

# A View From The Hill

VOLUME XXXI, ISSUE II

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## A VIEW FROM THE HILL TEAM MEMBERS:

Connie Adams  
Administrative Assistant

Linda Bonham  
Administrative Assistant

Mary Beth Counts  
Secretary Senior

Cynthia McClaskey  
Director

James Parks  
Pest Control

Fred Pfrimmer  
Recreational Therapist

Amanda Phipps  
Executive Secretary

Cheryl Veselik  
Human Resources  
Assistant

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## From The Director

Inside this edition of "A View From the Hill" you will find an article and photos from the most recent Employee Recognition event held in early November. We were delighted to honor employees at two sessions that day and have already taken to heart the suggestion that we extend the time of the afternoon event so that more second shift staff can participate. The photos of the four Employees of the Quarter are found on page seven, and I want to describe why these employees were nominated and selected.

Robin Heldreth, Psychiatric Lead Aide, Adolescent Unit, was recognized for her leadership skills during this last difficult year with the planned closure of the unit. She assisted in keeping employees informed, encouraged staff to have a positive attitude, and was an excellent role model on the unit. During the time when there were vacant positions, she volunteered to fill the holes in the schedule in order to ensure that the patients received quality care. She volunteered to work on second shift for several weeks to help train/precept the new psychiatric aides that were hired. She also assisted with the Summer Activity Schedule and in many other ways. Many staff from a variety of disciplines gave feedback about how important Robin's hard work, excellent leadership skills, and "can-do" attitude are in the success of the unit. Robin is described as a wonderful, dedicated employee who is setting a great example in carrying out the facility values even under difficult circum-

stances.

Kandace Miller-Phillips is a Clinical Social Worker. During the months of June and July, she served both the ERS Unit and the Admissions Unit. She did an exceptional job of keeping up with patients' needs on ERS/I Team and in communicating to other team members. In addition, she covered social work needs for the C Team on the Admissions Unit by participating in daily Treatment



**Cynthia McClaskey, Ph.D.**

Team meetings, completing psychosocial assessments, and actively working to complete Recovery Plans. Her ability to be an exceptional team player and place patient needs first is reflected in the fact that when, due to unforeseen circumstances, a social worker was unavailable to conduct a family session on the Adolescent Unit, Kandace willingly stepped in and facilitated the meeting. The parent had a two and one-half hour drive to attend the meeting, and it likely would have been canceled if Kandace had-

n't stepped in. The clinical assessment and family therapy skills she displayed during the meeting were invaluable to the rest of the team.

Darlene Rouse, Psychiatric Lead Aide, demonstrated self-initiative and leadership to chair the Psychiatric Aide Week events. She arranged for a silent cake auction and brought food to celebrate. In addition, she has great skills on a day-to-day basis, helping others who have fewer computer skills than she. Darlene is described as going way beyond what is expected of her. She passes on information about others' good performance so that they can be recognized by their supervisors. One of the best things about Darlene is her positive attitude and cheerful demeanor -- for Darlene, the glass is half full! She has all of the qualifications that impact our facility's Mission, Vision, and Values.

Last, but not least, we have Ashley Untiedt, an RNCA on the Geriatric Unit. Her nominator describes her as one of the most caring and knowledgeable nurses she has ever met. "During orientation with her, she went to awaken a patient. I heard shouting and cursing as she came out of the room. She smiled and said, 'He'll be ready to take his medicine in about 15 minutes. (Continued on Page 2)

## Halloween Fun!

Staff members from the Geriatric Unit had a great time dressing up as characters from The Wizard of Oz in celebration of Halloween.

From left to right: Mandy Fields, LeSu Cole, Jennifer Cregger, Angel Smith, Deborah Osborne, Leiann Smith, Lisa Berry, Mary Dotson, Amanda McGrady, David Mask, Angie Anderson, and Barbara Anderson.



## From The Director (Continued)

I turn on his radio, and he listens for a few minutes, and then he's okay.' Sure enough, about 15 minutes later, he took his meds without a complaint." She knows her patients very well -- "who likes four bites of strawberry ice cream with their medication, not applesauce, not juice, not three bites or two." This kind of caring and going the extra mile for a patient is sometimes seen as a vanishing trait. What an impressive

nurse!

We have learned over the years that it is relatively easy to live our facility Values when the going is easy. When there are staff shortages or many new staff to train, or when the day is busy, we see and recognize that there are many staff here at SWVMHI who shine to promote excellent care and services and who work hard to put patients first.

Congratulations Robin, Kandace, Darlene, and Ashley! We are proud of your accomplishments and to celebrate your achievement with you. You make SWVMHI a better place to live and work through your dedication.

~Cynthia McClaskey, Ph.D.

## Chaplain's Corner

### PSALM 23 (For the Work Place)

The Lord is my real boss, and I shall not want.  
He gives me peace, when chaos is all around me.  
He gently reminds me to pray and do all things without murmuring and complaining.

He reminds me that He is my source and not my job.  
He restores my sanity every day and guides my decisions that I might honor Him in all that I do.

Even though I face absurd amounts of e-mails, system crashes, unrealistic deadlines, budget cutbacks, gossiping co-workers, and an aging body that doesn't cooperate every morning, I will not stop— for He is with me!  
His presence, His peace, and His power will see me through.

He raises me up,  
He claims me as His own,  
His faithfulness and love are better than any bonus check.

His retirement plan beats any 401K there is!  
When it's all said and done, I'll be working for Him a whole lot longer and for that, I BLESS HIS NAME!

~Author Unknown





## Happy Birthday Emily Dickinson!

Emily Dickinson was born in Amherst, Massachusetts, on December 10, 1830. She attended Mount Holyoke Female Seminary in South Hadley, but severe homesickness led her to return home after one year. Throughout her life, she seldom left her house, and visitors were scarce. By the 1860s, Dickinson lived in almost total physical isolation from the outside world, but actively maintained many correspondences and read widely. Dickinson's younger sister, Lavinia, also lived at home for her entire life in similar isolation.

Dickinson's poetry reflects her loneliness, and the speakers of her poems generally live in a state of want, but her poems are also marked by the intimate recollection of inspirational moments which are decidedly life-giving and suggest the possibility of happiness. From [www.poet's.org](http://www.poet's.org)

### The Savior Must Have Been a Docile Gentleman

by Emily Dickinson  
The Savior must have been  
A docile Gentleman—  
To come so far so cold a Day  
For little Fellowmen—

The Road to Bethlehem  
Since He and I were Boys  
Was leveled, but for that 'twould be  
A rugged Billion Miles—



## H1N1GetIt: Get It, It Works!

- As of November 12, one million doses of novel H1N1 vaccine have been delivered to or are in transit to vaccination sites in Virginia.
- An updated, Google Web-based flu clinic locator tool for vaccination locations became available on Monday, November 16.
- As of November 5, more than 800,000 doses of vaccine had been released to Virginia.
- Vaccine results from clinical trials for pregnant women conducted at the National Institute of Allergy and Infectious Disease (NAIS) have been extremely positive. The report states the H1N1 vaccine boosts immunity and showed no safety concerns.
- As of October 30, there have been more than 300 school-based clinics.
- Vaccine is starting to arrive in doctors' offices.
- The nasal mist form of the H1N1 vaccine is safe, preservative-free and is a natural approach to developing immunity. You're eligible for the nasal mist if you are between 2 and 49 years of age with no underlying medical conditions and not pregnant.
- As of October 27, more than 500,000 doses of the H1N1 vaccine had come (or were in transit) to Virginia. Of these, about half have gone to private sector physicians and hospitals, and half have gone to local health departments.
- These initial shipments were targeted to vaccinating the CDC-designated priority groups.
- VDH is ordering 100% of the amount of vaccine allotted to Virginia by the CDC and does so immediately upon availability. CDC allots the vaccine to each state according to state population (Virginia receives 2.5172% of every al-

lotment). Vaccine continues to arrive in the state on a regular basis.

- As a result of manufacturing delays, the amount of novel H1N1 vaccine currently available to Virginia is much less than anticipated. There are and will continue to be delays in vaccine availability.
- Local health departments plans for school-based vaccination efforts have had to be slowed down because of these production delays.
- Our plan is to get out vaccine, even if it is a relatively small amount, as soon as possible to every hospital and to every private provider likely to serve priority group patients that are registered vaccinators. <http://www.vdh.virginia.gov/>

~From Dr. Karen Remley  
State Health Commissioner

## Operation Santa Claus

Ready or not, it's time to start thinking of Christmas again! Each year during the Christmas season, you are given a chance to lend a helping hand by getting involved with Operation Santa Claus. We ask that you please open your hearts and help make Christmas a special time for our patients. This year we are off to a great start with over \$720.00 already contributed at the recent employee recognition event!

If you have not helped before, we invite you to please join in this time of giving. We guarantee that you will touch the lives and

lift the spirits of those who receive your gift.

This year we will follow the same format as last year in the way that we receive and distribute gifts. On December 22, 2009, patients will go to the Gymnasium and select presents from purchased and donated gifts. Each patient will be given at least \$25.00 of "SWVMHI Dollars" and more depending on donations received in order to purchase gifts. This year your generosity is more important than ever. You can help in two ways. You may make a monetary contribution to the Operation Santa Claus program,

or you can purchase gifts and donate them to the program.

This program has been a wonderful success in the past, and, with your help, we will continue to be successful. Please take a moment to consider how you can give this season.

To make a contribution, please contact Doug Smith, at Ext. 472 or by facility e-mail.





# Word Search

Most people know that the December is a season for celebrations. See how many of the bolded/underlined words you can find relating to the origins of Christmas.

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

**Christmas** didn't appear on the date books until it was marked on a **Roman** calendar in 336 A.D. That was shortly after **Constantine** approved Christianity as the Roman Empire's official religion. Pope Julius I was the person who designated **December** 25 as the day to honor Jesus' birth. Most scholars agree Christ was actually born in the spring. However, early **Christians** used the already established **harvest** festival season to jump start their new holiday. The **holiday** took awhile to catch on in the United States. According to *history.com*, many Puritan settlers felt Christmas was a **secular** holiday. They even banned it in Boston from 1659 to 1681. Congress was in session, in fact, on December 25, 1789, just months after American Revolutionary War ended. Charles **Dickens'** "Christmas Carol," in the 1830s helped change the holiday's focus in the United States from a harvest-type **festival** to a family-oriented **celebration**. Christmas was declared a **federal** holiday in 1870. It wasn't a major **retail** enterprise in the United States until businesses began to highlight the holiday in the 20th century. So, although some criticize the phrase "holiday **season**" at this time of year, Christmas has always shared its celebrations with other festivities. There are several **traditions** associated with Christmas, including: the Christmas tree, from the German "paradise tree," which was decorated with apples to re-tell the story of Adam and Eve; **Wreath**, a symbol in Rome of victory; **Holly**, a plant with red berries that was sacred in ancient times and called the "holy tree;" **Mistletoe**, an evergreen plant sacred to Celtic priests; and Christmas **carols**, from a Greek dance called "choralein." It was done to **flute** music.

~Cheryl Veselik, CPS/CAP  
Human Resource Assistant

(Answer Key on Page 16)

## Meals In Minutes—Impossibly Easy Cheeseburger Pie

Get all the great taste of a cheeseburger magically baked in a pie!

**Prep Time:** 15 min

**Total Time:** 40 min

**Makes:** 6 servings

- 1 lb. lean (at least 80%) ground beef
- 1 large onion, chopped (1 cup)
- ½ teaspoon salt
- 1 cup shredded cheddar cheese (4 oz.)
- ½ cup Original Bisquick® mix
- 1 cup milk
- 2 eggs



Heat oven to 400°F. Spray 9-inch glass pie plate with cooking spray.

In 10-inch skillet, cook beef and onion over medium heat 8 to 10 minutes, stirring occasionally,

until beef is brown; drain. Stir in salt. Spread in pie plate. Sprinkle with cheese.

In small bowl, stir remaining ingredients with fork or wire whisk until blended. Pour into pie plate.

Bake about 25 minutes or until knife inserted in center comes out clean.

Taken from [www.bettycrocker.com](http://www.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  
Executive Secretary

## A World of Reasons to Ditch Bottled Water

Bottled water manufacturers' encourage the perception that their products are purer and safer than tap water. Bottled water can cost up to 10,000 times more per gallon than tap water. But the reality is that tap water is actually held to more stringent quality standards than bottled water, and some brands of bottled water are just tap water in disguise. What's more, our increasing consumption of bottled water—more than 22 gallons per U.S. citizen in 2004 according to the Earth Policy Institute—fuels an unsustainable industry that takes a heavy toll on the environment.

Approximately 1.5 million barrels of oil—enough to run 100,000 cars for a whole year—are used to make plastic water bottles, while transporting these bottles burns even more oil.

The growth in bottled water production has increased water extraction in areas near bottling plants, leading to water shortages that affect nearby consumers and farmers. In addition to the millions of gallons of water used in the plastic-making process, two gallons of water are wasted in the purification process for every gallon that goes into the bottles.

Nearly 90 percent of water bottles are not recycled and wind up in landfills, where it takes thousands of years for the plastic to decompose.

So the next time you feel thirsty, forgo the bottle and turn to the tap. Because the U.S. Environmental Protection Agency's standards for tap water are more stringent than the Food and Drug Administration's standards for bottled water, you'll be drinking water that is just as safe as, or safer than, bottled.

If, however, you don't like the taste of your tap water or are unsure of its quality, you can buy a filter pitcher or install an inexpensive faucet filter to remove trace chemicals and bacteria. If you will be away from home, fill a reusable bottle from your tap, and refill it along the way; travel bottles with built-in filters are also available.

If you'd like to know more about your tap water, the EPA has a list of frequently asked questions about tap water on its



Web site. Depending on where you live, you can find a water quality report for your area by Union of Concerned Scientists. Additional Information can be found at [www.commonhealth.virginia.gov](http://www.commonhealth.virginia.gov).

~Cindy Jones, RN, CIC  
Nurse Coordinator for Infection Control and Employee Health

### How many lights can be strung together safely?

If the lights are the standard mini-lights, they use a 3A fuse, and you could use a maximum of about 750 lights strung end to end before blowing the fuse built into the plug of the first light set. If you plug them into separate outlets or into a power strip, you could light about 3750 lights on a 15A household circuit.

## Medical Services Highlights: Martha Larmer

Martha Larmer, Nurse Practitioner, joined SWVMHI in March of this year. She works with Dr. Kenneth Slater and the other medical professionals to provide medical evaluation and care for the patients of the facility. Martha wasn't always a health care provider. Upon graduation from high school, she was a quality assurance inspector in a factory for several years. She then worked in direct sales. However, in 1992, when her daughter graduated from high school, they both entered nursing school at Wytheville Community College. After obtaining her Registered Nurse degree, Martha continued her education and earned her Nurse Practitioner degree in 1999.

Martha worked in a primary care physician's office and also worked at the Saltville Medical



Clinic prior to coming to SWVMHI. She is enjoying her work, particularly being part of a team. She enjoys working with the patients and the staff and helping in the recovery process.

Martha is very active in her community and was one of the founders of the Smyth County Free Clinic. In addition, she is involved with church activities and with her grandchildren's school activities. With her siblings, she provides care to her aging parents. Martha is a native of Smyth County and has lived in Sugar Grove, Chilhowie, and currently resides in Atkins.

~Amanda Currin  
Assistant Director



**The radius spray of a sneeze is 15 feet. A sneeze is a reflex response using the muscles of the face, throat, and chest releasing up to 40,000 droplets. So please cover your sneeze!**

## Centralized Rehabilitation Department Activities

**On November 4,** The Patient Activity Council, in conjunction with the Rehabilitation Department, held a meeting to discuss Thanksgiving Bingo and the upcoming December activities which will include: a Christmas Banquet; Operation Santa Claus; New Year's "Glitz & Glitter Ball;" and the Bristol Singer Show Choir.



**On November 7,** seven residents went on a Wal-mart shopping trip after enjoying lunch at China Wok.

**On November 10,** a pool tournament was held involving eleven contestants. The final outcome was one winner from Ward J and another winner from Ward C. Actually, they all agreed, everyone there was a "WINNER!"



**On November 17,** several card enthusiasts participated in a friendly Spades tournament. The top two winners seemed to enjoy the "fruits of their labor."

**On November 20,** the Patient Activity council, in conjunction with the Rehabilitation

Department, sponsored a Thanksgiving Bingo "hoop-la" which involved food, drinks, and everyone's favorite—PRIZES!

**On November 21,** residents were invited to a fun filled outing to watch a movie of their choice at the Cinnemall Theater in Abington.

~Fred Pfrimmer, BSE, M.Ed.  
Recreational Therapist





# Employee Recognition Event



The Fall Festival Employee Recognition Program was held on Thursday, November 5, 2009. One of the highlights of the program was a hugely successful bake sale and silent auction of baked goods, resulting in a cash donation of \$620.00 to benefit Operation Santa Claus. According to Doug Smith, Volunteer Services Director, this is the largest donation that has been received during his years in that position. A big thank you to all who donated those wonderful tasty baked items to sell, and to those of you who so generously participated by making purchases and cash donations. It was heartwarming to see such an outpouring of support for an activity to benefit our patients. Again and again, your actions demonstrate that you live and share the values of our hospital.

The following employees were recognized for service awards:

## 35 Years

Annie Moran, Food Service Technician

## 30 Years

Don Bonham, Accountant

## 25 Years

Cynthia Frye, Unit Nurse Coordinator/ERS  
Mike Bridgeman, RNCA/Geriatrics

## 15 Years

Betty Testerman, HIM File Room Clerk  
Valerie Campbell, Head Nurse/Admissions

## 10 Years

Mike Martin, Carpenter Supervisor  
Rochelle Wymer, Psychiatric Aide/Admissions  
Elizabeth Stamper, Psychiatric Aide/Admissions  
Jessica Shepherd, Nursing Timekeeper  
Kennith King, RNCA/Infirmary  
Sandra Harless, RNCA/Admissions  
Teresa Billings, Head Nurse/Adolescents

## 5 Years

Richard White, Security Officer  
Bonnie Sexton, Psychiatric Aide/Geriatrics  
Marcella Kirk, RNCA/Admissions  
Laura Grinstead, Psychiatric Aide/ERS  
Michelle Clatterbuck, Psychiatric Aide, Admissions

Thanks to all of the members of the Employee Recognition Committee for their teamwork and dedication. A considerable amount of time and effort was spent in planning, coordinating, and doing the many things that had to happen to make this event successful. As the opportunity presents itself, please take a moment to thank these folks for what they do for all of us to enjoy. Active Committee members are Kathy Hogston, Shawn Chapman, Louetta Carnell; Tina Woods, Zara Blizzard, Tammy Jenkins, Teresa Delp, Steve O'Brien, Doug Smith, Kandace Miller-Phillips, Cheryl Veselik, Rick Delp, Patricia Evans, Sarah Parris, Freddie Williams, Lynn Hayes, and Phyllis Miler.

~Ruby L. Wells, Chair  
Employee Recognition Committee

# Employees of The Quarter

Congratulations!



Ashley Untiedt Robin Heldreth

Kandace  
Miller-Phillips

Darlene Rouse

# OCTOBER PERSONNEL CHANGES



## New Employees

Lisa Hutton, Psychiatric Aide	October 10
Whitney Asher, Rehabilitation Specialist	October 10

## Promotions/Role Changes

Connie Surber, Licensed Practical Nurse to Psychiatric Aide	October 25
Angela Foutz, P-3 Registered Nurse Clinician A to P-14 Registered Nurse Clinician A	October 29

## Separations

Justin Trotter, Psychiatric Aide	October 2
Ashley McCready, Psychiatric Aide	October 2
Kim Puckett, Psychiatric Aide	October 7
Marlene Allison, Licensed Practical Nurse	October 9
Michelle Clatterbuck, Psychiatric Aide	October 11
Tammy Russell, Team Nurse	October 15
Jeff Powers, Psychiatric Aide	October 22

### MONTHLY PATIENT CENSUS

October 2009

Admissions 93

Discharges 96

Passes 18

Average Daily  
Census  
144



# Employee Recognition and the Performance Management Process

There have been a few instances when supervisors have confused the forms used for the Employee Recognition Program and the Performance Management Process.

According to DHRM Performance Planning & Evaluation Policy 1.40, the immediate supervisor may complete an Acknowledgement of Extraordinary Contribution form during the performance cycle to recognize an employee who has made an extraordinary contribution to the agency. Employees must have received at least one documented Acknowledgement of Extraordinary Contribution form to receive an Extraordinary Contributor rating on their annual performance evaluation.



This is not to be confused with the SWVMHI Employee Awards and Recognition Program Nomination Form (form 705-05-054) which anyone may complete to

nominate an employee for recognition through the Recognition Program process. The Recognition Program guidelines state that the programs are not meant to limit recognition that supervisors may provide to employees, but to add another avenue for recognition.

While both processes are excellent ways to recognize an employee's accomplishments, please keep in mind that they are separate programs with separate guidelines!

~Ruby Wells, Human Resource Analyst

## Holiday Safety



### General Decorating Tips

Assemble and inspect all tools and materials before beginning actual decoration installation.

Be aware of local or homeowner association regulations and restrictions on holiday decorations.

If using a ladder, check the condition of rails, rungs, and brackets before positioning or climbing it. It is better to not use a metal ladder when installing electrical decorations if avoidable. Set ladders so the feet are on a stable, even, and clean, dry base.

Decorations should never block any means of egress or access to utility shutoffs, including faucets, outlets, or meters. Be sure your street address numbers are not obscured by decorations, either. If you use an outdoor lighting socket as a power source for holiday decorations, make certain the lighting you temporarily disable is not safety-critical.

### Tree Lighting

Decorate the tree first, and plug in the lights last.

- Try to ensure your lamps/bulbs don't touch the tree or other decorations. Take time to unroll/untangle and carefully inspect each set of lights **before** stringing it on the tree. It's easier to find and re-

place broken and burnt-out bulbs **before** stringing your lights on the tree!

- Turn off or unplug your indoor holiday lighting whenever the decorated area of the house is unattended—not just when going to bed or leaving the house. Nowadays, relatively cheap wired and wireless "remote control" switches are available to ease this task (*and keep you from having to crawl/bend behind a Christmas tree or furniture to unplug a lighting set/scene.*) Outdoor lighting timers and remote-control sets are also available and should be considered.
- Remove all wrapping papers, bags, paper, ribbons, and bows from tree and fireplace areas promptly after gifts are opened. These items can pose suffocation and choking hazards to a small child, or can ignite if near a heat source.

### Toy Safety

Select toys to suit the age, abilities, skills, and interest level of the intended child. Toys too advanced may pose safety hazards for younger children.

- **Small Parts**— For children younger than age three, avoid toys with small parts, which can cause choking. Look for sturdy construction, such as tightly-secured eyes, noses, and other potential small parts.

- **Chargers and Adapters**— Charging batteries should be supervised by adults. Chargers and adapters can pose thermal burn hazards to children.
- **Be a label reader when shopping for toys!**— Look for toy labels that give age and safety recommendations, and use that information as a guide.

### Fireplace Safety

- Fireplace chimneys should be cleaned annually, preferably by a professional chimney sweep.
- Fireplaces should be equipped with a safety screen or doors, which should be kept closed at all times when the fire is lit.
- Before lighting any fire, check to see that the damper is open. Remove all greens, boughs, papers, and other decorations from the fireplace area.
- Do not burn wrapping papers in the fireplace. A flash fire may result as wrappings ignite suddenly and burn intensely

## NEVER LET SAFETY TAKE A HOLIDAY

~Best Wishes from The Safety Committee

# Stories from The Library Shelves

## International Calendar Awareness Month

December is International Calendar Awareness Month, so I thought I would look at how our calendar and other calendars came to be and what differences there are among them. I found that some calendars, like ours, are solar calendars that are based largely on the agricultural seasons with each season having the same kind of weather each year. Others, like the Islamic Calendar, are lunar calendars with each month going from one full moon to the next and with months and holidays moving throughout the calendar. There are also several other types that follow their own patterns and serve their own purposes. In fact, there are approximately 40 major calendars in use today, and they are used for everything from marking religious rituals and planting and harvesting seasons to keeping up with day-to-day events.

The first calendars were lunar calendars but as far back as Ancient Egypt, the calendar looked much like our own. The Egyptians knew that the year cycle had 365 ¼ days per year, but they did not have a leap year. Their calendar had 360 days, 12 months with 30 days each; and, around 4000 B.C., they started adding a five-day period onto the end of every year to make up for part of the difference. They also had a religious calendar, with months that were 29 ½ days, that was even more in line with the seasons and our modern calendar.

In the year 46 B.C., Julius Caesar changed the Roman calendar to what is now known as the Julian calendar by adding a leap year every four years and making January 1st the first day of the year instead of using the Spring Equinox as the first day. Also, that year, he added 90 days to bring the calendar in sync with the seasons. His new calendar

had 12 months and 365 ¼ days just like ours, and it was used throughout the Roman world until the adoption of the Gregorian calendar. In the 8<sup>th</sup> Century, Bede began counting backward from 1 A.D., using B.C. to calculate years prior to 1 A.D.

In 1582, Pope Gregory commissioned that some changes be made to the calendar. The old calendar was making Easter come earlier than it should and was separating its connection to Passover. The Gregorian calendar is on a 400 year cycle, so it exactly repeats itself every 400 years. It is also more in line with agricultural seasons and has a way to determine when Easter will be based on the cycle of the moon. The Gregorian calendar is now used as an international standard, but its adoption was very slow. The Protestant countries of Europe did not accept it until the 1700s, and America did not begin using it until the U.K. passed a law to use it in all of their colonies in 1751. Other countries were even later, with Japan in 1873, Russia in 1918, and China in 1949. China still only uses it for administrative purposes, however, uses their own calendar for such things as determining holidays and agricultural seasons. The Chinese calendar is on a 60 year cycle, with the first day of the month starting on the new moon. An ordinary year has 12 months and lasts around 354 days, but every 13th year there is a leap year that has an extra month and lasts about 384 days.

## Donations

The library would like to thank the following people for donating items: Cynthia McClaskey, Laurie Goral, Nancy Wood, Sheila Buchanan, Deresa Hall, Georgia Kincaid, Karen Arnold, Lori King, Ashley King, Cindy McCoy, Debbie Borders, and Jan Barrom.

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

## New Books

The library is getting many new books in right now. The following list shows the ones that are available for December:

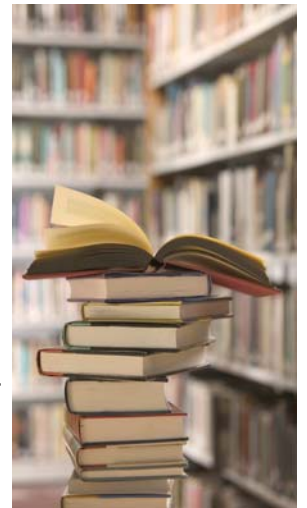
## Fiction

- *The Second Opinion*, Michael Palmer
- *The 8<sup>th</sup> Confession*, James Patterson
- *Walking in Circles Before Lying Down*, Merrill Markoe
- *The Dead Zone*, Stephen King
- *Hollywood Wives*, Jackie Collins
- *Vanished*, Danielle Steele
- *Mortal Fear*, Robin Cook

## Non-Fiction

- *Roses for Mama*, Jeannette Oke
- *Get Out of Your Mind and Into Your Life*, Steven Hayes
- *The OCD Workbook*, Bruce Hyman
- *The Shyness and Social Anxiety Workbook*, Martin Antony
- *The Bipolar Workbook*, Monica R. Basco
- *Healing the Trauma of Domestic Violence*, Edward Kubany

~Christina Quillen  
Librarian



# December Days To Celebrate

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

## December 2

National Fritters Day

## December 4

Wear Brown Shoes Day

## December 7

National Cotton Candy Day

## December 15

Underdog Day

## December 16

National Chocolate Covered Anything Day

## December 21

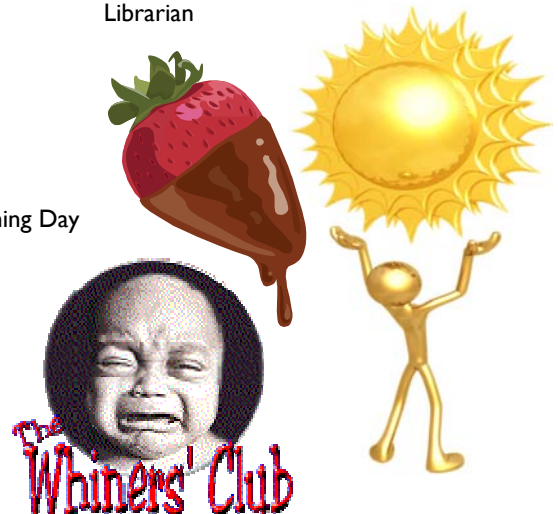
Look at the Bright Side Day

## December 26

National Whiners Day

## December 31

Make Up Your Mind Day



## The Chef's Special



We recently completed a Café Satisfaction Survey. Over 80 customers participated, providing a variety of comments and suggestions too numerous to include in this article. We are pleased to report that we are or will be implementing many of the suggestions that have merit and that are feasible and affordable.

We have made a couple of the changes, as suggested:

- Improved quality of our coffee. We now serve a special blend from the Mosaic Coffee Company.
- We now provide a higher quality napkin.
- We are changing the supper menu in order to provide fresher foods. We have to realize that volume at supper is much less than lunch, and we cannot offer as many choices and maintain quality.

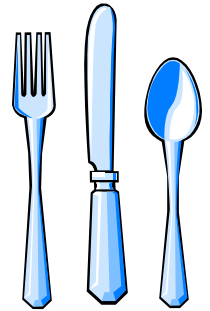
A lot of effort and support is being put forward to improve the freshness and eye appeal of foods at all meals. When we are able to return to full service, we have plans to provide grill service at breakfast and supper two or three times a week.

Results of the survey indicate our most popular special feature is the Deli Bar, followed by the Burger Bar. The Breakfast Bar ran a close third. Results by percentage:

### Weekly Specials / Features:

	Excellent	Good	Fair	Poor
Oriental Special	26.6%	31.6%	28.3%	8.3%
Mexican Special	28.3%	35.0%	25.0%	8.3%
Fajita & Taco Bar	33.3%	38.3%	18.3%	1.6%
Deli Bar	53.3%	38.3%	5.3%	0
Daily Café Special	36.6%	51.6%	8.3%	3.3%
Salad (Cold) Bar	30.0%	58.3%	8.3%	3.3%
Potato Bar	38.3%	50.0%	8.3%	3.3%
Burger Bar	38.3%	55.0%	6.6%	0
Hot Dog	30.0%	56.6%	6.6%	1.6%
Pasta Bar	28.3%	50.0%	10.0%	1.6%
Breakfast Bar	50.0%	40.0%	8.3%	1.6%

How many days a week would you like to have Afternoon Delights? Low of 0; High of 3; and an Average of 1.7.



	BREAKFAST				LUNCH				SUPPER			
	EXCELLENT	GOOD	FAIR	POOR	EXCELLENT	GOOD	FAIR	POOR	EXCELLENT	GOOD	FAIR	POOR
Taste of Food	43.90%	40.40%	8.70%	0	31.70%	60.00%	8.40%	0	26.30%	36.80%	31.60%	5.20%
Variety of Food	36.80%	42.10%	15.80%	0	40.00%	43.30%	13.30%	0	21.10%	26.30%	36.80%	10.50%
Eye Appeal of Food	42.10%	38.60%	14.00%	1.70%	35.00%	51.70%	6.70%	3.30%	21.10%	31.60%	31.60%	15.60%
Food Ready on Time and maintained during meals	57.90%	26.30%	7.00%	0	51.70%	38.30%	3.30%	1.70%	42.10%	36.80%	21.10%	0
Speed of Grill Service	36.80%	29.80%	5.30%	0	56.70%	28.30%	8.30%	1.70%	36.80%	10.50%	10.50%	5.20%
Professionalism and Courtesy of Cashiers	84.20%	5.30%	3.50%	0	83.30%	10.00%	1.70%	0	57.90%	26.30%	5.20%	0
Professionalism and Courtesy of Grill Cooks	66.70%	17.50%	1.80%	0	70.00%	21.70%	0	1.70%	47.40%	15.60%	15.60%	0
Cleanliness of Cafe	71.90%	15.80%	3.50%	0	81.70%	18.30%	1.70%	0	78.90%	15.60%	5.20%	0
Value	77.20%	7.00%	5.30%	1.70%	70.00%	20.00%	3.30%	0	36.80%	42.10%	10.50%	10.50%
Overall Rating of Food and Service	54.40%	31.60%	5.30%	0	58.30%	28.30%	6.70%	0	26.30%	42.10%	21.10%	10.50%



# Stay on The Road To Safety

## Scanning

When driving, we gather 90 percent of the information about the road and our surroundings through our eyes. Look at the entire scene for anything that might come into your path. As you scan the road, avoid a fixed stare. Keep your eyes moving and learn to read the road. Look ahead, to the sides and behind you.

## Pedestrians

Generally, there are three types of pedestrians most often involved in accidents: children, the elderly, and adults under the influence of alcohol or other drugs.

- Be careful around schools, playgrounds, and in residential areas where small children may be playing or crossing the street.
- Look out for the elderly, who may have poor vision and hearing. Remember that they and people with disabilities will move slowly. Be aware of blind pedestrians crossing the street. Blind pedestrians usually carry a white cane or use a guide dog.
- Be especially aware of pedestrians when making a right or left turn on red. They have the right-of-way. Allow pedestrians to completely cross the street before beginning your turn.
- Be alert for pedestrians at all times. Slow down, and be prepared to stop. Always yield the right-of-way.

## Maintaining a Space Cushion

Space around your vehicle gives you time to react in emergencies and avoid a collision. Create a space cushion around your vehicle by staying in the middle of your lane. Make sure there is enough room ahead of your vehicle and behind it for other vehicles to pass or stop safely.

## Backing

The most common mistake that drivers make when backing is failing to look both ways behind them. Mirrors do not give you a full view. To see as much as possible, turn your body and head to the right and look out through the rear window. Back up slowly, and check for pedestrians and approaching traffic by glancing quickly to either side.

## Visibility

On a dry road, with good tires and brakes, it

takes about 265 feet for a passenger vehicle traveling at 55 MPH to stop. If you can't see that far ahead, then you cannot drive safely at that speed. Adjust your speed for hills, curves, intersections or anywhere that visibility may be limited. In other words, slow down. Night driving is especially dangerous. Under normal conditions, your headlights let you see only about 350 feet ahead.

You will also need to adjust your speed when driving in the rain, fog or snow. If you cannot see more than 100 feet ahead, you cannot drive safely at any speed. Consider getting off the road until the weather breaks.

## Hazardous Conditions

Driving becomes hazardous when visibility is reduced or when the road surface is covered with rain, snow or ice. Reducing your speed should be your first response to decreased visibility and dangerous road conditions. Increase your space cushion by doubling your normal following distance from three seconds to six seconds. Turn on your headlights.

## Night Driving

**At sunset**, as soon as light begins to fade, turn on your headlights to make your vehicle more visible to others. You must use headlights from sunset to sunrise. In inclement weather, such as rain, fog and snow, you must use your headlights whenever you use your wipers.

**Use low beams** when driving in cities and towns, except on streets where there is no lighting. Switch to low beams whenever you meet oncoming traffic to avoid blinding the other driver. When following a vehicle, use low beams whenever you are within 200 feet of the vehicle ahead.

**Use high-beam** headlights on highways when no other vehicle is approaching within 500 feet. If the high beams of an oncoming car are not dimmed, avoid looking directly at the bright lights. Glance toward the side of the road, then look quickly ahead to determine the other vehicle's position. Keep doing this until you have passed the other vehicle. Even though the other driver does not dim his headlights, do not retaliate by turning on your high-beam headlights.

**Fog** reflects light and can reflect your own headlights back into your eyes. Use low beam headlights only, and look for road edge markings to guide you. Even light fog reduces visibility and your ability to judge distances, so slow down.



## Rain

**Driving in heavy rain** can be as hazardous as driving in fog, especially if the wind is blowing. Other vehicles to the rear and in blind spot areas are especially difficult to see through rain-spattered windows.

**Use your low-beam** headlights to see and be seen. Wait a short time after the rain begins before using your windshield wipers because the blades may smear.

**Be extra careful** during the first half hour after rain begins. Grime and oil on the road surface mix with water to make the road slippery.

## Snow

**Before you start driving**, remove snow and ice from your entire car, including the roof, hood, and rear of the vehicle. Be sure to clear all your windows, side view mirrors, and front and rear lights of snow or ice so you can see and communicate with other drivers.

**Equip your car** with all-weather snow tires or chains to help prevent skidding and reduce stopping distance.

**Slow down** before stopping or turning. Driving on packed snow is similar to driving on ice. When you brake, apply the brakes gently.

**On slippery surfaces**, you have the most traction and control when the front tires are rolling. Therefore, your vehicle will respond more effectively to steering than braking.

**Watch for ice** on bridges and in shady areas. Bridges freeze before other road surfaces.

**BUCKLE UP- WEAR YOUR SEATBELTS!**

**ENJOY A SAFE HOLIDAY SEASON!**



# Money, Money, Money.... MONEY!

Payroll would like to request that between now and the end of the year, all employees review the Profile Data on Payline to ensure that we have your correct mailing address on file.

- Once you have logged on to Payline, select Main Menu.



Additional security measures are being added to Payline to further ensure the safety of your personal earnings, benefit, and leave data. These enhancements will be implemented effective Thursday, December 3, 2009. In order to apply these enhancements, Payline will not be available on December 3.

Effective December 3, 2009 Payline users will be required to change existing passwords to meet the standard which includes case sensitivity. As previous passwords were not case sensitive, many Payline users may not recall how their current password was originally entered. Therefore, your existing password will systematically be changed to all upper case on December 3, 2009 to aid in the roll out of the security enhancements. That is, if you stored your password as 'Ilike2Wii' it will be modified to 'ILIKE2WII'. Be sure to enter your current password in all capital letters when entering Payline for the first time on or after December 3.

After entering your current password (in all upper case), you will automatically be required to establish a new password which must match the criteria stated below. Upon successful completion of establishing a new password, you will also be required to store answers to two security questions selected from a drop-

- Select Profile Data Change/ Inquiry. This will show the contact information currently on file.
  - If you need to update your contact information, select Edit from the left vertical menu.
  - Make the necessary changes, and then select Accept from the left vertical menu.
  - Your updated information will be forwarded to Payroll and will show

when the next payday's information is posted to the site.

Should you need any assistance with Payline or have questions about your pay, please contact Sharon Bullins, Payroll Officer, Ext. 533. The Payroll Office hours are from 7:00 a.m. to 3:30 p.m., Monday through Friday, and the office is located on the third floor of the Henderson Building.

~Sharon Bullins  
Payroll Officer

## Payline Security Enhancements

down list of potential questions. It is important that you provide answers to these questions that you will be able to remember in the future. These questions and answers are used as additional verification of ownership of the data and some functionality will be limited if valid answers are not provided.

If you have stored a valid email address in your current security record, you will also receive an email from Payroll@doa.virginia.gov on December 3, as the system converts your password to all capital letters. This email will restate much of what is in this notice. If you have not entered and/or updated your email address in Payline, please do so now. To do so, go to Main Menu, then Personal Options, then Edit. Add, verify, or update your email address, then click on Accept.

### Payline Security Enhancements:

- Elimination of use of Social Security Number to log in – Access to Payline will only be accommodated through the use of the nine-digit employee identification number or a Personal ID previously stored by the Payline User. Contact your Human Resource Department if you do not know your ID number.
- Requirement for creation of a personal "pass phrase" when requesting a temporary password. (This pass phrase will be required upon first access to Payline with the temporary password and will

ONLY be known to the individual who initiated the temporary password request.)

- Passwords are case sensitive.
- Passwords must meet the following:
  - At least eight characters in length; and
  - Utilize at least three of the following four:
    - Special characters (limited to \$ ! @ { } & ~ + ? [ ] ),
    - Alphabetical characters,
    - Numerical characters,
    - Combination of upper case and lower case letters.
- Storage of two challenge questions and answers – used for varying purposes
- Ability to reset own password when the current password is forgotten by answering the stored security questions
- Ability to hide and unhide W-2 data by answering the stored security questions
- Prevention of the use of last 24 passwords previously used

If you have specific questions regarding this notice, please use the Contact Us feature available from within Payline. The support staff will be glad to provide further clarification.

~Sharon Bullins  
Payroll Officer

**THANK YOU! THANK YOU! THANK YOU! THANK YOU! THANK YOU!**

Thanks to each of you for your prayers, good wishes, and cards. The staff have been so supportive since I've been back to work. Just remember our patients are so needy and important. Thanks to each of you.

--Peggie Roland, Spiritual Care Assistant





\$2214.74 in June to \$2511.25 in July. "The increase was the result of many employees wishing to exercise their right of free choice to where they wanted to eat."

Plans were to consolidate all food preparation in the Henderson Building kitchen with special diets being prepared in

the Morison Building kitchen. The menu was revised and improved. "The old cakes purchased from Kerns Bakery were discontinued, and plans were made to purchase mixes and bake our own." The farm continued to reap a good harvest. Hay and vegetables were among the items harvested. The pig herd was reduced to 156 and beef cattle decreased to 490. The dairy herd continued in good production, with 260 gallons of milk per day.

The inside of the Wright Building was raised, and plans were accepted for renovation.

"The Criminal Building has been showing rapid progress with construction somewhat ahead of schedule." At the time, the "criminal" patients were housed

in the "C" Building. The new building was named "Finley Gayle" and eventually became the Marion Correctional Treatment Center.

In the Business Office, \$151,597.66 was expended with \$88,835.17 going to the payroll. A payroll jump of \$10,000 was due to discontinuing the meal perquisites, restoration of merit increases to almost half the employees, and \$50 yearly perquisite adjustment. New employees were added to increase the total, and some old debts were paid off.

As you may be aware, the facility is currently involved in a joint project with East Tennessee State University (ETSU) to write a history of SWVMHI. We have met on several occasions with Melissa Schrift, Ph.D., of the ETSU Anthropology Department, to interview retired employees about their experience of having worked here. So far, we have talked with some who worked here as far back as 1942!

This is turning into an extremely interesting project and we'll be happy to have more participants. Please call Karen Chavers or Sharon Neitch if you have information to share or would like to attend a meeting.

**The next meeting will be held December 11, 2009, in the Rehab. Building from 1:30 p.m. to 4:00 p.m.**

~Sharon Neitch  
Occupational Therapy Supervisor

The following is from a document dated August 18, 1956, discovered in the back of a desk drawer at SWVMHI in October, 2009.

At the time, "Steward" was the title of the Administrative Assistant Director and the Director's title was "Superintendent."

## **Monthly Report of Steward to the Superintendent**

The "Pay Cafeteria" was put into place on July 1, averaging about \$250 per week in sales of meals to employees. At that time a transition took effect-- from payroll deduction to pay cafeteria, there was a marked decrease in employees' "dining room eating." Breakfast averaged 14 to 18, dinner 54 to 66, and supper 23 to 33. The "night meal" was discontinued due to "lack of interest." Canteen sales went up from

**Christmas-- that magic blanket that wraps itself about us, that something so intangible, that it is like a fragrance. It will weave a spell of nostalgia.**

**Christmas may be a day of feasting, or of prayer, but always it will be a day of remembrance—a day in which we think of everyone we have ever loved.**

**~Augusta E. Rundel**





# Crimson Creatures

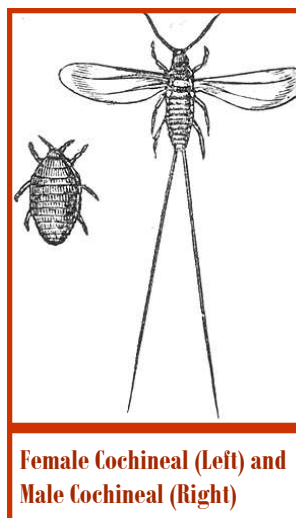
The Cochineal (*Dactylopius coccus*) is a scale insect in the suborder Sternorrhyncha, from which the crimson-colored dye carmine is derived. A primarily sessile parasite, this insect lives on cacti, feeding on plant moisture and nutrients. The insect produces carminic acid that deters predation by other insects. Carminic acid can be extracted from the insect's body and eggs to make carmine dye (also known as cochineal). Carmine is primarily used as a food coloring and for cosmetics.

After synthetic pigments and dyes such as alizarin were invented in the late 19th century, natural-dye production gradually diminished. Health fears over artificial food additives, however, have renewed the popularity of cochineal dyes, and the increased demand has made cultivation of the insect profitable again. Cochineal dye was used by the Aztec and Maya peoples of Central and North America. Eleven cities conquered by Moctezuma in the 15th century paid a yearly tribute of 2000 decorated cotton blankets and 40 bags of cochineal dye each. During the colonial period, the production of cochineal grew rapidly. Produced almost exclusively in Oaxaca by indigenous producers, cochineal became Mexico's second most valued export after silver. Soon after the Spanish conquest of the Aztec Empire, it began to be exported to Spain, and, by the seventeenth century, it was a commodity traded as far away as India. The dyestuff was consumed throughout Europe and was so highly prized that its price was regularly quoted on the London and Amsterdam

Commodity. It has become commercially valuable again, although most consumers are unaware that the phrases "cochineal extract," "carmine," "crimson lake," "natural red 4," "C.I. 75470," "E120," or even "natural coloring" refer to a dye that is derived from an insect. One reason for its popularity is that many commercial synthetic red dyes were found to be

carcinogenic. A deep crimson dye is extracted from the female cochineal insects. Cochineal is used to produce scarlet, orange, and other red tints. It takes about 70,000 insects to make one pound of cochineal dye. As of 2005, Peru produced 200 tons of cochineal dye per year, and the Canary Islands produced 20 tons per year. Chile and Mexico have also recently begun to export cochineal. France is believed to be the world's largest importer of cochineal; Japan and Italy also import the insect. Much of these imports are processed and re-exported to other developed economies.

Traditionally, cochineal was used for coloring fabrics. Today, it is used as a fabric dye, cosmetics dye, and as a natural food coloring. When used as a food additive, the dye must be included on packaging labels. Sometimes carmine is labeled as E120. Cochineal is one of the few water-soluble colorants that resist degradation with time. The water-soluble form is used in alcoholic drinks with



**Female Cochineal (Left) and Male Cochineal (Right)**

calcium carmine; the insoluble form is used in a wide variety of products. Together with ammonium carmine, they can be found in meat, sausages, processed poultry products (meat products cannot be colored in the United States unless they are labeled as such), marinades, alcoholic drinks, bakery products and toppings, cookies, desserts, icings, pie fillings, jams, preserves, gelatin desserts,

juice beverages, varieties of cheddar cheese and other dairy products, sauces, and sweets. The average human consumes one to two drops of carminic acid each year with food.

A new U.S. Food and Drug Administration regulation will require all foods and cosmetics containing cochineal to declare it on their ingredient labels as of January 5, 2011.

Carmine is one of the very few pigments considered safe enough for use in eye cosmetics. A significant proportion of the insoluble carmine pigment produced is used in the cosmetics industry for hair- and skin-care products, lipsticks, face powders, rouges, and blushes. A bright red dye and the stain carmine used in microbiology is often made from the carmine extract, too. The pharmaceutical industry uses cochineal to color pills and ointments.

~James Parks  
Pest Control



## December Lunar Phases

**December 1**  
Full Moon

**December 8**  
Last Quarter

**December 16**  
New Moon

**December 24**  
First Quarter



## Are Poinsettias Poisonous?

**No. While many people believe poinsettias are poisonous, there is no "death by poinsettia ingestion" on record. When a substantial amount of poinsettia was ingested and the patient taken to a medical facility, no treatment was required. In a study looking at poinsettia ingestion by rats, no toxic levels were ever found regardless of the amount of ingestion.**



## Southwestern Virginia Mental Health Institute

**Address:** 340 Bagley Circle  
Marion, Virginia 24354

**Phone:** 276-783-1200

**Fax:** 276-783-1465

**Comments, Suggestions, or Ideas?**

**SHARE THEM!**

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



## Word Search Answer Key

		C															
		H				E	N	I	T	N	A	T	S	N	O	C	
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**Please submit articles for the next newsletter to Amanda Phipps by December 14, 2009.**

**The next newsletter will be published January 4, 2010.**