



From The Director

Mental Health Awareness Day

May 15, 2010, marked the 7th annual Mental Health Awareness Event sponsored by the Southwest Virginia Mental Health Creative Ideas Committee. Our keynote speaker, Stephen Pocklington, has worked within the mental health system for more than 21 years, and is also a person with lived experiences with mental health and substance abuse challenges. He spoke to us from his heart, sharing his recovery story, and encouraging us to continue our journey. Stephen gave an example about the importance of how we see the world and others in it. If you are asked, "How hard is that table?" you would rap on it. If you are asked, "How smooth is that surface?" you would flatten your hand and run it across the top. He challenges us: are we rapping on others to see how hard they are? Or are we soothing them to bring out the best in their character? Think about it.

Through celebrations such as this, we are reminded about the importance of shining a light on recovery. Thanks to staff who adjusted their schedules to be with us: Marlene Allison, Robyn Anderson, Whitney Asher, Judy Britt, Mary Lynn Gross, Jeannette Heath, Steve O'Brien, Fred Pfrimmer, Robin Phelps, Suzy Quillen, Tony Roman, Sue Saltz, and Doug Smith.

Adolescent Unit Celebrations

In Southwest Virginia, where generations of people in the region have relied on the services of the SWVMHI Adolescent Unit, and generations of staff have worked on this unit, the news of the im-

pending closure in 2010 made people cry. While we cannot avoid confronting the reality, we can choose the manner in which we move forward – of how we let go. In the words of Hubert Humphrey, "Oh my friends, It's not what they take away from you that counts. It's what you do with what you have left."



Cynthia McClaskey, Ph.D.
(with Tipi and Chief)

And fortunately we have a lot. We are grateful for the years that we have provided treatment to adolescents in our region. We can hold our heads high and say that we made a difference.

Three events were held in May to celebrate 32 years of service to the region. On May 6, a candlelight service was held. On May 15, a picnic was held for current and past employees of the unit. A star pin was given to those present which read: "Isn't it amazing how a blanket of stars can light up a night sky? Side by side they twinkle together

to create a beautiful work of art. When we shine together we light up the world to make an unforgettable difference. Thanks for shining with us."

A third event was held on May 24 and we were very fortunate that Delegate Charles W. "Bill" Carrico, Sr. joined us (Please see the photo on page 9). I urge you to keep your eyes and ears wide open. Listen to what our consumers and their families, the Community Service Boards, and private hospitals are saying to us. There are exciting and challenging times ahead, but as one team – Team SWVMHI – we can make this journey of transformation together.

DHRM's Web Wall of Fame

Many of you nominated your colleagues for a brick on the Human Resource Management Wall of Fame. Nominations closed on May 31, but you can view the bricks at: <http://www.dhrm.state.va.us> under Hot Topics. Nice work!

Farewell, Friend

Thank you and best wishes to Amanda Phipps who has been our primary newsletter editor, coach, and cheerleader. We will miss you, Amanda!

Thank you,
Cynthia McClaskey, Ph.D.

"Life isn't about waiting for the storm to pass, it's about learning to dance in the rain."

~ From the SWVMHI Café Menu

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Driving Safety

The month of June is Safety Month and this includes driving safely. Schools will be out and with vacations, more drivers will be on the road and there are greater chances for accidents. The auto insurance industry experts say that men – especially young men – tend to drive more assertively than women, display their hostility directly rather than indirectly, are more likely than women to break the law, and tend to take more risks.

In a survey by the Hughes' company, the percentage of men and women who admit that they:

Offense	Men	Women
Have been distracted by billboards while driving	51%	40%
Drink and drive	55%	30%
Gesture rudely to other drivers	47%	38%
Have crashed their vehicle	84%	77%
Verbally abuse another driver	46%	36%
Use mobile phone without hands free accessories while driving	22%	15%

Don't be a statistic. Stay alive – think and drive.

~The Safety Committee



Chaplain's Corner

"Blessed are they that mourn: for they shall be comforted"
(Matthew 5:4).

We have lost something this past month. We have lost a part of our family. We have lost a part of ourselves. For 32 years the Adolescent Unit has been one of us in fellowship, mission, and ministry. Only time will tell the impact the staff had on those young, impressionable hearts for whom they served and committed to help make a difference. Those young lives, troubled as they were and in need of guidance, may someday come to realize they were special in the eyes of those who did their best to help them and love them and show them a better way.

But what do we do now? How can we heal from this loss we all share and to offer comfort to those who once served and comforted the young? One way is to look to God for all comfort

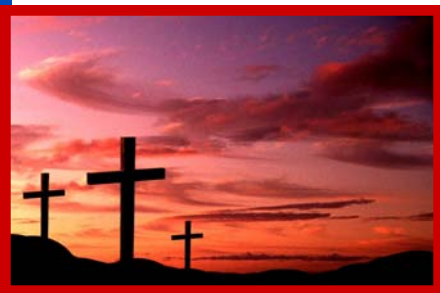
to strengthen us in our hour of need. The apostle Paul once wrote in troubled times of his own, "the Lord stood with me and strengthened me." He will do the same for us who look to him for our comfort. He is "the Father of mercies and God of all comfort, who comforts us in all tribulation..." (II Corinthians 1:3). "Fear not, for I am with you; be not dismayed, for I am your God. I will strengthen you, yes, I will help you; I will uphold you with my righteous right hand" (Isaiah 41:10).

Another way we gain comfort is to know that we can comfort one another as we learn to deal with our loss together. The bible in one instance (speaking of the church) describes a body and all its parts as having a purpose and that its parts should have equal concern for each other. "If one part suffers, every part suffers with it; if one part is honored, every part rejoices with it" (I Corinthians 12:26). The loss of the Adolescent Unit affects us all. Perhaps, the hurt for many is not as deep as those who actually worked on the unit; but because they hurt, we hurt with them. In helping those whom we serve toward recovery, let us not forget that we also are human and we all need the compassion of comfort from time to time in dealing with life's disappointments.

Finally, we gain comfort in knowing the

ministry of helping others is a reward within itself. Though part of that ministry has been removed, there yet remains the ministry of helping all the others who are still with us. And because of that, the "people have a mind to work" as we realize in spite of all the frustrations, setbacks, and disappointments, we have a mission invested in humanity to make a difference, one life at a time. If one is looking for happiness, one needs to look to the blessing of serving others. Burleigh's wonderful poem titled "The Secret of Happiness" shows us that this elusive dream of happiness we all seek is best found at our doorstep each and every day:

I followed happiness to make her mine,
Past towering oak and swinging ivy vine.
She fled, I chased, o'er slanting hill and dale,
O'er fields and meadows, in the purpling vale.
Pursuing rapidly o'er dashing stream,
I scaled the dizzy cliffs where the eagles scream;
I traversed swiftly every land and sea,
But always happiness eluded me.
Exhausted, fainting, I pursued no more,
But sank to rest upon a barren shore.
One came and asked for food, and one for alms;
I placed the bread and gold in bony palms;
One came for sympathy, and one for rest;
I shared with every needy one my best;
When lo! Sweet Happiness, with form divine,
Stood by me, whispering softly, "I am thine."



National CPR/AED Awareness Week

The American Heart Association is recognizing National Cardio Pulmonary Resuscitation/ Automatic External Defibrillator (CPR/AED) Awareness Week June 1-7, 2010. The purpose of the week is to encourage the public to get CPR training and learn how to use an AED to reduce death and disability from sudden cardiac arrest (SCA).

Six percent of out-of-hospital SCA victims survive. Without prompt and effective CPR, the chance of surviving out-of-hospital SCA declines seven to ten percent per minute. In addition to CPR, defibrillation with an AED is required to stop the abnormal rhythm and restore a normal heart rhythm.

"We think it's critical for people to get CPR training and learn how to use an AED," said Lance Becker, M.D., professor of emergency medicine at the University of Pennsylvania in Philadelphia and spokesperson for the American Heart Association.

"CPR and AED use are inextricably linked in the SCA survival chain, and it's crucial that bystanders take rapid action. If more people are trained and respond, we can save thousands more lives." (www.AHA.org)

AEDs are designed to be simple and are available in many public places such as malls, schools, airports, and workplaces. An AED will guide the user through the process with voice cues. The devices will not deliver a shock unless a "shockable" rhythm is detected.

"There's no reason for people to be afraid to act," Becker said. "We want people to feel confident that whatever action they choose, whether using an AED or performing conventional CPR or adult hands-only CPR, they are doing something to help, which could be a lifesaving decision" (www.AHA.org).

SCA survivor, Jennifer Fergusson, knows first hand about the importance of people taking action. The New York native suffered an



SCA at work and two coworkers immediately came to her aid. Due to their quick actions, Jennifer survived her cardiac event.

"My coworkers are true heroes," she said. "I'm so grateful they had the skills and courage to perform CPR and use a defibrillator when I went into cardiac arrest. Thankfully, my company had an AED onsite. If my colleagues hadn't acted, or if the AED was not available, then I might not be here today." (www.AHA.org)

For more information about the survey results and National CPR/AED Awareness Week, visit www.americanheart.org/CPR&AEDweek or call 1-877-AHA-4CPR.

~Debbie Pringle, RN, AHA TCC Training Coordinator

Healthcare Risk Management Week

Healthcare Risk Management Week is June 14-18, 2010. The theme for 2010 is "RMPower! Take Charge for Patient Safety."

Virtually all healthcare organizations prior to the 1999 publication of the Institute of Medicine's landmark report, To Err is Human, engaged in investigations of events that caused harm to patients. Few of these investigations, however, engaged in a systems-based approach to problem solving.

The focus was on individuals and mistakes, rather than on the cluster of events that had combined in an unfortunate sequence to cause an incident to occur. Based on a "name and blame" culture, the emphasis of such investigations was not on prevention, but on punishment.

By shifting the goal from eliminating errors to reducing or eliminating harm to patients - through investigating the viability of medical care systems, rather than focusing on individual acts - much has been accomplished.

Our goal is simple: The reduction and

prevention of inadvertent harm to our patients as a result of their care.

Reducing or eliminating harm to patients is the real key to patient safety. Efforts that focus exclusively on eliminating errors will fail. We'll never eliminate all individual errors. The goal is to design systems that are "fault tolerant," so that when an individual error occurs, it does not result in harm to a patient.

We don't target people; we don't want to participate in the "name and blame" culture of the past. We look for ways to break that link in the chain of events that can create a recurring problem: those underlying systems-based problems that went ignored or unaddressed.

One of the most important ways to do this is to learn from close calls, sometimes called "near misses," which occur at a much higher frequency than actual adverse events. Addressing problems in this way not only results in safer systems, but it also focuses everyone's efforts on continually identifying potential problems and fixing them.

This doesn't mean that we are a "blame free" organization. We have a system that delineates what type of activities may result in blame and which don't. Only those events that are judged to be an intentionally unsafe act can result in the assignment of blame and punitive action. Intentional unsafe acts, as they pertain to patients, are any events that result from a criminal act, a purposefully unsafe act, or an act related to alcohol or substance abuse or patient abuse.

The integration of these approaches across the organization creates a level of trust and a focus of efforts that helps perpetuate a culture of safety.

Information gathered from <http://www.patientsafety.gov/>





Word Search

June is National Safety Month. See how many of the **bolded**, underlined words about the dangers of cell phone while driving use you can find.

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

An estimated 28 percent of all traffic **crashes** – or 1.6 million each year – are caused by **drivers** using cell phones and **texting**. **Cell phone** use has increased dramatically during the last 15 years. According to **National Highway Traffic Safety Administration**, an estimated 11 percent of drivers are **talking** on cell phones at any point of the day. We need to reverse this **alarming** trend. Even if you aren't using your phone while driving, it's important to be **aware** of others who are and to drive **defensively**.

~Amanda Phipps
Executive Secretary

(Answer Key on Page 16)

Meals In Minutes— Candy-Topped Brownie Torte

Double your chocolate pleasure with two layers of brownies frosted and topped with candies.

Prep Time: 15 min

Total

Time: 2 hours 45 min

Makes: 16 servings

- 1 box Betty Crocker® Supreme triple chunk brownie mix
- Water, vegetable oil and eggs called for on brownie mix box
- 1 container Betty Crocker® Rich & Creamy chocolate frosting
- ½ cup coarsely chopped chocolate-covered peanut butter cup candies



Heat oven to 350°F. Line 13x9-inch pan with foil so foil extends about 2 inches over sides of pan. Spray foil with cooking spray. Make brownies as directed on box for 13x9-inch pan, using foil-lined pan. Cool completely,

about 1 hour 30 minutes.

Remove brownie from pan by lifting foil; peel foil away. Cut brownie in half lengthwise; place one half on serving plate.

Spoon frosting into microwavable bowl. Microwave on High 15 to 20 seconds. Stir frosting until smooth. Pour half of frosting over brownie half on plate. Place other half of brownie on top; pour remaining frosting over top. Sprinkle with candies. Refrigerate 30 minutes to set. Store loosely covered.

Taken from www.bettycrocker.com.

~Amanda Phipps
Executive Secretary

Celebrate National Family Month

National Family Month is celebrated in June. This is a good time to reflect on your family and how to make it stronger. Strong families share many of the same qualities.

Build Trust: Strong families build trusting relations by following through with promises.

Show Commitment: Strong families feel like a team. They share traditions like having a family picnic on the Fourth of July or taking walks together after dinner. Family members show commitment to the family by making time for family events and making sacrifices for one another.

Communicate: Members of strong families talk to one another about important decisions and daily plans. They discuss feelings as well as day-to-day activities at school or work. When there are conflicts, strong families take time to cool down before responding. They don't bottle up their anger or let it get out of hand. They talk about possible solutions to problems and work together to carry out the best solution.

Grow Through Crises: All families experience crises. Strong families use these experiences to learn and grow. They know even bad experiences can

bring about good changes and help them to become closer. They admit problems instead of hiding them. They seek help when needed.

Spend Time Together: Strong families spend time together, talking, reading, playing games, taking walks, cooking. Some special times involve closeness, like reading a good-night story, and tucking children into bed with a kiss.

Have Fun as a Family: Strong families



know that having fun is important and make plans to have fun together. They plan family trips or parties. Strong families know that laughter is important and use humor to help reduce stress. Family members laugh with one another, not at one another.

Show Love and Affection: No matter what children say or do, they need to know that their parents love them. Strong families show caring in many ways. Family members say to each other, "I love you" or "I'm happy we're in this family together." They give hugs and show affection in other small ways. They may call each other nicknames and enjoy remembering family stories.

Adapted from Single Parenting: Building Strong Families, University of New Hampshire Cooperative Extension-Family Development Fact Sheet, 4/02. ceinfo.unh.edu.

Employee Health Fair A Success

Thanks to all who participated in the Employee Health Fair! We had 240 employees and 16 vendors from our local health community who participated.

Congratulations to our Door Prize winners: Josie Wade, who won a hanging fern; Robin Poe, who won a Gerber daisy; Melissa Paschal, who won a gift bag from *Little Mountain Soap and Soy Candle Company*; Nellie Plummer, who won a photo album; Stan Frye, who won a t-shirt from the Mount

Rogers Emergency Planning District; Rhonda Cress, who won a wind chime; Nathan Shelton, who won a barbeque tool set; Becky Barker, who won a cedar bird feeder; Donna Jackson, who won a hanging fern; and Diann Marshall, who won a Gerber daisy.

Many thanks to all who helped make this a great success!



~Cindy Jones RN, CIC
Infection Control/Employee Health Coordinator



**Nurses give their hearts,
by helping those in need.**

**They try to help the hurting,
by sowing a kind seed.**

**Nurses are real angels,
(And that I do believe).**

**And I thank God for Nurses,
For watching over me.**

~Written by an Admissions Unit Consumer

Centralized Rehabilitative Services Activities

May showers brought several different varieties of tomato plants and flowers to the CRS Horticulture Department this month. Many of the plants were sold during our Earth day celebration. Worry not, the bounty continues to grow! Please be sure and watch for information on future tomato plant sales.

The Earth Day celebration was held on May 13, 2010, at the SWVMHI picnic shelter area. The program included: tree planting/dedication; a fish hatchery exhibit; a paper recycling demonstration; visits from "Smokey the Bear" and "Mother Earth," as well as several games, contests, and prizes. The top two events seemed to be tie-dyeing t-shirts and the ice cream sundae bar. Gallons of ice cream and toppings were enjoyed by all.

Approximately 20 patients along with

staff members had the privilege of attending and participating in the Mental Health Awareness Day event on May 15, 2010, which was held at Emory and Henry College. The itinerary included a keynote address by Stephen Pocklington as well as a provided lunch and music by a talented husband and wife duo called "The Ledgerwoods." The Cumberland Mountain Community Service Board also presented a play entitled "The Path" by Linda Lemon. The event ended with more great music by the "Taco Band," followed by presentations and handing out door prizes.

Throughout the month several patients took advantage of the evening open game and gym areas, movies, and Thursday church services.

~Fred Pfrimmer, BSE, M.Ed., CTRS, PFT
Recreation Therapist



APRIL PERSONNEL CHANGES



Separations

Tom Miller, Clinical Social Worker	April 2
Carolyn Delaine Call, Psychiatric Aide	April 7
Tammy Jackson, Psychiatric Aide	April 23
Martha Catron, RNCA	April 27

Promotions/Role Changes

Vickie Phipps, Food Service Technician to Cook	April 25
Darlene Turman, Food Service Technician to Cook	April 25
Leslie Warden, Escort Driver to Transportation Clinical Technician	April 25

New Employees

Mary Alice Cregger, Food Service Technician	April 10
Annie Rose Dunford, Housekeeping Worker	April 25
Kimberly Tarter, P-14 Housekeeping Worker	April 25
Pat Martin, P-14 RNCA	April 25

MONTHLY PATIENT CENSUS

April
2010

Admissions 104
Discharges 116
Passes 14
**Average Daily
Census
140**

June Lunar Phases

June 4
Last Quarter

June 12
New Moon

June 18
First Quarter

June 26
Full Moon



Earth Day Celebration

On May 13, 2010, we celebrated Earth Day jointly sponsored by the Waste Minimization Committee and Central Rehabilitative Services.

You might wonder why we did not have the celebration on the right day, which was April 22, 2010. We hoped that a little later into the year the weather would be more cooperative and once we had everything set up outside, we would not have to move the festivities indoors. Fortunately, Mother Nature presented us with a beautiful day on May 13, 2010.

Dr. Cynthia McClaskey welcomed everyone and dedicated a newly planted oak tree to the staff of the Adolescent Unit. She stressed the importance of conserving our natural resources.

“Mother Nature” was present and so was “Smokey the Bear.” It was Smokey’s 65th birthday so we presented him with a wonderful cake baked by Amanda Currin.

Guests from the Department of Game and Inland Fisheries brought two large tanks full of fish from Hungry Mother Lake. Included were catfish, bass, carp, and many others. Some of them were HUGE and you could reach right down into the three hundred gallon tank and touch them! One tank had a side-viewing window so that those in wheelchairs could view the fish di-

rectly.

This was the first time we have done a joint staff and patient event for Earth Day and it went really well. Games were great fun and followed the format of “A Minute to Win It.” There were great prizes for patients and staff. Prizes for our staff were donations from local businesses. Many had great fun making tie-dye t-shirts.

So, we did do Earth Day on the right day! Every day is the “right day” to celebrate Earth Day! As a facility, we have had lots of success over the past fourteen years in **REDUCING** waste and **REUSING** and **RECYCLING** whenever possible. This is no time to moderate our efforts!

Winners of the Earth Day celebration prizes were:

A planter: Gary Lyons, Stephanie Warren, John O’Keefe, and Suzy Quillen

A reusable tote: Donna Johnson, Robin Phelps, Lesu Cole, Cynthia McClaskey, Phil Jones, Janet Robbins, Patricia Evans, C.J. Copenhaver, Crys-



tal Walters, Katie Richardson, Goldie Stevenson, Cindy Ferguson, Lori King, Sherri Wheeler, Janet Miller, Joyce Rouse, Sharon Neitch, Amanda Currin, Linda Parks, Stacy Brown, Liz Stamper, Edwina Lambert, Annasue Cook, and Derek Davis

A plant: Nathan Shelton, Tony Roman, Stacy Lester, Sharon Winebarger, Beverly Webb, Steve Kiley, and Donna Musick

A tote and travel mug was won by Linda Keene, a fruit basket was won by Fred Pfrimmer, and a gift certificate was won by Tommy Cullop.

~Sharon Neitch
Occupational Therapy Supervisor

Earth Day Celebrates 40th Birthday

Has anything changed since the first Earth Day event in 1970? According to an April 29, 2010, *Newsweek* article, while some things have improved, we have a long way to go to continue to improve our world environment.

Acid rain: The acidity of rain has decreased by 77 percent since 1970, yet rain is still much more acidic than it should be.

Air pollution: The presence of six main air pollutants has decreased by 60 percent. For instance, in the 1970s, Los Angeles had more than 100 smog alerts

per year, and now none have been issued since 2003. Yet, it is estimated that air pollution contributes to thousands of deaths per year.

Endangered species: The number of animals on the endangered species list has quadrupled since 1970, and seven have gone extinct. However, 15 species have recovered and come off the list, including the bald eagle.

Energy use: In spite of a focus on energy efficient machines, energy use per person has doubled.

Solid waste: Americans produce 38 percent more solid waste per person in 2008 compared to 1970, for a total of 250 million tons of trash per year. Recycling has increased five times over, yet almost 50 percent more trash ends up in landfills each year.

Toxic substances: There are thousands of industrial chemicals which are widely used and there are no data on them in terms of health and safety. Of the chemicals on the original Environmental Protection Agency list, however, those toxic chemicals have decreased by 65 percent.

The American Heart Association Visits SWVMHI

The Regional Faculty of the American Heart Association (AHA) visited our facility on May 6, 2010, to perform a Training Center and Course Monitoring Review. After six hours of reviewing files and documentation as well as monitoring a Basic Life Support for Healthcare Providers Renewal Course, the Regional Faculty representative presented SWVMHI with a rating of "Excellent." SWVMHI was found to be 100 percent compliant with AHA standards of practice – the first perfect score given to a Training Center by this reviewer.

SWVMHI serves as the AHA Training Center and manages twenty instructors and six training sites across Virginia. Our sites are located in Pound, Chatham, Big Stone Gap, Marion, and Oakwood, Virginia. We have

developed a collaborative relationship with the Department of Corrections (DOC) and oversee instructors at five DOC institutions.

SWVMHI provides emergency medical response consistent with The Joint Commission Level IV Medical Emergency Response System (Code Blue System). All appropriate personnel are prepared for emergency care responsibilities through training and in-service education in a planned, formal training program (Policy 3022).

Together, we celebrate our success as a Training Center, keeping in mind the purpose: to define, create, organize, and operate a response system for the care of a person when medical emergencies occur.



~Debbie Pringle, RN, AHA TCC Training Coordinator



Radiology Department Has No Deficiencies

On May 12, 2010, the Radiology Department at SWVMHI had its annual Radiation Safety Inspection. The Radiation Safety Inspection is required by the Virginia State Bureau of Radiological Health. Since our facility is accredited by The Joint Commission, the Inspector is required to survey our department by The Joint Commission standards. During the Inspection process, Dr. Lee Anthony examined Radiation Dosimetry Reports, staff qualifications, docu-

mentation of assisting patients for radiation exposures, and performed an equipment inspection. I am pleased to announce that Dr. Anthony found no deficiencies within the Radiology Department. Dr. Anthony's report will be filed with the State Division of Radiological Health and the department will be licensed until June, 2011.

~Denise Deel, RT(R) (M) Radiology Supervisor



Updating E-Signatures

If you still have reference on your email signature to the July 1, 2009 department name change and email conversion, you may consider updating your e-signature.

For those who like examples, I included my current e-signature as well as an alternative that emphasizes email changes. Also, if you think it is helpful to those you send messages to, it is fine if you want to make mention of "formerly DMHMRSAS" somewhere in your e-signature; although, please consider removing that reference by the end of the year.

As we were reminded recently by the commissioner's email guidance, emails are an extremely important *and public* way to communicate to a wide audience. Please make sure your e-signatures are accurate, up-to-date, and professional.

To edit your signature - In Outlook, follow these easy steps:

- Tools
- Options
- Mail Format tab
- Signatures button
- Edit signature button
- Make your changes and click OK on each pop-up window until you are back to your main Outlook page.

Here are some examples.

My current e-signature:

Meghan Wedd McGuire, Communications
Director
Dept. of Behavioral Health and Developmental Services
P.O. Box 1797
Richmond, VA 23218
Ph: 804.786.9048
Cell: 804.241.6876
Email: meghan.mcguire@dbhds.virginia.gov

If you want to emphasize your new address:

Meghan Wedd McGuire, Communications



Director
Dept. of Behavioral Health and Developmental Services
P.O. Box 1797
Richmond, VA 23218
Ph: 804.786.9048
Cell: 804.241.6876

New Email Address:

meghan.mcguire@dbhds.virginia.gov

~Meghan Wedd McGuire, Communications
Director
Department of Behavioral Health and Developmental Services

Leadership At Your Service

The SWVMHI leadership philosophy is deeply intertwined with our SWVMHI Values. You will recall that our leadership philosophy is as follows:

"The Southwestern Virginia Mental Health Institute leadership philosophy promotes creativity, teamwork, and shared leadership by expecting all employees to learn, live, and lead by the organizational Values. We believe leadership can and should be demonstrated by all staff in their individual and collective roles. This leadership philosophy enables SWVMHI to fulfill its Mission of assisting people in their recovery."

At the core of our leadership philosophy is the idea that we lead as we serve others. Are you a servant leader? *Servant leadership* is a term coined by Robert Greenleaf in the 1970s. A servant leader is not often formally recognized as such. Even when servant leaders achieve more formal leadership positions, they display leadership styles that are (mistakenly) seen as weak or less-than-powerful. Yet servant leaders are among the best, most powerful and most enduring of all

leadership types. When someone, at any level within an organization, leads by virtue of meeting the needs of his or her team, he or she is described as a "servant leader." In many ways, servant leadership is a form of democratic leadership, as the whole team tends to be involved in decision-making. Servant leaders ask for opinions before giving their own. The servant leadership model is an important way ahead in a chaotic, ambiguous world where values are increasingly important and doing the right thing is critical.

~Jim Moon, Ph.D.
Psychologist Supervisor



TRAVEL TIP:
Employees are only reimbursed 75% of meal and incidental expenses when they travel to and from an event within the same day.



June is National Safety Month

Make a difference this National Safety Month! Your small acts of safety can have a big impact on saving lives. Be part of A Million Acts of Safety. By using these daily

safety tips and sharing them with friends and family, you'll join the National Safety Council in reducing the number of preventable injuries and deaths plaguing the United States.

Start making an impact immediately. Go online every day to track your efforts through our national database at millionactsofsafety.nsc.org.

June

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Report if you or someone you know is being bullied at work.	2 While driving, check your blind spot for motorcyclists, especially at intersections.	3 Conduct an at-home fire drill – involve all family members.	4 Consult a doctor or pharmacist before combining medications.	5 If you have not consumed any alcoholic beverages, offer to drive a friend who has been drinking home ... or call a cab.
6 Clean dryer lint traps frequently to lower the risk of fire.	7 When choosing a bike helmet, make sure it fits snugly and does not obstruct your field of vision. Never wear a helmet tilted back at an angle.	8 Make sure walkways are well-lit at night to prevent falls.	9 Bring safety home. Openly discuss safety concerns with friends and family. Don't forget the kids!	10 Set ground rules, such as curfews, with new teen drivers and clearly communicate your expectations as a parent.	11 Check garages and sheds regularly for signs of animal infestation.	12 Carry a bottle of water and granola bar in your glove box on road trips ... just in case you get lost!
13 Offer a hand if you notice someone lifting a heavy object.	14 Decontaminate work surfaces daily to prevent the spread of harmful viruses.	15 Test and replace smoke alarm batteries every six months. Tell your neighbors!	16 Make sure your teens understand the consequences of underage drinking.	17 When lifting, use your legs and keep the weight of objects close to your body.	18 Take 30 minutes to relax and decompress after a stressful day.	19 When riding a bicycle, don't forget your helmet and reflectors.
20 Post three messages of safety on your Facebook or MySpace page. Help spread the word!	21 Place your cell phone in the trunk to prevent distracted driving. Ask your friends and neighbors to do the same.	22 Extinguish candles before leaving the room.	23 Help your new teen become a better driver with more behind-the-wheel time.	24 Check the air in your vehicle's tires to ensure proper inflation and optimal road safety.	25 Slow down in construction zones. Warmer months are busy times for road construction.	26 Reduce the number of child pedestrian injuries by holding hands while crossing streets.
27 Encourage your children to stay seated while riding the bus. Suggest they sit with a friend or bring an interesting book to stay occupied.	28 Prevent falls in the workplace by keeping clutter and debris out of walkways and workspaces.	29 Make a list of emergency contacts and keep it by every phone in your home.	30 Educate children on the dangers of fireworks.			

An HPO Workgroup In Action!

What is a Personal Belongings List? The Personal Belongings List is used for staff to document the quantity, description, condition, and disposition of all personal property that patients bring in on admission and/or personal items brought in by a visitor. It also provides a place for documentation to ensure that clients receive their personal property upon transfer, pass, or discharge.

Background:

The Personal Belongings List was developed many years ago and was way overdue for revision! As we now see patients bringing in items such as MP3 players, cell phones, iPods, etc. A workgroup of Nurses and Aides revised the form a year ago; however staff had more feedback and suggestions on how to make the form more user-friendly. Therefore, a small workgroup reconvened in April (with some of the original members as well as representatives from each unit) and have developed an even better Personal Belongings List. The workgroup identified the problems with the draft form and worked together to create a form that

would serve the needs of all units. They also reviewed and made recommended changes to Policy #9202-Patients Personal Property.

Action:

The workgroup presented the recommendations for the revisions to the form and changes to the policy to coincide with the form revision at the Nurse Managers Committee meeting held on April 20, 2010. The workgroup presented the way that the new form will cut down on paper waste, as well as help cut down on the size of our medical records. An example was given of one client's belonging list that had resulted in 13 separate pages being used. When the revised Personal Belongings List form was used, it reduced the number to three pages, total! Once the policy is approved and the forms are printed, the workgroup will be presenting training initiatives for the nursing staff and implementing the new process.



TEAMWORK

I appreciate the hard work of each of the workgroup members that participated on this team. They are to be commended for a job well done!

Thanks to: Todd Gillespie, Head Nurse; Lisa Taylor, RNCA; Tina Woods, PA; Robin Heldreth, PLA; Brenda Hancock, PA; and Darlene Rouse, PLA.

~Julie Stoots, RN, MSN
Admissions Unit Nurse Coordinator

Nursing Week Celebration

National Nurses' week was celebrated May 3 – 7, 2010, with the theme of "Caring Today for A Healthier Tomorrow."

A committee co-chaired by Jim Lundy, Unit Nurse Coordinator; Darlene Rouse, Psychiatric Lead Aide; and Robin Poe, Nursing Staff Development Coordinator, planned the events. Special thanks are extended to Alicia Alvarado, Chief Nurse Executive; Norma Brickey, Assistant Nurse Executive, Sarah Parris, Office Services Assistant; and Amanda Phipps, Executive Secretary, who popped fresh popcorn for each shift on Monday, May 3. And another thank you goes to Sarah and Amanda for their help with banners, notices, and purchase orders.

With employee recognition monies, stainless

steel water bottles were purchased with the nursing week theme printed on them and given to each employee in nursing services. There were also special drawings each day on each shift for gift bags.

Special events were planned each day as part of a competition to see which unit had the most team spirit. Events such as wearing the colors of nursing week, crazy hat day, wearing the attire or colors of your favorite sports team, and even a silent desert auction were held as part of the competition. At the end of the week of competition, the nursing staff on Admissions Unit A/B was announced as the most team spirited; they even decorated their unit in nursing week colors. Congratulations to the first, second, and third shift nursing staff on Admissions Unit A/B. You all are awesome!

In addition to the popcorn, the staff received ice cream and fresh baked cookies. This year each unit and shift sponsored their own special meal, either by covered dish or ordering out together.

On May 6, evening events included a special

candle light ceremony to honor and recognize all the employees past and present who dedicated themselves to working on the Adolescent Unit. The recognition ceremony began at 8:00 p.m. with 31 people in attendance. Alicia Alvarado, Chief Nurse Executive; Ron Parsons, Adolescent Unit Program Director; Angela Routh, Unit Nurse Coordinator; and Cynthia McClaskey, Facility Director, were the guest speakers. The floor was then opened to those in attendance who wished to say something. Afterwards Angela Routh offered prayer and the candles were lit. The Adolescent Unit was closed May 17, 2010, after 32 years of service. The candle light ceremony hopefully brought honor and a sense of closure to those employees who have worked on that unit during their years of service with SWVMHI.

Thank you to each and every employee who works in the nursing department. Your dedication is appreciated each and every day. We hope you enjoyed this year's nursing week celebration!

~Robin Poe, MSN, RN-BC
Nursing Staff Development Coordinator



Stories From The Library Shelves



Pet Toy Ideas for Adopt a Shelter Cat Month

With June being *Adopt a Shelter Cat Month* and June 25, 2010, being *Take Your Dog to Work Day*, I am finding that June is a fabulous time to celebrate our favorite furry friend. Pets are wonderful companions who offer unconditional love and affection, but being a responsible pet owner can be intimidating. Often we wonder if we adopt a new pet, will we have the time and resources to give our new pet what it needs? Beyond food, water, and a litter box or an outside walk, animals have other needs that are harder to meet, but it can be very rewarding to put in just a little extra effort.

As pet owners are often at work all day, stimulation is a great concern, particularly

for indoor animals, but it can be easy and inexpensive when you use some of these tips from the Animal Welfare Association of Voorhees, NJ, to make homemade toys. Cut up new sponges and put a tiny amount of scent on them and then hide them for animals to follow the scent and find them. Cats like the texture of new paint rollers. They will nuzzle and knead them. Hide frozen tuna juice in a plastic Easter egg and a cat will have fun getting it open on a hot day outside. Fill empty pill bottles or cardboard canisters with tic-tacs. Just make sure they lock tight. Fill empty straws and pens with a tiny bit of food or frozen water. Also, crumpled paper balls, toilet paper rolls, or even an empty box can be very inexpensive and very entertaining for a pet. According to Katenna Jones of the American Humane Society, when her staff tried constant daily attention with animals in her kennel, the animals responded very well. "Once we implemented it, we never had an outbreak of kennel cough, parvo, or distemper."

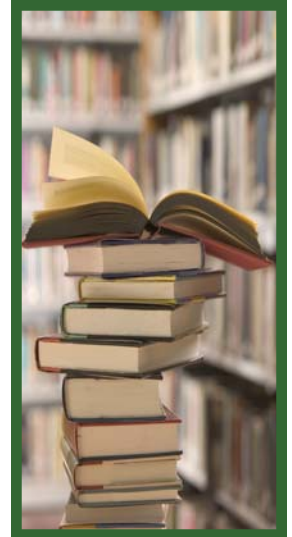
Information gathered from www.americanhumane.org.

Donations

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

Alicia Alvarado
Cindy Ferguson
Amanda Currin
Laurie Goral
Tina Woods
Russ McGrady
Jim Grubbs
Jim Moon
Ashley King
Lori King
Jennifer Ward
Marlene Doyle

And 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 for June 2010

- *Three Ways to Say Goodbye*, C. J. Box
- *The Wizard of Seattle*, Kay Hooper
- *Triptych*, Karin Slaughter
- *Anthem*, Stephenson
- *Don't Tell*, Karen Rose
- *Remote Control*, Stephen White
- *Plum Lucky*, Janet Evanovich

~Christina Quillen
Librarian

A "Thank You" to Ward K Staff: "Words cannot express how much we appreciate everything you did for Mom. It was so comforting to know she had people like you who treated her like family and not just another patient. Thank you."

~A Grateful Family



June Days To Celebrate

"Off the cuff" June holidays to celebrate:

June 5

National Gingerbread Day

June 14

Hug Holiday

June 19

National Hollerin' Contest Day

June 20

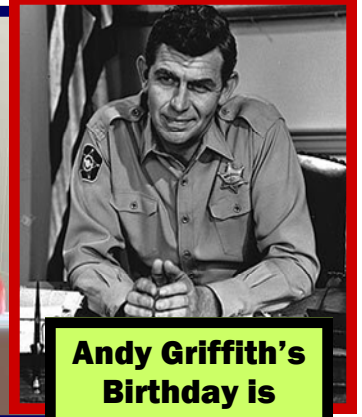
Ice Cream Soda Day

June 23

Take Your Dog to Work Day

May 25

National Tap Dance Day



Andy Griffith's Birthday is June 1!

History From The Hill

Taken from the Twenty-Sixth Annual Report of the Southwestern State Hospital of Marion, Virginia, for the Fiscal year ending September 30, 1913.

Report of the Superintendent Marion, Virginia, October 1, 1913

To the Special Board of Directors, Southwestern State Hospital,

Gentlemen:

Complying with the provisions of the law governing institutions of this character, and acceding to my own pleasure, I beg the honor of submitting the twenty-sixth annual report of the Southwestern State Hospital for you. I have not endeavored to analyze each of the statistical tables herewith, but shall touch upon only a few of the more important features connected with the work of the year. However, I invite your thoughtful study of the various statistics, believing that interest aroused will more

than compensate for the labor involved.

It is a happy circumstance to state that the year has been marked by the most satisfactory results. We have been free from suicides, homicides, epidemics, accidents or casualties of any serious nature. We have had an exceedingly low mortality, and even this could have been largely minimized if the relatives and associated friends of those afflicted with forms of mental aberration had placed patients under treatment before the hand of death had to all effects been laid upon many committed to our care. Watchfulness always of sanitation and a strict observance of primary health laws have enabled us to come through the year with an unprecedented general health average. Taken as a whole, the physical condition of the men and women under our care is exceptionally good; the patient's evidence



by all outward appearance the value of clean living, nutritious foods and proper exercise, and noticeable improvements are noted, not alone in physical development, but mental recovery. We have not attained to all our hopes, but the year has presented a fair average of expectations, and the outlook for another year of satisfactory results is encouraging at this hour.

To be continued



Expressions of gratitude were offered by the family of a consumer to the Ward E nursing staff, Infirmary Care Givers, and Social Work Team of SWVMHI. These staff were also named honorary pallbearers after his death. Mr. H. had been a resident of SWVMHI for most of the last 48 years and his family stated that they were grateful that they could spend so much time with him in his final days. Thank you for the compassionate care that you offered him.

New Medical Director

I am very pleased to announce that Dr. Jon Crisp will be SWVMHI's new Medical Director effective June 3, 2010. This will assure a smooth transition as Dr. Jim Grubbs leaves to return to his native Texas in early June.

Dr. Crisp joined the Geriatric Unit staff at SWVMHI in 2006 after several years of being part of a large single specialty medical practice owned by a hospital. He was interested in the opportunities afforded by work in a setting such as ours, and he and his family also wanted to find a more rural, friendly style of community life. He received his medical degree from the Medical University of South Carolina and completed his residency in Psychiatry at the University of Kentucky, in their Triple Board program. He is Board Certi-



fied by the American Board of Psychiatry and Neurology.

In an interview in 2009 for the SWVMHI newsletter, *A View From the Hill*, Dr. Crisp noted that he "strongly believes that every one is valuable and contributes equally to

the successful care and recovery of our hospital's patients. He strongly believes that the patients are our core reason for being here. If we always remembers this as our focus, then the work we do becomes a service to that end: the recovery of the patients."

Dr. Crisp has served as Acting Medical Director and on numerous medical and facility committees. Please congratulate him on his new role at SWVMHI - we are delighted that he will be our new Medical Director

and I know you will be of assistance during his orientation.

Dr. Crisp: Thank you for joining us and we look forward to working with you!

~Cynthia McClaskey, Ph.D.

Thirty-Two Years and Beyond

Candlelight Service for the Adolescent Unit, May 6, 2010:

A wise teacher in the book of Ecclesiastes, Chapter 13, wrote:

“There is a time for everything,
And a season for every activity under
heaven.

A time to be born and a time to die, a time
to plan and a time to uproot,
A time to kill and a time to heal, a time to
tear down and a time to build,
A time to weep and a time to
laugh, a time to mourn and a
time to dance.

A time to scatter stones and a
time to gather them, a time to
embrace and a time to refrain,
A time to search and a time to
give up, a time to keep and a
time to throw away,
A time to tear and a time to
mend, a time to be silent and a
time to speak,
A time to love and a time to
hate, a time for war and a time
for peace.”

Thirty two years ago, it was
time for the plan of an adoles-
cent inpatient mental health
unit in Marion, Virginia, to be birthed into
reality. For thirty-two years, the staff here
have planted good things, built characters,
mended broken lives, spoke and listened,
loved and healed. This was our season for
adolescent care.

Some here are aged 50 years or more.
There are people in the community almost
our ages whose lives thirty-two years ago
were made better by being here. Some of

you are still in your teens. Kids up until last
week are having their lives made better by
being here and having been here. The Ado-
lescent Unit has made a difference for sev-
eral generations.

We celebrate that.

When we refer to the Adolescent Unit, we
are referring to the people who worked
and work here. It’s not the brick and
stone, it’s not the rooms and equipment.



It’s the people. The nurses, the aides. The
doctors, psychologists, social workers and
rehab staff, and all those other supportive
and involved people who made it possible
for adolescent mental health services to be
provided here.

We celebrate them. We celebrate you.

One of the most painful learning tasks often
presented to adolescents in their stages of

development is learning when it is time to
let go of something, even something cher-
ished, learning to say goodbye and turn
away and carry on in a new direction. We
are faced with that today.

While we have little control about this
being the time for our season with adoles-
cent treatment services to end, for
SWVMHI, and to put this away as part of
our corporate history and part of our own
personal identity, we do have control over
how we let go.

I choose to celebrate.

Let’s choose to celebrate
thirty-two years of doing
good for adolescents in need,
thirty-two years of being on
the front line, helping and
habilitating. Thirty-years of
hope, health, and healing in
the formative years.

Let’s celebrate.

What time is it? It’s time to
be satisfied about what we
have accomplished, that we
have made things beautiful in

our times with adolescents. It’s time to
cherish, time to let go, time to go down
different halls with the light to shine in
other dark areas, time to move into a new
season.

Thirty-two years and BEYOND! Let’s cele-
brate!

~ Alicia Alvarado, RN, MS
Chief Nurse Executive

Your Dedication Shows

Thank you for the kind invitation to the
Adolescent Unit closure reception on May
24, 2010. I will not be able to attend but
will be there in spirit. Joe Tuell plans to
attend and represent staff from CCCA. It
should be a great event, and I regret that I
am unable to participate.

I know that this has been a long couple of
years for you, and for us. Your staff should
be commended for carrying on through
these incredibly difficult times.

I wish to thank you all for helping us out
during our own crisis at CCCA. I deeply
appreciate your willingness to take our
overflow kids when we were in our re-
duced bed mode at Western State.

The SWVMHI Adolescent Unit staff is a
highly competent, dedicated group of peo-
ple who did a great job with difficult teenag-
ers over many, many years. I am fond of
my memories of the brief time I spent
there working alongside these fine folks.
Please give my compliments to your staff

for their wonderful work with these trou-
bled youngsters.

THANKS FOR A JOB SO WELL DONE!

Best wishes to the SWVMHI Adolescent
Unit staff and good luck as you go for-
ward.

~Clark Bates, M.D.
Medical Director
Commonwealth Center for Children and
Adolescents

