

# A View From The Hill

VOLUME XXXVII, ISSUE 7

AUGUST 3, 2009

## OUR STAFF:

**Cynthia McClaskey**  
Facility Director

**Linda Bonham**  
Administrative  
Assistant

**Cheryl Veselik**  
Human Resources  
Assistant

**Mary Beth Counts**  
Secretary Senior

**Amanda Phipps**  
Executive Secretary

**James Parks**  
Pest Control

**Suzy Quillen**  
Vocational  
Rehabilitation  
Supervisor

## INSIDE THIS ISSUE:

Important Reminder	3
Intercom Etiquette	5
The Chef's Special	7
Personnel Changes	8
Save The Date!	11
Scam Alert!	13

## From The Director

### Joint Commission Survey Results

SWVMHI was host, once again, to Ms. Gracie Bumpass, R.N., of The Joint Commission, who completed the Periodic Performance Review (PPR) of the facility, and provided a verbal exit report to the Executive Committee. Recall that the PPR is a compliance assessment survey designed to help us with continuous monitoring of performance and improvement activities. Throughout her activities on each of the units, Ms. Bumpass indicated how impressed she was with the changes we have implemented since she was part of our triennial survey team last year. She was particularly impressed with:

- Our medication reconciliation process,
- Our significant reduction in the use of seclusion and restraint,
- Our new Recovery Services Plans,
- Our Patient Satisfaction Survey regarding the Service Plans,
- Overall medication storage and administration processes,
- Our collective assessment instruments and practices, including the suicide risk assessment and the Personal Safety Tool,
- The Comfort Rooms, both in concept and design, and
- The general physical condition of the units she visited, particularly their cleanliness, orderliness, and the attractiveness of the décor. She was particularly complimentary regarding the new murals on the walls of the units and in the Comfort Rooms.

Ms. Bumpass informed us that she had six findings. Three of the findings concern conditions in our unit Exam Rooms, which Ms. Bumpass found to be disorganized. Two of the findings concern two additions that we need to make to our Emergency Operations Plan. The final finding concerns an element in the medical professionals' credentialing requirements.



**Cynthia McClaskey, Ph.D.**

### Staff Reflect Values

The treatment teams and unit staff members responded very knowledgeably to Ms. Bumpass' questions, which centered on: medication reconciliation, suicide risk assessment and management, trauma informed care, assessment and recovery service planning processes, restraint and seclusion, and behavioral management. Unit nursing staff were equally adept in describing processes ranging from medication storage and administration practices to our rationale for effective use of the Comfort Rooms. Staff reflected the facility values such as Communication, Honesty, Teamwork, Self-Initiative, and Leadership. For instance, when asked how we have lowered our use of seclusion and restraint so dra-

matically, staff members responded knowledgeably and thoughtfully. Our facility-wide commitment to find non-coercive ways to promote recovery and deliver excellent care was apparent. Once again, you have clearly conveyed the committed, hard-working, creative, and caring attitudes that make an impact on the individuals we serve.

### Free Online Psychiatric Rehabilitation Resources

The eCast, Mental Health & Rehabilitation Newsletter is a monthly emailed publication with the purpose of informing mental health and rehabilitation networks about the resources produced by the Center for Psychiatric Rehabilitation, as well as disseminating general mental health and rehabilitation news.

Subscribe to the eCast at:  
[http://www.bu.edu/cpr/  
resources/ecast/subscribe.html](http://www.bu.edu/cpr/resources/ecast/subscribe.html).

The eCast is jointly supported by the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, and the National Institute on Disability and Rehabilitation Research Department of Education.

### Child and Adolescent Workgroup

Just a quick update to say that this workgroup will meet here September 17, 2009.

Thanks so much!



# Who Am I? Revealed

**Meet Larry Anderson!**

**The first Correct Answer Award goes to Jonnetta Farmer! Congrats Jonnetta!**

Larry Anderson is the facility "Mailman," although he does a lot more than deliver our mail. Larry also copies and maintains the supply of forms that we use every day, so you know how busy he is! Larry said it was a lot of fun being the *Who AM I?* person. He enjoyed learning of people's guesses and answering questions for those who tried to find out if they had the right idea.



Other correct answers came from Michelle Roberts, Amanda Hamm, Vicki Stike, Sharon Darnell, and Steve Perry. The most interesting call I received came from Larry's son, and I'm glad to report that he got it right!

There was a lot of fun and participation on this *Who AM I?*, and I hope for even more participation next month. Be sure to pay close attention, because it could be you!

~Mary Beth Counts  
Secretary Senior



## August Lunar Phases

**August 8**

Full Moon

**August 13**

Last Quarter

**August 20**

New Moon

**August 27**

First Quarter



**ATTENTION ALL STAFF**  
**The Emergency Management CAI is due by August 31, 2009.**

## Chaplain's Corner



### PRAYER FOR AUGUST

"Within my spirit, nothing stirs or wavers. Be calmed and motionless, I quietly wait.

Lord, send Your whispered breeze, to reassure and comfort. . .

Your sweeping wind, to cleanse, refresh, reorganize. . .

Your gale-force blast, to overturn, reshape, uproot, reclaim. . .

Send *anything* to stir my stagnant soul. . . to fill and move me."

~Evelyn Minshall

Copied from Daily Guideposts, 2001

**Kindness is the oil that takes the friction out of life.**

~My Grandmother Always Said by Carolyn Counts

## Move It!

The Materials Management Department (MMD) includes Steve Kiley, Materials Management Supervisor; Allen Hubbard, Storekeeper Senior; Leon Bise, Storekeeper; Larry Anderson, Postal Assistant; and Sandy Mathena, Programs Support Technician.

One of the many tasks assigned to the MMD is the moving of furniture, records, equipment, etc., throughout the entire facility. Moving the contents of an office is a fairly frequent occurrence due to employees moving to different buildings, moving to different work stations, receiving new office items, etc.

The MMD is a relatively small operation, with only Steve, Allen, and Leon being involved in facility moves. Because there are only three employees to perform material moves, we ask for you to be flexible in your schedule when you plan your next move.

We typically schedule the moving of office

items to later in the day, because our first priority each morning is to assemble and deliver supply orders to each unit. The MMD staff generally abides by the first-come-first-served rule. We remind staff that all it takes is an unexpected absence of an MMD employee, or an unexpected hectic shipping and receiving day, and the window of time for a move can become smaller and smaller.

The following are some tips which can help make for a smooth move:

- All move requests must be sent to Steve on a Space Assignment/ Equipment Moves form along with the appropriate signatures.
- Files, books, papers, etc., should be boxed prior to your move. Any special handling instructions should be written on the boxes.
- Desks, cabinets, and bookcases



should be empty prior to being moved.

- Personal items, such as pictures, mementoes, cash, snacks, etc., should be removed prior to your move. We try very hard to be considerate and careful not to damage or lose property. When you leave personal items behind, they are your responsibility.
- If you will not be present at the time of the move, please provide accurate instructions, diagrams, etc., describing where you want items placed at their new location. We will do our best to comply.
- Don't forget to notify IT personnel that you are moving. If you are moving, most likely your computer will need to be moved as well. Only IT can move an employee's computer, not the MMD.
- Patient-related moves always take priority.

Remember, the next time you prepare to move, these helpful tips can make the process of moving smoother, safer, and quicker.

~Steve Kiley  
Materials Management Supervisor

## August is National Water Quality Month

The Virginia Department of Environmental Quality (DEQ) administers the federal Clean Water Act and enforces state laws to improve the quality of Virginia's streams, rivers, bays, and ground water for aquatic life, human health, and other water uses. Permits are issued to businesses, industries,

local governments, and individuals that take into account physical, chemical, and biological standards for water quality.

The DEQ has many programs to monitor, assess, and improve water quality in Virginia.

**To learn more about these programs, please visit:**

[www.deq.state.va.us/water/programs.html](http://www.deq.state.va.us/water/programs.html).



## Important Professional Practice Reminder



As a reminder to all employees, according to the Virginia State Board's definitions of professional practice, the Staffing Nurse Coordinator, House Supervisor, or any other nursing staff members cannot approve for blood to be drawn, oxygen to be given, or any other treatments to be done for employees.

Lately, there have been situations where an employee who has a workplace injury has not wanted to spend time in the Emergency Room, or wasn't sure how serious the condition was, and has requested treatment at SWVMHI. The facility does not have protocols for treating employees, and it is outside of the professional authority of a nurse who is not licensed as an independent

provider to initiate blood tests, order administration of medications, oxygen, etc. The exception for treating SWVMHI employees at the facility is in an emergency, when a Code Blue is called and a physician or licensed independent provider, such as nurse practitioner, orders such intervention.

~Alicia Alvarado, RN, MS  
Chief Nurse Executive

## THANK YOU...

**We would like to express our appreciation for the flowers, food, and prayers during our time of loss. Please continue to remember our family in your prayers.**

~Max and Teresa McClure



# Kid's Day Word Search

See how many of the bolded, underlined Kid's Day words you can find!

N	H	E	E	I	H	D	O	T	R	N	E	R	D	L	I	H	C
M	K	A	A	N	I	U	N	H	E	U	S	T	U	S	T	F	R
E	I	C	T	I	L	R	D	T	N	E	I	K	V	E	T	U	O
A	W	A	R	E	N	E	S	S	C	A	T	I	E	T	Y	F	L
N	M	E	E	A	D	A	M	H	R	N	C	D	F	A	S	R	D
I	O	E	D	Z	R	D	Y	T	E	F	A	S	W	F	I	E	N
N	V	C	R	T	E	L	O	E	E	D	S	P	T	O	V	E	R
G	I	R	N	I	N	E	R	I	A	N	O	E	S	O	N	D	G
F	E	E	A	I	C	N	A	T	I	O	N	A	L	I	C	O	A
U	D	A	O	O	Y	A	T	R	T	E	H	C	A	T	E	M	E
L	S	T	S	E	G	A	R	U	O	C	N	E	T	A	W	H	E
A	P	E	R	O	E	R	I	C	E	E	A	H	K	E	R	L	D
T	F	D	A	N	T	S	O	H	S	F	N	A	A	I	R	W	O
W	A	L	K	F	A	O	M	W	O	E	G	N	K	S	B	S	A
I	E	B	G	R	R	T	H	I	V	M	E	G	O	O	T	P	L
O	D	Y	A	C	S	S	E	P	M	A	E	R	C	E	C	I	E
N	C	S	I	N	G	P	W	L	A	G	T	E	W	L	N	D	H
A	B	G	N	O	A	E	I	D	L	D	T	R	U	S	T	A	Y

August 2, 2009, is **National** Kid's Day! Kid's Day was created in 1994 by **KidsPeace**, an organization for children. This day creates **awareness** of a child's value and needs as well as **encourages** adults to spend more **meaningful** time with their children. The **goal** is to change the way that **America** looks at and treats its children. Kid's Day helps create a world where children can find **safety**, **love**, **trust**, and **freedom** to **grow**.

Things you can do with your **children**:

**Read** a book together

**Sing** silly songs together

Go for a **walk** together

Go out for **ice cream** together

Look at family **photos** together

Have a **movie** or **game** night together

Go for a **bike** ride together

~Cheryl Veselik, CPS/CAP  
Human Resource Assistant

(Answer Key on Page 16)



## Meals In Minutes— Pizza Biscuit Bake

Prep Time: 15 Minutes  
Start to Finish: 40 Minutes  
Servings: 8

- 3 1/3 cups Original Bisquick® mix
- 1 cup milk
- 2 cans (8 oz. each) pizza sauce
- 1 package (8 oz.) sliced pepperoni
- 2 cups shredded mozzarella cheese (8 oz.)

Heat oven to 375°F. Spray 13x9 inch (3 qt.) glass baking dish with cooking spray. In a medium bowl, stir the Bisquick mix and milk until a soft dough forms. Drop half of the dough by spoonfuls evenly over the

bottom of the baking dish (dough will not completely cover the bottom of the dish).

Drizzle one can of pizza sauce over dough. Scatter half of the pepperoni over the sauce. Top with 1 cup of the cheese. Repeat layers with remaining dough, pizza sauce, pepperoni and cheese.

Bake 20 to 25 minutes or until golden brown.

Tip: Try adding cooked sausage crumbles, green bell peppers, onions, olives, or cooked chicken to each layer.

Taken from the *bettycrocker.com*.



**Do you have a quick and delicious recipe that you would like to share? Email it to Amanda Phipps, and we may place it in the next newsletter!**

~Amanda Phipps  
Nursing Executive Secretary

## Thank You...

### To the Admissions Unit A/B Staff:

"Thank You" just is not adequate to express my gratitude for all of the care that I received during my hospitalization from July 10, 2009, through July 13, 2009. All the names escape my mind right now, but I want to thank EVERYONE who helped me, the nurses, CNAs, social workers,

therapists, psychologists, and Dr. Grubbs. When I arrived here, I had never been so scared in my life. I did not know what to expect. I was treated with the utmost courtesy, respect, and kindness. Your facility is blessed to have so many truly caring and compassionate staff in all the departments that I dealt with.

Again, I sincerely appreciate everything that was done for me. I feel blessed to have met each and every one of you. You all have what it takes to be medical professionals. Your care and dedication to those of us in need is truly appreciated.

~Former Admissions Unit Consumer

## Intercom Etiquette

Be mindful of the nature of our business; follow the list of dos and don'ts listed below, when it comes to communicating via the overhead intercom system.

### DO

- Use for urgent issues only
- Pause before speaking to allow the system to engage
- Speak clearly

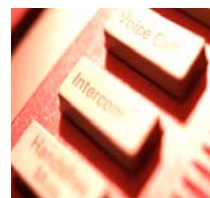
- Use a professional tone
- Keep the message short and simple
- Answer any page you receive in a timely manner
- Use the release button on your phone to end the page

### DON'T

- Shout into the telephone receiver when making a page

- Slam down the telephone receiver when finished with a page
- Give any information which could be confidential
- Page the same person repeatedly
- Use for routine business

~HPO Communications Workgroup



## End of Summer Yard Sale



Volunteer Services will sponsor a yard sale on August 22, 2009. This year, we plan to try something different by having the sale in the parking lot at the Rehab. Building. We are also arranging for

much pre-sale advertising, both with local media and signage in the community.

Tables may be rented for \$10.00 each. Please contact me if you wish to reserve a table. **All rented tables must be paid for in advance.** We have 25 tables available, and they will be rented on a first-come, first-serve basis to facility employees until July 31, 2009. On Au-

gust 1, 2009, any tables that are not rented will be available to the general public for rent for \$15.00 each. The sale hours will be from 7:00 a.m. - 3:00 p.m. For more information, please call Ext. 855.

Thanks for your continued support.

~Douglas A. Smith, Jr.  
Volunteer Services Director

## The Chef's Special



Another fiscal year has ended, and we were once again able to operate the SWVMHI Café at a “break-even” operating cost. This was achieved with minimum price increases, but mainly because of the efforts of Café staff members Ginny Hess, Lynn Hayes, Sharon Darnell and many more dedicated food service staff. We are hopeful that, with your support, we can continue to maintain a financially viable operation.

A customer satisfaction survey will be distributed this month. We ask that you take a few minutes to give us your feedback regarding, food quality, selection, and service. There will be two methods of completing the survey:

- 1) Hard copies will be available in the Café. You may return your completed survey to the designated box in the Café or through inter-office mail to John O'Keefe.
- 2) A survey will also be emailed to all staff. You may complete the survey and email it to John O'Keefe.

We will randomly select 20 submitted surveys, and the participants will receive a \$4 food coupon to use in the Café!

Thank you, in advance, and please remember that suggestions and comments are always welcome!

~John O'Keefe  
Food and Nutrition Services Director

## History From The Hill

### Southwestern Virginia Mental Health Institute History 1887 – 1996

By Cathy Carlson Reynolds and David Kimball

#### In the beginning

A new era for mentally ill southwest Virginians dawned on May 17, 1887, when two Washington County residents entered Southwestern Lunatic Asylum in Marion, Virginia. The result of monumental effort by legislators, physicians, and citizens, the asylum with its lofty spires and grand domes promised care for patients and employment for the people of Smyth County.

Indeed, former Confederate surgeon Harvey Black, not only served on the Board of Commissioners and the building committee, but also became the asylum's first superintendent.

#### Mental and physical diversion

Black's philosophy of therapy, which combined mental and physical diversion, mirrors the mission of the Institute today. Although Black died in October, 1888, his successor, Dr. Robert Preston, echoed his sentiment that the asylum not “drift into a mere custodial place.” While mentally ill patients formerly languished in county jails and poorhouses, they now harbored hopes of recovery and return to their families.

Patients admitted with diagnoses as varied as “bite of spider, religious excitement, and melancholia” often returned home. Indeed, statistics reveal that the early mission of the asylum worked as 118 patients out of 336 admitted in 1888 left the asylum recovered.

#### Growth of complex

As years passed, Smyth County residents watched the asylum, renamed Southwestern State Hospital, add buildings, employees, and patients. Two wings adjoining the impressive rotunda, new living quarters for tubercular and criminally insane patients, the Davis Clinic, and the Harmon Building greatly enlarged the campus. Organized to be essentially self-sufficient, the hospital employed attendants, physicians, farmers, plumbers, laundry workers, engineers, secretaries, messengers, chauffeurs, and shoemakers. The ratio between patients admitted and those discharged resembled 1890s ratios. Staffing levels, however, remained low, as only 140 staff cared for 1200 patients in 1938.

Staff ensured patients enjoyed the mental and physical diversion recognized by Harvey Black as being conducive to recovery. Opportunities to work in various hospital departments, such as the farm, dairy, and buildings and grounds, provided patients with valuable occupational therapy. Recreational pursuits, such as bowling, dancing, movies, both at the hospital, and the Lincoln Theater, reading, exercise, arts and crafts, and sports proved therapeutic for many patients. County residents often entertained the patients with music and dramatics. Indeed, from 1887 to the present, Smyth County residents have ventured up to Hospital Hill regularly to volunteer their time and talents.



# Centralized Rehabilitation Services Activities



On June 27, 2009, the Patient Activity Council, in conjunction with the Rehabilitation Department, sponsored a trip to Galewinds Amusement Park in Wytheville. Ten people attended. This amusement park features four go-cart tracks:

"Nascarts," "Slick Track," "Road Course," and the "Kiddie Track." An 18-hole miniature golf course and the largest arcade in the area are also found on site. Everyone in attendance had an awesome time playing mini golf and video games. All had rave reviews about the ice cream from the dairy bar, too!

10 BINGO				
4	27	32	55	73
15	25	41	58	75
8	26	30	59	70
7	22	33	54	62
13	17	43	48	67

On June 26, 2009, patients gathered in the gym for a rousing game of Bingo. Employees and patients all played together.

They competed for a number of prizes and had a great time.

June 29, 2009, through July 3, 2009, marked this quarter's "Break Week." To kick off "Break Week," patients from all units were invited to take part in a Spades card game tournament on June 29, 2009. Twelve contestants entered for their chance to win bragging rights for the title of "Top Spades." A duo from the Admissions Unit C/D was the lucky winner! On June 30, 2009, Volunteer Services, with the assistance of the Rehabilitation Department, presented the annual "Lunch on the Lawn" event. Over 100 patients came down to the picnic shelter to enjoy a feast of hamburgers, hot dogs, baked beans, chips, chocolate cupcakes, and ice cream. Rehabilitation staff set up games, such as a bean bag toss, mini-bowling, Frisbee throw, ring toss, pin in a bottle, and more. Patients won tickets for playing the games and were able to "purchase" a number of prizes with the tickets. The patients also enjoyed several relay games such as hula-hoop pass and the "over and under" game. The weather was perfect, and a grand time was had by all!

On July 1, 2009, we were treated to a festive, fun-filled variety show presented by the Bristol Senior Show Choir. This inspirational group of individuals exhibits a contagious zest for life! The choir's performances have been



compared to those you will find at the musical theaters in Myrtle Beach and in Pigeon Forge.



On July 11, 2009, the Patient Activity Council, in conjunction with the Rehabilitation Department, sponsored a trip to Wal-Mart and Dollar Tree. Patients purchased all types of "necessities," including shirts, pants, shoes, make-up, and a variety of toiletry items.



On July 13, 2009, patients from all units were invited to compete in a pool tournament. Ten players accepted the challenge. Pros and novices alike were represented as a spirited competition unfolded. In the end, two underdogs from the Admissions Unit reigned supreme by beating two veteran players. Prizes were awarded to all of the contestants.



July 17-19, 2009, marked this year's Hungry Mother Park Craft Festival. The artistic talent of our patients was represented at this year's craft sale booth. Birdhouses, shelves, ceramic pieces, key holders, and many other items were sold to the public. The crowds were impressive, and so were the sales. Approximately 75% of the crafts made available were sold during the three day event. The proceeds from the sales are returned to those who made the items. We would like to give a big THANKS to all who made this event such a smashing success!

~Suzy Quillen  
Vocational Rehabilitation Supervisor





# PERSONNEL CHANGES



## MONTHLY PATIENT CENSUS June 2009

Admissions 87

Discharges 112

Passes 11

Average Daily  
Census  
152

## New Employees

James Nachbar, Psychiatrist	5/1/2009
Paige Cordial, P-14 Psychology Assistant	5/8/2009
Ritesha Krishnappa, P-14 Physician Medical Officer on Duty	5/8/2009
Roxanne Boothe, P-14 Food Service Technician	5/10/2009
Kayla Hull, Psychiatric Aide	5/10/2009
Joseph Jones, Psychiatric Aide	5/10/2009
Bobby McGhee, Psychiatric Aide	5/10/2009
Donald Rice, Psychiatric Aide	5/10/2009
Ellen Cole, P-14 Food Service Technician	5/25/2009
Marina Kolessova, Physician Medical Officer on Duty	5/25/2009
Shelby Owens, Patient Registrar	5/25/2009
Monika Pelly, Psychiatrist	5/29/2009

## Promotions/Role Changes

Angela Foutz, RNCA, P-14 to P-3	5/10/2009
Jessica Doane, RN, P-14 to P-3	5/25/2009
Josie Wade, RNCA to RNCB	5/25/2009

## Separations

Gaynelle Davis, Beautician	5/1/2009
Betsy Perkins, Nursing Staff Development Coordinator	5/1/2009
Marcus Sanders, Psychiatric Aide	5/1/2009
Steven Wiley, Rehabilitation Supervisor	5/1/2009
Bill Bice, P-14 Food Service Technician	5/9/2009
Monica Hagee, Psychiatric Aide	5/12/2009
Tabitha Griffey, Psychiatric Aide	5/22/2009
Roger Andrews, Clinical Social Worker	5/24/2009



## Flying Cows

We recently had some unusual weather events for our area with the issuance of tornado warnings on a couple of occasions and severe thunderstorms with winds that resulted in damage on the grounds of the facility. Where I come from (Memphis, Tennessee) tornado watches and warnings were a frequent occurrence each spring and summer. We had the belief in Memphis that the high river bluff protected us from tornados, but, on more than one occasion, Mother Nature demonstrated to the residents of the city and surrounding area that she was not to be deterred by the river bluff. Around here, there is the common belief that the mountains provide protection from the development of tornados. Certainly, they are rare here, but recent events should certainly lead all of us to realize that severe weather events, including tornados, could be a threat for us.

We are drilled during tornado preparedness month about what to do in the event of a tornado. You get everyone to an interior hallway away from all windows. But when do you take this step to protect yourself? On a visit to family a couple of years ago, my wife, and I were staying at a motel in Memphis. I awoke in the middle of the night a little disoriented, not sure why I had been awakened, and Jan asked me, "What's that noise?" It was only then that I realized that the tornado warning sirens were blaring. In places prone to frequent storms, the schools or firehouses around the city have large engine-driven sirens



that can alert people for miles around of the danger. I'm really not afraid of storms and love to go out on the porch and watch them blow in, but being in a motel room with the entire external wall made of glass, I thought it would be foolish not to take precautions. We had no interior room to go to, except the bathroom. Feeling quite silly, we spent a while hanging out in the close confines and swapping weather stories. There was some damage north of town and significant damage from a tornado 70 miles north on that occasion, but we suffered only the inconvenience of an interrupted night's sleep.

In southwest Virginia, there are no sirens to blast the warning, but it is announced on radio and television stations. Amanda Currin, Assistant Director for Administrative Services, recently provided a weather radio to the power plant, so they will be able to announce tornado warnings when they are issued for this part of the county. Every fan of the movie "Twister" understands my above reference to "Flying Cows." Once a tornado warning is received, this is the last warning you get before the "Flying Cow" comes through the dayroom window. The time to put the tornado preparedness drill into action is when you get an announcement of the tornado warning. A majority of the time, even when there is a warning,

you will not receive damage in your area. But if you don't seek safety when you hear the warning, the risk of being injured is increased if the storm happens to hit where you are. As everyone knows, "It is better to be safe than sorry."

If you are a little confused about tornado watches and warnings, here are explanations from NOAA (National Oceanic and Atmospheric Administration).

**What is a tornado watch?** A tornado watch defines an area shaped like a parallelogram (that's like a crooked box), where tornadoes and other kinds of severe weather are possible in the next several hours. It does not mean tornadoes are imminent -- just that you need to be alert and to be prepared to go to safe shelter.

**What is a tornado warning?** A tornado warning means that a tornado thunderstorm circulation has been spotted which can spawn a tornado. When a tornado warning is issued for your town or county, take immediate safety precautions.

By the way, we have a great safety-conscious staff, and it shows again and again in the results you achieve in making SWVMHI a safe place to work and recover.

~Colin Barrom, Ph.D., Director of Psychology  
on behalf of The Safety Committee

## Three Employees Become Court Appointed Special Advocates

On June 19, 2009, after completing 40 hours of classroom training and 10 hours of courtroom observations, nine individuals were sworn in as officers for the 28<sup>th</sup> Judicial District Court and will now serve as CASA's (Court Appointed Special Advocates) for abused and neglected children. Three of these individuals are employees at SWVMHI. Please congratulate Marlene Doyle, ERS Secretary; Suzy Quillen, Vocational Rehabilitation Supervisor; and Sue Saltz, Wellness Coordinator / Sub-Relief Supervisor on their appointments.

CASA is the only volunteer organization that empowers everyday citizens as officers of the court. In an overburdened

social welfare system, abused and neglected children often slip through the cracks among hundreds of current cases and CASA volunteers work to change that. CASA volunteers typically handle just one case at a time and commit to staying on that case until the child is placed in a safe, permanent home. While others may come and go, CASA volunteers provide that one constant that children need in order to thrive. Last year, more than 68,000 CASA volunteers served more than 240,000 abused and neglected children through 1,018 program offices. CASA volunteers have helped more than two million abused children since the first program was established in 1977.

~Suzy Quillen  
Vocational Rehabilitation Supervisor



From Left to Right: Sue Saltz, Suzy Quillen and Marlene Doyle

# Stories from The Library Shelves

## August is Happiness Happens Month.

In today's modern high-speed, work-hard, no-time-for-anything world, where more is possible and where more is usually considered to be better, happiness can be very hard to come by; but why? Is it because, in modern America, people have high-pressure jobs, demanding families, less disposable income, spend less time outside, and eat not so healthy foods? Is it because, when we come home exhausted from our full days, we turn on the television and see glamorous celebrities who seem to have all the options in the world. Is happiness missing in our lives or is it all in our minds?

How do we find this elusive feeling of joy? Who do we ask for help when we cannot find it? Do we go to the spiritual gurus? Which ones? They all claim to hold the key to the satisfaction and peace of mind that can lead to happiness.

What about psychological help? We have a book in our self-help section called "*You Can Be Happy No Matter What*." This book suggests that the key to happiness lies in our own minds, and it gives five principles to open the door to happiness. One belief noted in the book is "the principle of moods," and it says that "thinking is a voluntary action," meaning that we can control how happy we are by thinking positive thoughts and

willing ourselves to have happy moods and feelings. Another principle is "the principle of separate psychological realities." This idea suggests that the reality in our mind that makes us unhappy is not the actual reality in the world outside of our minds. Another opinion highlighted in the book is "the principle of the present moment," which states that "the present moment is where we find happiness and inner peace."

In the book, "*The Art of Living*," there is a section called "The One Sure Way to Happiness," and this section ends with a list of things that one should do to become happy. The list includes the following: "Count your blessings," "Pause to Enjoy," "Sharpen your wits when you observe man and nature," meaning that one should appreciate "the strength and beauty of all living things," "Never fear to use yourself up," and "Never delay."

While we celebrate Happiness Happens Month in August, we can try these techniques and try to find this mysterious creature that is so hard to find in our troubled times. Both of these books and others will be on display at the library during the month of August if you would like to read more.

The library would like to thank the following people for donating items:

Cynthia McClaskey  
Ellen Tilson  
Laurie Goral  
Debbie Borders  
Amanda Currin  
Sharon Winebarger  
Peggie Roland  
Nancy Wood  
Colin Barrom  
Karen Branson

We are also very thankful for the many anonymous cards, magazines, and books and anyone I may have accidentally left off the list.



The library is receiving many new books every day. The following are the books that are available for August:

### Fiction

- *Banker*, Dick Francis
- *Cat on the Scent*, Rita Mae Brown
- *Catch as Cat Can*, Rita Mae Brown
- *Come to Grief*, Dick Francis
- *Dead Cert*, Dick Francis
- *Decked*, Carol Higgins Clark
- *Driving Force*, Dick Francis
- *Field of Thirteen*, Dick Francis
- *Home to Big Stone Gap*, Adriana Trigiani
- *In the Frame*, Dick Francis
- *The Appeal*, John Grisham
- *The Associate*, John Grisham

### Nonfiction

- *Be Yourself, Everyone Else is Already Taken*, Mike Robbins
- *Breaking Free From OCD*, Jo Derisley
- *Clinical Interviewing*, Sommers-Flanagan
- *Competency in Combining Pharmacotherapy and Psychotherapy*, Michelle Riba
- *Complementary and Alternative Treatments in Mental Health*, James Lake
- *Decisions, Decisions*, David Welch
- *Facing Love Addiction*, Pia Mellody
- *Rethinking Substance Abuse*, William Miller

~Christina Quillen  
Librarian



## Save The Date!

The next quarterly employee recognition program is planned for **August 27, 2009**. The first shift program will begin at 10:00 a.m. at the picnic shelter (the rain location is the Rehab. Building). Lunches will be available from 10:30 a.m. to 12:30 p.m. The second shift program will begin at 4:30 p.m. and end at 6:30 p.m. in the employee cafeteria. The program for third shift will be from 11:30 p.m. to 12:30 a.m. in the employee cafeteria as well.

The theme for this program will be a "County Fair." We are still in the planning stages, but some of the events will be bluegrass music, a "bake walk," sack race, duck pond, watermelon-seed spitting contest, and judging of baked goods and canned items (pickles and relish) with the award of prizes and ribbons.

The baked goods will be judged and prizes awarded prior to them being used as a prize for the "bake walk." All types of baked items are sought for judging (pies, cakes, bread, cookies, etc.), and this event will be held on all three shifts. Get out



your favorite recipe, and plan to enter this fun contest; you might just take home a coveted blue ribbon! Additionally, we will be searching for the best canned pickles or relish. Please contact Theresa Delp at extension 409 or Tammy Jenkins at extension 212 if you want to enter the contest for baked goods, canned pickles, or relish.

We also hope to have lots of animals attending for your enjoyment. The Animal Assisted Therapy program's own horse "Spaghetti," will be there. You may also get to pet some friendly goats too. If you have

an animal(s) that you would like to bring, please contact Ruby Wells at extension 142.

We are very excited to announce that Travis Kahle, an extremely talented bluegrass musician from Huntington, West Virginia, will be playing music for us. Travis started playing banjo at age 13, then gradually picked up other instruments, and now plays guitar, mandolin, fiddle and the banjo. If you would like to participate in a "jam session" with Travis, please bring your instrument and join in!

Lastly, please plan to join us as we recognize those employees who will be receiving service awards, retirement certificates, and the announcement of the Employee of the Quarter awards for May, June, and July. Then join in the fun at the "County Fair" as you enjoy delicious treats and listen to great bluegrass music.

~The Employee Recognition Committee



## You're Invited to a Surprise Birthday Party!

Please plan to come to a **SURPRISE** birthday party for Rev., Dr. Nila Mzingo Tolliver, who served as SWVMHI's Chaplain for many years. Nila will be 81 years old on August 7, 2009! The party is August 8, 2009, from 4:00 p.m. to 6:00 p.m. at the Atkins First Church of God, Fellowship Hall; 6118 Lee Highway; Atkins, VA 24311.

**No gifts, please.**

Cards may be mailed to:  
Tru Bowsher  
P.O. Box 578;  
Atkins, Virginia 24311

## August Days to Celebrate

This month, we celebrate Foot Health Month, National Water Quality Month, and Kid's Day on August 1.

**"Off the cuff" August holidays to celebrate:**

**August 3**

National Watermelon Day

**August 6**

Wiggle Your Toes Day

**August 13**

International Left-Handers Day

**August 15**

National Relaxation Day

**August 18**

Bad Poetry Day

**August 25**

Kiss and Make Up Day

**August 26**

Make Your Own Luck Day

**August 28**

More Herbs, Less Salt Day



## Odie's Birthday is August 6!





## La Cucaracha, La Cucaracha!



There are about 4,000 species of cockroach with 30 species associated with humans. Only about four species are known as pests. Cockroaches are among the hardiest insects on the planet. Some species are capable of remaining active for a month without food, or are able to survive on limited resources like the glue from the back of postage stamps. Some can go without air for 45 minutes or slow down their heart rate.

The spines on the legs of cockroaches were formerly considered sensory, but observations demonstrated that they help in locomotion on difficult terrain. Their structures have been used as inspiration for robotic legs.

Like all insects, the cockroach's nervous system is decentralized. A decapitated cockroach can still walk and show responses to stimulation of its legs, and can survive for up to several weeks before dying of starvation or dehydration.

It is popularly suggested that cockroaches will "inherit the earth" if humanity destroys itself in a nuclear war. Cockroaches do have a much higher radiation resistance than vertebrates, with the lethal dose 6 to 15 times that for humans. However, they are not exceptionally radiation-resistant compared to other insects, such as the fruit fly.

Cockroaches can passively transport microbes on their body, including those that are potentially dangerous to humans, particularly in environments such as hospitals. Cockroach infestations have been shown to be linked to allergic reactions and asthma in humans.

Cockroaches leave chemical trails in their feces as well as emitting airborne pheromones for swarming and mating. Other cockroaches will follow these trails to discover sources of food and water, and also discover where other cockroaches are hiding. Female cockroaches are

sometimes seen carrying egg cases on the end of their abdomen. The eggs hatch into bright white nymphs that harden and darken within about four hours. The transient white stage while hatching, and later, while molting, has led to many claims of albino cockroaches. Cockroaches live up to a year and, in favorable conditions, can produce 300 to 400 offspring.

General preventative measures against household pests include keeping all food stored away in sealed containers, using garbage cans with a tight lid, frequent cleaning in the kitchen, and regular vacuuming. Any water leaks, such as dripping taps, should also be repaired. It is also helpful to seal off any entry points, such as holes around baseboards, in between kitchen cabinets, pipes, doors, and windows with steel wool or copper mesh and cement, putty or silicone caulk.

~James Parks  
Pest Control



## Financial Training and Loan Program for State Employees

Governor Timothy M. Kaine has announced the establishment of the Virginia State Employee Loan Program, a unique partnership to help meet the short-term loan needs of state employees as they manage through the worst economic crisis in generations. The pilot program, a partnership between the Commonwealth of Virginia Campaign (CVC) and Virginia Credit Union (VACU), will offer small loans of \$100 to \$500, to state employees facing financial difficulties. As a requirement of the loan, borrowers will complete an on-line financial fitness course and exam to keep them on sound financial footing.

"This program will allow our state employees to receive small loans without having to go to predatory lenders," Governor Kaine said. "If the Commonwealth can offer this kind of program, other large employers may consider similar initiatives of their own."

Participants in the State Employee Loan Program must be a non-probationary state employee and a member in good standing

with the VACU. Participants must be a member of the VACU, maintaining at least \$5.00 in a savings or checking account. To qualify for a loan, participants must successfully complete an online financial fitness course followed by a ten-question financial literacy exam.

The loans will carry an APR of 24.99 percent and will be payable over six months with no prepayment penalty. Loans will be repaid through direct debit from the employee's VACU checking or savings accounts, in up to 12 semi-monthly payments. Employees can have only one loan at a time and may apply for a maximum of two loans annually. There will be no credit check for loans, and the loans will not be re-

ported to credit agencies.

A \$100 loan will be repaid in semi-monthly payments, with a total repayment cost of about \$108. A \$500 loan will be repaid in semi-monthly payments, with a total repayment cost of about \$540.

"We are proud to collaborate with the Commonwealth of Virginia Campaign and help administer this program to benefit state employees," said Jane Watkins, President/CEO of Virginia Credit Union. "Financial education is a major focus of Virginia Credit Union, and we are pleased to see an educational component as part of the program."

Loans will be backed by the Virginia State Employee Assistance Fund (VSEAF), a "501(c) 3" charity administered by the CVC team within the Department of Human Resource Management. Both the CVC and VSEAF programs are run by state employees for state employees, and are funded solely from employee contributions, with no state tax dollars involved.





# Oops!



In the July, 2009, *A View From The Hill* newsletter, the names of Betty Williams and Rondia Widener were inadvertently placed under the wrong picture. We hope these two great employees accept our most sincere apology!

**Please meet Betty Williams and  
Rondia Widener, Console Operators  
at SWVMHI!**



**Betty Williams**



**Rondia Widener**

## Recognition for Virginia Tourism Industry

*Virginia is for Lovers* slogan celebrates its 40th anniversary and is named one of the top tourism campaigns of all time by Forbes.com.

Governor Timothy M. Kaine announced that *Virginia is for Lovers*, the official state tourism slogan, has been named one of the top ten tourism marketing campaigns of all time by Forbes.com. This honor comes as the state is celebrating the 40th anniversary of the *Virginia is for Lovers* campaign, and affirms the Commonwealth's commitment to promoting its natural and historic resources and other treasures.

"Tourism is such an important part of Virginia's economy, and I am proud that the *Virginia is for Lovers* campaign is garnering such well deserved attention," said Governor Kaine. "Even in these challenging times, we will continue to proudly promote all that Virginia has to offer—from unparalleled natural beauty, to irreplaceable historic resources."

Tourism is a major economic force in the Commonwealth, generating \$19 billion in revenue, supporting 210,000 jobs and providing \$1.2 billion in state and local taxes for Virginia's communities.

Top slogans were judged for Forbes.com by a panel of travel and tourism experts—including Peter Greenberg, travel journalist; Rudy Maxa, contributing editor with National Geographic Traveler magazine; and Tom Parsons, publisher of BestFares.com.



*Virginia is for Lovers*, launched in 1969, is one of the most enduring and recognizable tourism slogans in the world. Representing a love of life and a passion for travel, it invites visitors to live out their love of history, wine, music, nature, and more while on vacation in Virginia.

"Much like the Forbes.com rankings for Best State for Business, this recognition showcases Virginia as a great place to live, work, and relax," said Virginia Secretary of Commerce and Trade Patrick Gottschalk. "Over the last 40 years, this ongoing campaign has done much to highlight Virginia's abundant beauty and natural resources."

"*Virginia is for Lovers* is one of the most recognizable tourism slogans in the world," said Alisa Bailey, president and CEO of the Virginia Tourism Corporation. "Our position as one of the top ten campaigns of all time proves that our marketing is effective and extremely beneficial to tourism promotion for Virginia."

Governor Kaine and his father-in-law, Governor Linwood Holton, helped kick off the 40th anniversary celebration at a press conference at the State Capitol late last fall. It was during Governor Holton's term that *Virginia is for Lovers* started gaining national recognition.

Virginia's 40th anniversary celebration will continue throughout 2009. On the website [www.Virginia.org/40](http://www.Virginia.org/40), people can enter to win one of 40 free vacations, save up to 40 percent at 200 destinations across the state, find select wineries offering limited edition anniversary wine, and create and send free, customized postcards.

To take advantage of special savings and events celebrating the 40th anniversary of *Virginia is for Lovers*, visit [www.Virginia.org/40](http://www.Virginia.org/40) or call 1-800-VISITVA to request a free Virginia travel guide.

## SCAM ALERT!

**Please refer all calls from any sales representatives to the Materials Management Department at Ext. 544 or 225. NEVER make any verbal agreements over the phone, no matter how great the discount sounds.**

**Remember... if it sounds like it is too good to be true, it most likely is.**



## Southwestern Virginia Mental Health Institute

**Address:** 340 Bagley Circle  
Marion, Virginia 24354  
**Phone:** 276-783-1200

**Comments, Suggestions, or Ideas?**

**SHARE THEM!**

Please email any comments, suggestions, or ideas  
you have to any newsletter staff member.



## Word Search Answer Key

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**Please submit articles for the next newsletter to Amanda Phipps by August 18, 2009.**

**The next newsletter will be published September 1, 2009.**