chuck's behavior eventually landed him in jail.

Chuck began receiving services at The Nord Center when he was about 18. In addition to having a psychiatrist, he has a case manager who helps him with administrative issues pertaining to his treatment. Chuck has also benefitted from The Nord Center’s “Partial Hospitalization” program in which clients live at home, but come in to the center up to seven days a week. He also benefitted from The Nord Center’s dual diagnosis program which is for people who suffer from co-occurring mental illness and substance abuse. Research has shown that to recover fully, a client with co-occurring disorders needs treatment for both issues, ideally in an integrated way and at the same time.

Chuck accepts that he has an illness and recognizes that his doctor can only help him if he is honest about the symptoms he is experiencing. “You must tell your doctor what is wrong,” says Chuck, “because this illness is in your mind. You have to trust your doctor and yourself in order to get the help you need.”

Chuck will be 34 in July and says that he now feels after fifteen years of treatment that he is back to feeling more like the old, healthy self he remembers from when he was a child. With an 11-year-old daughter and her mother for whom he cares a great deal, Chuck has a huge investment in maintaining his commitment to mental health treatment. He is currently working on his GED and is interested in pursuing education as a radiology technician.

Chuck has advice for people experiencing mental illness. He recommends that people accept their illness and honestly tell those treating them what is going on. In Chuck’s opinion, resisting or denying the illness just makes it harder to get better because the brain is the most complicated part of any person. It bothers Chuck that stereotypes about mental illness that make it harder for people to realize that having a brain disorder is not their fault. “We can learn,” says Chuck, “how to handle the cards we are dealt.”
**SUPPORT AND REVENUE:**

<table>
<thead>
<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lorain County Board of</td>
<td>$ 5,825,860</td>
<td>$ 7,135,837</td>
</tr>
<tr>
<td>Mental Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lorain County Drug and</td>
<td>265,824</td>
<td>217,035</td>
</tr>
<tr>
<td>Alcohol Board</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicaid</td>
<td>4,163,100</td>
<td>4,506,016</td>
</tr>
<tr>
<td>Federal Title XX</td>
<td>163,606</td>
<td>213,162</td>
</tr>
<tr>
<td>Medicare and other</td>
<td>214,043</td>
<td>265,667</td>
</tr>
<tr>
<td>private insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct fees</td>
<td>658,405</td>
<td>582,237</td>
</tr>
<tr>
<td>Grants and contributions</td>
<td>1,105,529</td>
<td>1,001,710</td>
</tr>
<tr>
<td>Other</td>
<td>200,082</td>
<td>238,504</td>
</tr>
<tr>
<td>Net assets released</td>
<td>(16,945)</td>
<td>——</td>
</tr>
<tr>
<td>from restrictions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total support and revenue</td>
<td>12,579,504</td>
<td>14,160,168</td>
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**Expenses:**

<table>
<thead>
<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
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</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>9,477,891</td>
<td>10,530,712</td>
</tr>
<tr>
<td>Client care</td>
<td>1,058,799</td>
<td>1,133,425</td>
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<tr>
<td>Occupancy</td>
<td>626,117</td>
<td>678,936</td>
</tr>
<tr>
<td>General operating</td>
<td>601,168</td>
<td>730,169</td>
</tr>
<tr>
<td>Contract services</td>
<td>373,977</td>
<td>439,358</td>
</tr>
<tr>
<td>Depreciation</td>
<td>97,143</td>
<td>97,143</td>
</tr>
<tr>
<td>Bad debts</td>
<td>190,027</td>
<td>250,034</td>
</tr>
<tr>
<td>Increase (Decrease) in net assets</td>
<td>154,382</td>
<td>300,391</td>
</tr>
<tr>
<td>Net assets, beginning</td>
<td>613,447</td>
<td>313,086</td>
</tr>
<tr>
<td>Net assets, ending</td>
<td>$ 767,859</td>
<td>$ 613,477</td>
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**ASSETS:**

<table>
<thead>
<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$ 555,658</td>
<td>$ 464,461</td>
</tr>
<tr>
<td>Accounts receivable, net</td>
<td>2,881,770</td>
<td>2,436,034</td>
</tr>
<tr>
<td>Accounts receivable, related parties</td>
<td>36,871</td>
<td>43,790</td>
</tr>
<tr>
<td>Promises to give</td>
<td>84,725</td>
<td>67,780</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>56,645</td>
<td>232,566</td>
</tr>
<tr>
<td>Total current assets</td>
<td>3,615,669</td>
<td>3,244,631</td>
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</table>

**BUILDING AND EQUIPMENT:**

<table>
<thead>
<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
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</thead>
<tbody>
<tr>
<td>Building and improvements</td>
<td>128,232</td>
<td>128,232</td>
</tr>
<tr>
<td>Equipment</td>
<td>480,268</td>
<td>480,268</td>
</tr>
<tr>
<td>Less accumulated depreciation</td>
<td>608,500</td>
<td>608,500</td>
</tr>
<tr>
<td>Total current assets</td>
<td>3,215,353</td>
<td>2,842,190</td>
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**INVESTMENTS HELD IN TRUST:**

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<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
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<tbody>
<tr>
<td>Temporarily restricted</td>
<td>46,341</td>
<td>52,222</td>
</tr>
<tr>
<td>Permanently restricted</td>
<td>54,051</td>
<td>60,910</td>
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<tr>
<td>Total</td>
<td>100,392</td>
<td>113,132</td>
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**OTHER ASSETS:**

<table>
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<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
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<tbody>
<tr>
<td>Assets limited to use</td>
<td>1,073,552</td>
<td>777,372</td>
</tr>
<tr>
<td>Deposits</td>
<td>15,198</td>
<td>13,763</td>
</tr>
<tr>
<td></td>
<td>1,088,750</td>
<td>791,135</td>
</tr>
<tr>
<td>Net assets</td>
<td>$ 5,126,164</td>
<td>$ 4,373,108</td>
</tr>
</tbody>
</table>

**LIABILITIES:**

<table>
<thead>
<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
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<tbody>
<tr>
<td>Line of credit</td>
<td>$</td>
<td>$ 590,000</td>
</tr>
<tr>
<td>Accounts payable, trade</td>
<td>161,112</td>
<td>85,912</td>
</tr>
<tr>
<td>Accounts payable, related party</td>
<td>111,373</td>
<td>——</td>
</tr>
<tr>
<td>Accrued payroll and related liabilities</td>
<td>534,485</td>
<td>635,761</td>
</tr>
<tr>
<td>Accrued vacation</td>
<td>318,273</td>
<td>330,138</td>
</tr>
<tr>
<td>Capital lease payable, current portion</td>
<td>64,460</td>
<td>121,605</td>
</tr>
<tr>
<td>Notes payable, related parties, current portion</td>
<td>338,627</td>
<td>——</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>56,168</td>
<td>22,057</td>
</tr>
<tr>
<td>Other</td>
<td>——</td>
<td>17,939</td>
</tr>
<tr>
<td>Total current liabilities</td>
<td>1,584,498</td>
<td>1,803,412</td>
</tr>
<tr>
<td>Accounts payable, related party</td>
<td>——</td>
<td>111,373</td>
</tr>
<tr>
<td>Rent payable, related party</td>
<td>702,751</td>
<td>584,904</td>
</tr>
<tr>
<td>Capital lease payable, net of current portion</td>
<td>——</td>
<td>64,460</td>
</tr>
<tr>
<td>Notes payable, related parties, net of current portion</td>
<td>540,628</td>
<td>874,986</td>
</tr>
<tr>
<td>Deferred compensation obligation</td>
<td>777,372</td>
<td>1,073,552</td>
</tr>
<tr>
<td>Total liabilities</td>
<td>3,605,249</td>
<td>4,512,687</td>
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**NET ASSETS:**

<table>
<thead>
<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
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<tbody>
<tr>
<td>Unrestricted</td>
<td>586,947</td>
<td>417,826</td>
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<tr>
<td>Temporarily restricted</td>
<td>120,002</td>
<td>131,066</td>
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<tr>
<td>Permanently restricted</td>
<td>60,910</td>
<td>64,585</td>
</tr>
<tr>
<td>Total net assets</td>
<td>767,859</td>
<td>613,477</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>6/30/2013</th>
<th>6/30/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>$4,373,108</td>
<td>$5,126,164</td>
</tr>
</tbody>
</table>
Nord Center Donors  2011-2013

ORGANIZATIONS
A1 Professional Exhaust
Abraham/Miller Excavating, LLC
Ace Business Solutions
The Alpha Group Agency
Angelo’s Pizza
David Anthony Salon & Spa
B2 Design & Marketing
Communications, LLC
Baskets of Blessing
Bonaminio’s Flowers
Brouse McDowell
Buckeye Community Bank
Buckingham, Doolittle & Burroughs, LLP
Carlyle Gift and Flower Shop
CenturyLink
Cleveland Clinic Lorain
Cleveland Indians
Cleveland Plant and Flower Company
Creative Benefit Strategies, Inc.
The DBSR Wealth Management Group
Datacore Online
DeLuca’s Place in the Park
Ely Enterprises Inc.
Elyria Maintenance
EMH Healthcare
Employee Benefits International, Inc.
The Enchanted Florist
Epley Marketing Services
Everstaff
Fligner’s Market
Flowerama
Grafton Correctional Institution
Hen N The Ivy
Joyce Buick-Pontiac Inc.
Kiedrowski’s Bakery
Lake Erie Monsters
Lehnowsky DDS Inc.
Linda’s Life House Floral
Little Devil Cupcakery
Little House of Flowers
Lorain County Community College Foundation
Lorain County Children Services
Lorain County General Health District
Lorain County Board of Mental Health
Lorain County Domestic Relations Court - Juvenile Branch
Lorain Rotary Club
LorMet Community Federal Credit Union
Ronald McDonald House Charities of Northeastern Ohio
Ronald McDonald House Charities Global
Medical Mutual of Ohio
Merrill Lynch Wealth Management
MS Precision Automotive
New Health Concepts
The Newport Group
Nordson Corporation
Nordson Foundation
Oberlin Unitarian Universalist Fellowship
Off Broadway Floral & Gifts
Ohio Children’s Trust Fund
Ohio Development Services Agency
Ohio Housing Finance Agency
Panera Bread
Parkway Pharmacy
Petitti Garden Centers
PNC Bank
Puska’s Family Flowers
R & T Sheet Metal Fabrication
Rino’s Italian Restaurant
Satisfying Sweets
Schill Landscaping & Lawn Care Services, Inc.
Donald A Schuster Greenhouse
Simplified Facilities Group
Sisson’s Flowers and Gifts
TEVA Neuroscience, Inc.
United Healthcare of Ohio
United Way of Greater Lorain County

MEMORIALS
In Memory of Laurie DeChant
Barbara & Edward Abahazi
Mary & Chuck Firestone
Billy Gregory
Bonnie & Chuck Holtzman
Kathy Iwert
Diana Leitch
Paula & Harvey Mazer
Thomas McClements
Alton McNeal
Bill Mitrik
Michelle & John Mitrik
Cindy Majoras
Cindy Yanke

In Memory of Constance Love
Jean Abromeit
Clare Cygan Young
Stephanie Gajdzik
Mark Jaffee
Marta Laskowski
Ethel Love
Linda Mitchell
Naomi Moore
Nicholas Petzak
Margaret Sabin
Jan Sanders
Mary Scott
Lori Yama

In Memory of Linton Overholt
Ascena Retail Group
Matthew Greenwood
Diane Holmok
John Tesar

INDIVIDUALS
Scott Adamonis
John Baird
Barbara & Mike Bass
Patti Bedocs
Sheldon Bloomfield
Terry Maybrey Brown
Karen Calkins
Kathleen Campbell
Debra Cihia
Lynn Clark
Maribel Colón
Raymond Cushing III
Jennifer Dayhuff
Suzann Dayka
Amy Denger
Rebecca Devitt
Sandra Domain
Ellen Falvo
Roberta Ferrari
Joseph Firment
Amy Foye
Heidi & Adam Freas
Barbara Furst
Ashley Gay
Don Gaydosh
Brenton Gron
Sheila Hagerty
Holly G. Henderson
Steven Herron
Jack Holt
Judith Ignatius
Betsey Kamm
Susan Kotris
Dale Kuehn
Donald Kuehn
Tom Lahetta
Kimberly Malenky
Jeanne McCale
Carrie McDougal
Barb Miller
Mr. & Mrs. Tom Miller
Patricia Mills
Evette Monastero
Nicole Morrison
Beth Myers
Jeffrey A. Neal
Joyce E. Oliver
Rebecca Opel
Kristin Ostrum
Robert Palente
Dr. & Mrs. Malcolm Peel
Carol Redding
Linda Reese
Alan Reifsneider
Judith Rubinstein
Rebecca Rym
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Sam Salouha
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