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From The Director

In Our Own Voice. In the past several months, I have been privileged to listen to four colleagues describe, in compelling and moving words, their personal recovery journeys, through dark days, acceptance, treatment, development of coping skills, and their successes, hopes, and dreams. Each presentation was part of In Our Own Voice, a powerful education program developed by the National Alliance on mental illness (NAMI), as part of a grant from Eli Lilly.

I have come to learn that these brave individuals, who, though they have had a unique journey with mental illness, are more like me than different. Most of us have had dark days and we may be in recovery from some life experience, such as a life threatening or changing illness or accident, a wrenching loss like the loss of a loved one, or alcohol or substance abuse.

WRAP®. I was particularly impressed by how the development of a Wellness Recovery Actions Plan® (WRAP) helped each on his or her path to recovery. I started thinking that we ALL could benefit from a WRAP and I wanted to find out more about it.

The WRAP concept was developed by Mary Ellen Copeland. She describes five **Key Recovery Concepts** which are the foundation of effective recovery work:

Hope - People who experience mental health difficulties get well, stay well, and go on to meet their life dreams and goals.

Personal Responsibility - It's up to you, with the assistance of others, to take action and do what needs to be done to keep yourself well.

Education - Learning all you can about what you are experiencing so you can make good decisions about all aspects of your life.

Self Advocacy - Effectively reaching out to others so that you can get what it is that you need, want, and deserve to support your wellness and recovery.

Support - While working toward your wellness is up to you. Receiving support from others, and giving support to others, will help you feel better and enhance the quality of your life.

When a person who is going through dark days has hope and the support of others, he or she will be more motivated to seek good healthcare and manage needed medications in an effective way. And a Wellness Recovery Action Plan teaches self-awareness through careful observation. You learn to ask: What do I need to do every day to keep myself well? Getting enough sleep, a good diet, exercise, spending time with

friends and loved ones, journaling, meditation, music all can be part of my WRAP.

A WRAP also includes an assessment of events or situations that may make me feel badly or start a downward spiral ("triggers") and specific methods I can use to respond to early warning signs so that I can maintain the highest level of wellness. There is also a response plan when there are signs that the situation is getting much worse.

A WRAP is not done once and then filed in a drawer. It is a living document that will help me feel well more often and move forward with my recovery.

I hope you will have the chance to listen to an **In Our Own Voice** presentation, or at least listen to the recovery journey of someone you know. Such dialog brings hope and understanding and discourages stigma. The individuals that we serve at SWVMHI are developing Wellness Recovery Actions Plans every day.

You can learn more about WRAP by going to the website below or by talking to one of our Peer Support Specialists, or someone in *(continued on page 2)*

What am I?

Completely round is fairly rare. Bright and shiny when I'm there. When I'm not, they call me new. But I'm old. Older than you.

Answer on Page 14

From the Director, continued

our hospital who has completed a WRAP.

http://www.nami.org/template.cfm?section=In_Our_Own_Voice

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Recovery definition

Recovery is a deeply personal, unique process of changing one's attitudes, values, feelings, goals, and/or roles. It is a way of living a satisfying, hopeful, and contributing life, even with limitations caused by the illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness.

- William Anthony

From the Director's Orientation, here are some additional thoughts on recovery.

HOPE is the beginning:

- * **It is a thought that things can get better.**
- * **It is a feeling of courage with a spark of new energy.**
- * **HOPE creates a turning point.**
- * **HOPE means I have dreams.**
- * **Life can be GOOD!**
- * **HOPE is a vision of a better future.**
- * **Someone else can hold the HOPE for us!**
- * **It is never winter in the land of HOPE! (Russian proverb)**



What we know about Recovery:

- * It is an up and down process—that is, some days are better than others!
- * Symptoms may remain, but people still recover.
- * Symptoms are less troublesome and happen less often.
- * Recovery does not mean that one did not have a mental illness.
- * Recovery from the *consequences* of being ill is often harder than recovery from the illness.

Thank you to all who are learning and growing in their self-awareness, knowledge, and skills, to those who are providing hope and a recovery-oriented environment, and for bringing me along with you on this recovery journey we call life!

~ Cynthia McClaskey, Ph.D.

Helpful Hint

When sending mail from SWVMHI, put your name or your department's name in the upper left hand corner of the envelope over the return address. That way, if the mail is returned for any reason, the mailroom will know exactly where to route your mail.

From the Recognition Committee



We're Celebrating...

**Your Service,
Your Dedication,
OUR HERITAGE AT SWVMHI!**



Join us in celebrating on May 19th for the next Employee Service and Recognition Event. During our celebration there will be games, food, prizes, and many displays that highlight and uplift our heritage. Help us prepare for the celebration by sending in your favorite recipes to be included in a FREE Cookbook that will be available on the Intranet. Please email or give copies of the recipes you want included to Michelle Melton (Ward C/D). T-Shirts will also be available for purchase, so keep an eye out for them! Specific times and location will soon be announced.

“The Path” -- A Review

When I was a little girl, I used to play a game with my hands folded together, my fingers intertwined, facing my palms. The index or pointer fingers were left out facing upward with fingertips touching. The thumbs were on the outside, side by side facing me. Then I would say, "Here's the church (my hands), here's the steeple (my index fingers), open the doors (my thumbs and unfold hands), and see all the people (my intertwined fingers)." What I'm trying to say is that the "church" is in a building, a "hospital" is in a building, and a "clubhouse" is in a building. They don't become a church, a hospital, or a clubhouse until you add the people.

It's really great to have a nice, brand-new building and it's really appreciated by everyone who goes there or works there, but until you add the people that's all it is, a nice, new building. The individuals we serve and the staff are the "clubhouse" and the "hospital."

That being said, I had the privilege to go and see "The Path" at the Abingdon library as part of The Big Read. It was written by a consumer, and all the actors were individuals served by the different clubhouses in the Cumberland Mountain catchment area. The play was beautifully written, the sets were hand painted by consumers, and the sound system was operated by a consumer. They did a fabulous job and I was so proud of them. Being a consumer my-

self, I saw a little of me in all the characters.

Even though I enjoyed the whole play, the best part for me was at the end when each actor shared a little of his or her struggle with mental illness. It takes a lot to write and act in a play, but that is actually the easy part. The hardest thing is being yourself, baring your soul, and telling your story. The common thread throughout their stories was how the "hospital" and/or the "clubhouse" helped them on their path to recovery. In the end it was the consumers, staff, doctors, nurses, case managers, therapists, and many other people that made a difference in everyone's lives. It is so nice to have a place that you go where you have support from people in the good times as well as the bad. People who accept you for you and understand what you're going through. People who have been there. They become your second family.

One of the audience members mentioned that she works at the state hospital and how they rarely get to see the successes of the patients after they leave the hospital. It's really important to know at the end of the day that you made a difference in someone's life.

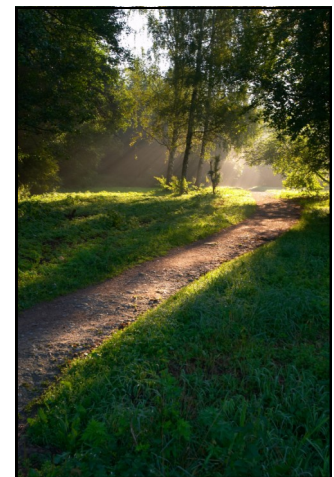
I strongly urge all consumers to see this play so they can see that recovery is pos-

sible and there is life after hospitalization. Also, anyone who is a friend, family member, or who works with mental health consumers needs to see this play. It will encourage them to know that every day they make a difference in that person's life.

Everything we do as consumers to promote recovery, erase stigma, educate and encourage others, empowers us and aids us in our recovery.

If you have a chance to see this play or see an "In Our Own Voice" presentation (consumers telling their stories), please do it. It will change your life and your views on mental illness forever.

~ Sue Eller
Peer Support Specialist



“Look to this day, for it is life, the very breath of life. In its brief course lie all the realities of your existence: the bliss of growth, the glory of action, the splendor of beauty. For yesterday is only a dream and tomorrow is but a vision. But today, well lived, makes every yesterday a dream of happiness, and every tomorrow a vision of hope. Look well, therefore, to this day.”



~ Ancient Sanskrit poem
Submitted by James R. Moon, Ph.D., MBA
Psychology Supervisor

Motivational Interviewing and Our Values

Catch the Spirit!

Motivational Interviewing is a term heard increasingly throughout the hallways and team rooms of SWVMHI. Indeed, throughout the field of behavioral healthcare, Motivational Interviewing (MI) is recognized as a very useful and helpful set of techniques and processes to help people make the changes they want and need to make in order to have more fulfilling lives.

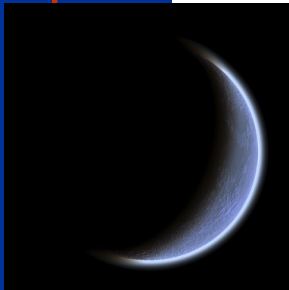
MI is a process. It involves the use of gentle feedback. It involves something called “rolling with the resistance” to avoid arguments while staying focused on what is really important to our patients and their families. MI uses a helpful, understanding, and partnering approach. It is conveying that we feel with our patients (empathy). We do this through our choice of words and tone of voice. We show genuine concern and awareness of the patient’s experience.

The SWVMHI Core Values are completely consistent with the MI approach to effecting change. It could not be a more hand-in-glove fit. The Values of Communication, Honesty with Compassion, Trust, Teamwork, Self-Initiative, Leadership and Honoring Day-to-Day Tasks are all part of the MI Spirit.

Catch the Spirit!

~ James Moon, Ph.D.
Psychology Supervisor

April Lunar Phases



April 3

New Moon

April 11

First Quarter Moon

April 17

Full Moon

April 24

Last Quarter Moon



National Medical Laboratory Professionals Week



National Medical Laboratory Professionals Week (NMLPW) is April 24 - 30, 2011, and is an annual celebration of the medical laboratory professionals and pathologists who play a vital role in every aspect of health care. NMLPW is a time for medical laboratory personnel to celebrate their professionalism and be recognized for their efforts.

Another goal is to inform and educate medical colleagues and the public about the medical laboratory and the impact these dedicated skilled professionals have on overall patient care. Since lab technicians often work behind the scenes, few people know much about the critical testing they perform every day.



SWVMHI thanks its Medical Laboratory Professionals for the work they do every day: Becky Barker, MT, ASCP, Laboratory Manager, and Part-Time Laboratory Technicians, Jeane Hutton, MLT, ASCP and Crystal Billings, MLT.

~ Becky Barker, MT, ASCP
Medical Laboratory Manager

National Volunteer Services Week

National Volunteer Week began in 1974 when President Richard Nixon signed an executive order establishing the week as an annual celebration of volunteering. Since then, every U.S. President has signed a proclamation promoting National Volunteer Week. Additionally, governors, mayors and other elected officials make public statements and sign proclamations in support of National Volunteer Week.

Volunteering is the practice of people working on behalf of others or a particular cause without payment for their time and services. Volunteering is generally considered an altruistic activity, intended to promote good or improve human quality of life, but people also volunteer for their own skill development, to meet others, to make contacts for possible employment, to have fun, and a variety of other reasons that could be considered self-serving.

Volunteering takes many forms and is performed by a wide range of people. Many volunteers are specifically trained in the areas they work in, such as medicine, education, or emergency rescue. Other volunteers serve on an as-needed basis, such as in response to a natural disaster or for a beach-cleanup.

Some of the Best Reasons to Volunteer

Some of the best reasons to give are the ones you may not have considered — the ones that make it worth your while to go that extra step. People who have spent

time volunteering for a cause report that they get back in satisfaction and joy more than they ever expend in inconvenience or effort — what you get back is immeasurable. You'll also receive these benefits:

- Volunteering makes you feel needed.
- Volunteering can lead to learning new skills.
- Volunteering can help you deal with some of your personal problems.
- Volunteering helps you meet new people and breaks down barriers of misunderstanding, mistrust and fear.
- Volunteering can create new contacts which may help your business or career.

It's What in the World You Can Do!

You might be thinking, "The little bit that I can do will never help much!" or "What in the world can I do?" If you've ever spent ten minutes reading a book to a lonely person, you know that even that small amount of compassion and attention can make a world of difference. No one person can solve the world's problems, but what little you do can make your little corner of the world — or one far away from yours a happier, healthier, safer place to live for those who need your help.

National Volunteer Week designates a special time for us to recognize and celebrate the tremendous efforts of our volunteers. Here at SWVMI, we have dedicated

people who regularly bring their animals to participate in the AAA/T program. There is not a one of you who cannot name Paco or Zena on sight . . . and who does not take as much delight from interacting with Milo or Perry as our patients do. And who hasn't taken time to visit Spaghetti during Lunch on the Lawn or Family Day or stand in line to hold and pet those baby goats.

Every Thursday night a volunteer chaplain provides spiritual opportunities for those who choose to participate. Additionally, our volunteer chaplains visit the facility upon request from individuals.

We also have volunteers to assist with Bonanza, read to patients, play piano music and just listen as someone wants to talk. With the help of Smyth County Extension agent, we partnered to produce a pumpkin patch that produced well over 200 pumpkins!

In addition, this year provided opportunity to bring in volunteers from Smyth County technical school to cut hair and people with woodworking skills to build garden boxes. To all of these people we extend sincere THANKS! For they offer services from the heart that promotes recovery by improving quality of life experiences.

~ Cheryl Rhey
Unit Programs Director
Rehabilitative Services

April is Records and Information Management Month

Records management is defined as the systematic control of records throughout their life cycle. What are records? Records are evidence of what the organization does.

They capture its business activities and transactions, such as contract negotiations, business correspondence, personnel files, and financial statements, just to name a few.

Records come in many formats: Paper, electronic messages, information captured in the organization's various databases.

Why is records management important? Records are information assets and hold value for the organization. Effective records management ensures that the infor-

mation needed is retrievable, authentic, and accurate. This requires setting and following organizational policies and procedures, identifying who is responsible and accountable for managing records, integrating best practices and process flows with other departments throughout the organization, and establishing guidelines to maintain business continuity after a disruption or disaster.

Employees use records and information to perform daily business transactions, deliver goods and services consistently and with integrity, comply with legislative and regulatory requirements, manage risk, protect

the interests of all stakeholders inside and outside of the organization, and preserve the organizational identity and history.

Who is responsible for managing records and information? Everyone is. Each employee has an important role to play in protecting the future of the organization by creating, using, retrieving, and disposing of records in accordance with the organization's established policies and procedures.

~ Kim Ratliff, RHIT
HIM Director

Chaplain's Corner

Why do you look for the living among the dead? He is not here; he is risen...

(Luke 24:5b-6)

On December 17, 1927, the U.S. Submarine S4 with a crew of 40 men, was surfacing off Cape Cod, near Provincetown, Massachusetts, and was accidentally hit by the coast guard destroyer, Paulding. The S4 submarine sank 102 feet below the surface to its watery grave. Every effort to rescue the sailors in the sub was made. However, due to bad weather and limited air supply within the sunken sub, all efforts ultimately failed. In the process of attempted rescue, the divers were able to communicate with six men trapped in a forward torpedo room by tapping (in Morse Code) on the steel hull of the sub. Words of encouragement were offered by the divers and with them the message, "We are doing everything possible." But as the conditions within the sub grew worse, the thoughts of rescue by the trapped sailors appeared less certain. A diver, desperately looking for a way to rescue, exchanged signals with the trapped sailors. With his helmet pressed against the hull he began to spell out in his mind a message being received. It was a question. The question simply asked, "Is...there...any...hope?"

Is...there...any...hope? It is a question worthy of our thoughts. When circumstance has struck its most harsh blow, and life seems sapped of this thing called hope, where do we go or what do we do to find that spark again that keeps us going? The writer of Proverbs says, "Hope deferred makes the heart sick" (13:12). How true we know that to be when our hope seems delayed beyond what

we are able to endure, or even worse, when hope appears lost completely.

We cannot help but wonder if this is what the followers of Jesus must have felt on that day we came to know as Good Friday. It was a day when Jesus was rejected, tortured, and then nailed to a cross. The scriptures tell us that the sun stopped shining and darkness covered the earth for a span of three hours. It was as if the sun hid its face in shame at what humanity had done to the one who came for all mankind. With death assured, Jesus was buried in a tomb. By the end of the day, the sun set and the followers of Jesus scattered under the cover of darkness, full of despair and the belief everything was lost. While they were with Jesus, they heard the wonderful teachings of God and his love. They witnessed the many miracles that only God could do. They traveled with Jesus and came to know him intimately as no other human knew him. Now he is dead and how will they be comforted? How true are the words of Job for such an occasion when he says, "Where is God my maker who gives songs in the night?" (35:10).

The scriptures remind us that what seems like failure to man is not failure to God. "As the heavens are higher than the earth, so are my ways higher than your ways and my thoughts than your thoughts," says God to his prophet in Isaiah 55:8. The cross seems a shameful way to die, its purpose a stumbling block to some, and foolishness to others. Yet it is this foolishness in the eyes of man that God shows his wisdom in saving mankind from himself.

Good Friday was a horrific day in the history of humanity as all hope seemed buried with Jesus. But, Sunday comes! The SON RISES, the tomb is empty, the darkness of de-

spair fades, and hope is resurrected! This is the message of Easter Sunday. Jesus says, "I am the resurrection and the life. He who believes in me will live, even though he dies..." (John 11:25). The promise of a living hope as an anchor for our soul is not only meant to help us through the trials of life, but also to help us through the trials of death as we cling to the promises of God in Christ that He makes all things new. Because God is faithful to fulfill his promise, our hope waits patiently for a new heaven and a new earth where God will, "wipe away all tears from their eyes; and there shall be no more death, neither sorrow, nor crying, neither shall there be any more pain; for the former things are passed away."



Word Search



How many words can you find related to Spring and the month of April?

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

Allergies

April Fool's Day

Baseball

Bumble bees

Chocolate

Crocuses

Daffodils

Earth Day

Easter

Eggs

Flowers

Gardens

Golf

Green grass

Lilies

Rain

Robins

Spring cleaning

Sunshine

Taxes

Tulips

Warm



Clinical Documentation = Critical Communication

Principle # 3: Staff members have legislative, professional, and ethical obligations to protect client confidentiality.

It is important that the confidentiality of all information be safeguarded and shared only as necessary to protect the interests of the person. This includes protecting the individual's services record and all documentation systems.

Observe these guidelines at all times: Ensure and maintain the confidentiality of the individual.

- ✓ Ensure that copies are used, managed, stored, and/or destroyed appropriately.
- ✓ Ensure that client records are secure from unauthorized access, loss, or theft during transfer, transmission (i.e., electronic), or transportation.
- ✓ "Encrypt" information when sending it via email to a person outside of the DBHDS network¹ (for example, to a CSB staff member), or use secure links like the Secure Site for Needs Upon Discharge.

- ✓ Ensure that those accessing or seeking to access documentation have the authority to do so.
- ✓ Observe the minimum necessary rule. Limit the information to the minimum necessary to accomplish the intended purpose of the use, disclosure or request.
- ✓ Always adhere to HIPAA privacy rules and regulations.

Remember, if you have access to an individual's clinical or personal information in any format, you are responsible for keeping it safe and confidential. There are consequences for individuals who violate privacy of security regulations. Consequences include disciplinary actions as well as civil and criminal penalties. In short, it is essential that staff successfully manage the day-to-day task of balancing data sharing with data confidentiality.

For more information, please refer to:

- ✦ DBHDS HIPAA Training 2011 CAI.
- ✦ SWVMHI Policy 8017, Confidentiality of Patient Information.
- ✦ SWVMHI Policy 8203, Persons Authorized to Write in the Medical Record.

- ✦ DI 1001 (PHI) 03 Privacy, Policies and Procedures for the Use and Disclosure of Protected Health Information.

All references are accessible from the SWVMHI Knowledge Center.

Correction to last month's information: Policy 8031 has been revised to permit the use of **BLUE INK** as well as black when documenting in the services record.



~ Communications Team

¹ Contact Amanda Currin for information about encryption.



Congratulations!

Congratulations to Dr. Jim Moon, Psychology Supervisor on ERS, for giving the winning suggestion on how to get individuals we serve to eat slower at meal time.



His suggestion was to walk around and converse with individuals while they are eating by engaging in normal conversation. This helps them to slow down in their eating and develops trusting rela-

tionships. Thanks, Jim, and to all who participated in the suggestion program developed by Deresa Hall, Nurse Practitioner, and judged by the Dysphasia Committee.

SWVMHI ANNUAL YARD SALE

April 16, 2011
0800 to 1400
Marion Baptist Church Lawn

Cost per table: \$10
Reserve your table today!

If you would like to donate items to sell for the Patient Activity Fund, please contact Sue Saltz at Ext 118 or email her at sue.saltz@dbhds.virginia.gov

Mulch Fires Are More Common Than You Think

Hundreds of mulch fires are reported every year in every state. You can help prevent mulch fires!

Mulch fires can burn buildings, burn the woods, and burn people. Most are started by people; so most can be prevented.

Fire departments are frequently called upon to extinguish a fire that is burning in bark mulch, often against the side of a building. Sometimes the occupants of the building catch the burning before it gets out of hand and put it out with water. Without these actions, people may have been killed or injured, or buildings might have been destroyed.

There has been a significant increase in the number of fires that occur in

landscaping mulch. These fires are particularly dangerous due to their proximity to homes and structures. The fire starts in the landscaping mulch, spreads into the shrubbery, and then to the home or building. Other factors such as below average rainfall, extremely dry conditions, warm temperatures, and abnormal winds increase the risk of serious damage from mulch fires.



All staff are aware that smoking on the grounds and in the buildings at SWVMHI is prohibited. However, cigarette butts

have been found in the mulch outside many of the doors of the Bagley Building. If you smoke on the grounds and extinguish your cigarette in the mulch, not only are you risking disciplinary action, but you are also risking the safety of the individuals we serve and that of your coworkers. If you observe a smoker on the grounds, you may ask him or her to stop and assure that the cigarette is properly extinguished. If you prefer, you may ask a supervisor to handle the violation. But please, do something! Your safety and the safety of the individuals we serve depends on everyone being a part of the culture of safety.

Thank you in advance

~ **Safety Committee**

From the Library

National Library Week

The theme for this year's National Library Week is "Create Your Own Story at the Library." The idea of this theme is that the library is where people go to get started in new projects that eventually become part of their personal lives and stories. The materials at the library get people thinking and introduce them to opportunities they had not thought of before. It's a place to find a new hobby, search for a new job, or plan a life-changing experience like going to college or going on a vacation to remember. The American Library Association's press release states that "Libraries are places for new beginnings. Whether you are getting your first library card, learning new computer skills, or planning a trip, the library is the place where your story begins."

National Library Week is April 10-16 this year, but it also incorporates individual dates to celebrate including National Library Workers Day on April 12th, National Bookmobile Day on April 13th, and Support Teen Literature Day on April 14th. Also, the

whole month of April is School Library Month, so this is a really big month for libraries all across America. National Library Week was first observed in 1958 as a response to a study that found people were reading less, and replacing books with radio and television. The purpose was and still is to encourage reading and using libraries.

This year's theme is an excellent one for our library here at SWVMHI because our library has all of the resources needed for patients to begin to write their future stories. We have a wide range of self-help books, computer access, and an excellent collection of materials that covers most any topic. For additional information about Library Week, please visit the American Library Association's website at www.ala.org/nlw.

Donations

The library would like to thank the following employees for donating items: Regina Osborne, Christy Hall, Debbie Boelte, Lisa Berry, Angela Berry, Dr. Jim Moon, Sharon Winebarger, and Betty Testerman. The

Library is also very thankful for many anonymous cards, magazines, and books.

New Books

The following is a partial list of some of the new books on the shelves:

- ✦ "The Interruption of Everything," by Terry McMillan
- ✦ "How to Make an American Quilt," by Whitney Otto
- ✦ "A Good Dog," by Jon Katz
- ✦ "Take the Reins," by John L. Moore
- ✦ "Blood Horses," by John Jeremiah Sullivan
- ✦ "The Shack," by William Young
- ✦ "Stepfamilies: Love, Marriage, and Parenting," by James Bray
- ✦ "The Big Book of American Trivia," by Stephen Lang
- ✦ "Dark Angel," by Sally Beauman
- ✦ "Boy in the Water," by Stephen Dobyns

~ **Christina Quillen, Librarian**



PERSONNEL CHANGES

New Employees

Mary Hughes, PI4 Laundry Worker	Feb 1
Rhonda Teaster, PI4 Housekeeping Worker	Feb 1
Michelle Clatterbuck, PI4 Psychiatric Aide	Feb 10
Regina King, PI4 Psychiatric Aide	Feb 10
Angelia Brewer, RN Clinician A	Feb 10
Melissa Holmes, Food Service Technician	Feb 10

MONTHLY PATIENT CENSUS

**February
2011**

**Admissions 51
Discharges 57
Passes 12**

**Average Daily
Census
135**

Separations

Amy Meadows, Patient Registrar	Feb 10
Ben Johnson, Registered Nurse	Feb 11
Jonathan Wymer, Food Service Technician	Feb 12
Cynthia McCoy, Psychiatric Aide	Feb 13
Todd Gillespie, Head Nurse	Feb 24
Brooke Patton, Patient Registrar	Feb 24

Promotions/Role Changes

Amy McMillan, PI4 Psych Aide to Full-time Psych Aide	Feb 10
Bethany Weddle, PI4 Psych Aide to Full-time Psych Aide	Feb 10
Karen Weddle, Food Service Technician to Psych Aide	Feb 10
Lisa Sheets, Psych Aide to Psych Lead Aide	Feb 25

Meals in Minutes -- Egg Pasta Frittata

If you are having guests over for Easter breakfast, try this quick and easy recipe from the kitchen of Rachael Ray.

Ingredients

- 1 12 ounce box egg fettuccini pasta
- 2 tablespoons extra-virgin olive oil
- 2 tablespoons butter
- 1 cup heavy cream
- 1 cup grated Parmigiano-Reggiano
- 1/4 to 1/2 teaspoon grated or ground nutmeg, eyeball it
- Salt and black pepper
- 1/4 cup chopped flat-leaf parsley
- 12 extra large eggs, beaten



Directions

Preheat oven to 425 degrees F.

Bring a large pot of water to a boil and salt it. Add pasta and cook 6 minutes -- to a chewy al dente. Pasta will continue to cook in frittata. Drain and reserve.

Heat a large nonstick skillet with oven safe handle over medium high heat. If all of

your skillets have rubber handles, cover handle tightly in foil to protect it. Add oil and butter and melt together. Add cream and reduce for about 3 minutes. Add cheese and nutmeg, salt and pepper. Toss sauce with cooked pasta to coat. Add parsley and beaten eggs to the skillet and stir gently to combine. Allow the eggs to set up on the bottom of the pan and become firm.

Transfer pan to hot oven and bake 10 minutes, until golden. Serve from the pan or transfer to a platter. Serve hot or cold, cutting frittata into wedges.

~ www.foodnetwork.com

Farewell

My heart is heavy with sadness because I have to retire due to family circumstances. I will miss it so much here because I love the staff, administration and the residents. It has been the best job that I have ever worked and if I have touched any life whether it be the patients or anyone else then I am grateful for the opportunity to do this.

I have gotten attached to the residents and feel that the staff are an extension of my family. I just want to express my thanks and my love for each staff member. Every staff member has given me something to take with me as a reminder of their love and caring and I will keep everything to remember them by. It's not just the things, it's their caring attitude that will sustain me through my retirement. God Bless Everyone.

~ Lorraine Plummer -- Ward E/F Geriatrics

Recovery Heroes

A Spotlight on Employees using TOVA Skills and Assisting People with their Recovery



Janet Price is a psychiatric lead aide who has worked here since April 10, 2002. Recently, she was recommended for Recovery Hero. The recommendation said she

did an excellent job at codes and recovery. "This is great!" I said. "Can you tell me specific things she does that make her excellent?"

Here is the response that I received: Janet takes self initiative and is proactive in verbal de-escalation. She uses approved TOVA techniques for hands on restraints when only necessary to prevent injuries to not only the individuals we serve, but staff as well. When she talks to individuals we serve, she always offers them choices and utilizes recovery concepts. As a psy-



chiatric lead aide she demonstrates excellent teamwork and leadership.

From this recommendation, it seems clear that Janet is also dedicated to her job, which tells me that she is a strong advocate for the individuals we serve. She makes ethically sound decisions by always putting the safety of the individuals we serve as her top priority.

We are very lucky to have employees like Janet working here. Congratulations Janet, you are our Recovery Hero for the month of April.

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

Occupational Therapy Month

Helping Individuals Live Life to the Fullest

Occupational therapy enables people of all ages to live life to its fullest by helping them promote health, prevent – or live better with – injury, illness, or disability. It is a practice deeply rooted in science and is evidence-based, meaning that the plan designed for each individual is supported by data, experience, and best practices that have been developed and proven over time.



When working with an occupational therapist, strategies and modifications are customized for each individual to resolve problems, improve function, and support everyday living activities. The goal is to maximize potential. Through these therapeutic approaches, occupational therapy helps individuals design their lives, develop needed skills, adjust their environments, and build health-promoting habits and routines that will allow them to thrive.



Occupational therapists focus on “doing” whatever occupations or activities are meaningful to the individual. It is occupational therapy’s purpose to get beyond problems to the solutions that assure living life to its fullest. These solutions may be adaptations for how to do a task, changes to the surroundings, or helping individuals alter their own behavior.

By taking the full picture into account – a person’s psychological, physical, emotional, and social makeup as well as their environment – occupational

therapists assist clients to do the following:

- Achieve goals
- Function at the highest possible level
- Concentrate on what matters most to them
- Maintain or build independence
- Participate in daily activities that they need or want to do

To find out more about occupational therapy visit the American Occupational Therapy Association’s web site at www.aota.org or contact one of the hospital’s occupational therapists – Sharon Neitch at Extension 108, Vicki Legg at Extension 304, or Stacy Brown at Extension 519.

~ Stacy Brown, OTR/L
Occupational Therapist

Thank you

Thank you to all the staff on Ward K who played a part in my recovery. Thank you for treating me with compassion and for making what could have been a terrible birthday a very special day. You all made an impact on me and I will never forget how well you treated me in my time of need.

With Love, SL

April Days to Celebrate

“Off the cuff” April holidays to celebrate:

- April 2**
International Pillow Fight Day
- April 5**
National Deep Dish Pizza Day
- April 10**
Safety Pin Day
- April 15**
Take a Wild Guess Day



- April 17**
Blah! Blah! Blah! Day
- April 19**
National Garlic Day
- April 22**
Earth Day
- April 26**
National Pretzel Day
- April 30**
Eeyore’s birthday



Administrative Professionals Week



Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars, and individual corporate activities recognizing support staff. Today, there are more than 4.3 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. Millions more administrative professionals work in offices all over the world.

Administrative Professionals Week is always the last full week in April. In 2011, **Administrative Professionals Week is April 24-30** with Administrative Professionals Day on **Wednesday, April 27**.

Skills for 2011 and Beyond

With all the new technologies available to admins and their executives, the skills coveted by employers today include, but are not limited to:

- Coordinating virtual meetings
- Learning, teaching, and troubleshooting new software applications
- Continually finding new ways to store and retrieve information in multi-media formats
- Prepare and share information electronically via website, intranet, and social media outlets
- Updating corporate documents and setting up automatic links
- Developing a network of resources for information, important events, project management, etc.
- Creating tracking systems that can sort vast amounts of information and data quickly, far beyond a standard spreadsheet

Easter Eggs -- not just any old egg

A pysanka (pronounced pe-son-ka) is a Ukrainian Easter egg, decorated using a wax-resist method using beeswax and chemical dyes -- these eggs are not edible, but for decoration. Traditionally, pysanky (plural of psyanka) are decorated with Ukrainian folk designs that have a lot of symbolism and which were passed down from mother to daughter. These eggs are usually made during the last weeks of Lent by the women in the family and given to all the family members.

The most popular designs used are geometric patterns, but other motifs also widely found on psyanky are fruit, flowers, animals, birds, insects, fish, snakes, sun, and stars. In addition to the motifs, colors used also carry symbolic meaning -- the more colors used, the more "luck" the owner would have.

Whole, raw eggs are used to make psyanky. Beeswax is heated and scooped into a writing tool called a kyska and applied to the white egg. Because beeswax turns black when heated, it is easy to see where it is applied. Any bit of shell covered in wax is sealed and will remain white. The egg is dyed yellow and more wax applied, etc. The dye sequence is always light to dark. After the final color, usually red, brown, or black, the wax is removed by heating the egg in the stove or by holding it near a candle and gently wiping off the melted wax. A coat of varnish is then applied to protect the egg. The egg must be kept in a ventilated area and turned often until the inside yolk dries, especially during hot weather!

The process of making psyanky is not one to be rushed. It takes time and patience (and a steady hand helps too), but the end results can be beautiful keepsakes.



History From The Hill - George Wright, M.D., Superintendent



Dr. George A. Wright, namesake of the Wright Building, now property of the Department of Corrections, served as Superintendent of Southwestern State Hospital (SWSH) from February 1927, until his resignation on December 1, 1937. Prior to being named Superintendent, he served as First Assistant Physician under Dr. E.H. Henderson.

Dr. Wright was born in Giles County, but moved to Chilhowie to practice medicine. During his tenure as Superintendent of SWSH, many physical changes took place:

- ✦ In 1931, the front porch, which still

stands today, was added to the Henderson Building, and the old clock tower was removed due to its fragile and dangerous nature.

- ✦ Also during 1931, a stone gateway was added at the Main Street entrance. This gateway still stands today as well.
- ✦ In 1933, the Wright and Harmon Buildings were completed using patient labor, saving the Commonwealth money -- both buildings were dedicated in May of that year.
- ✦ In 1935, an old farmhouse was torn down and replaced by a t-shaped building with two porches, a basement that was used for dining, a first and second floor used as dormitories for the patients, dayrooms, and an attic space used to house employees.

The staff to patient ratio in 1935 was quite different than it is today. During 1935, the average daily patient census was 1141 and the staff numbered only 78. During 2011, the average daily patient census is 135, with just over 500 employees.

Dr. Wright resigned his position at SWSH so that he could be the Administrator for Lee Memorial Hospital, now known as Smyth County Community Hospital.

References: "A Brief History of SWSH 1887 - 1987," Joan Tracy Armstrong, 1987.



Pictured above is Dr. Wright (left) posing with an unidentified man and a bear taken in 1926

A kind word is like a spring day.

~ Russian Proverb

April Factoid

April is the fourth month of the year in the Gregorian Calendar, and one of four months with a length of 30 days. April was originally the second month of the Roman calendar, before January and February were added by King Numa Pompilius about 700 BC. It became the fourth month of the calendar year (the year when twelve months are displayed in order) during the

time of the decemvirs about 450 BC, when it also was given 29 days. The derivation of the name (Latin Aprilis) is uncertain. The traditional etymology is from the Latin aperire, "to open," in allusion to its being the season when trees and flowers begin to "open," which is supported by comparison with the modern Greek use of ἀνοιξις (opening) for spring. Since some of the Roman months

were named in honor of divinities, and as April was sacred to Venus, the Festum Veneris et Fortunae Virilis being held on the first day, it has been suggested that Aprilis was originally her month Aphrilis, from her Greek name Aphrodite (Aphros), or from the Etruscan name Apru. Jacob Grimm suggests the name of a hypothetical god or hero, Aper or Aprus.

April is Alcohol Awareness Month

An Appalachian Perspective

While communities are faced with a number of substance abuse issues, underage drinking continues to be among the most pervasive with nearly 11 million underage drinkers today. With a National Institutes of Health grant, 34 focus groups occurred between 1999 and 2003 in 17 rural Appalachian jurisdictions and produced the following data:

- ✦ Barfield* in her analysis of data from southwestern Virginia supported the presence of a family type whose influence differentiated it from the nation. The close kinship networks in Appalachian communities effectively convey information from member to member and Appalachian women serve as spokespersons for their families.
- ✦ Experimentation with alcohol frequently commenced by early adolescence and initially occurred in the context of the family home. Adults generally displayed a greater degree of tolerance for adolescent alcohol use. Both adult and adolescent participants largely agreed that adolescent users of alcohol begin to experiment with those substances between 11- and 13-years-old.
- ✦ Nestled in Scotch Irish ancestry, the tradition of whiskey-making and drinking patterns, are still seen today.
- ✦ Appalachians who drink often conceal their alcohol use. Appalachia has more local jurisdictions that prohibit the sale of alcoholic beverages than any other comparable area in the country. Despite the prevalence of dry counties and intolerant attitudes toward alcohol in Appalachia, there is little difference in the reported consumption of alcohol in the mountains than in the rest of the country.

*Barfield LM. *Family Influence on Fertility, Migration, and Aging: Coping and Adaptation in the Blue Ridge Province of Appalachia: Floyd County, Virginia (PhD thesis)* Indiana University of Pennsylvania; Indiana, Pa: 1994.

~ Rhonda Ford, MSW
Clinical Social Work Supervisor

Community Services Month

SWVMHI and the COMMUNITY SERVICES BOARDS Partnerships in Recovery

The degree to which the relationship between the facility and the Community Services Boards (CSBs) is successful is largely dependent upon collaboration and cooperation. These relationships are able to thrive due to work that is based on the values of communication, teamwork, trust, and leadership. In addition to the day-to-day work done by facility and CSB staff to help people move forward in their recovery journey, there are also region-wide collaborations. The Creative Ideas Committee is made up of consumers and professionals from across the region. This committee is involved in many community activities to promote mental health awareness. There is also the Regional Consumer Empowerment Recovery Counsel, which is made up of consumers from each of the Community Services Boards and our facility. The Southwest Virginia region is recognized statewide for their high levels of cooperation and mutual support and advocacy.

During celebration of Community Services Month, take a look at all of the partners that we each have, both here at the facility and in the community. It is through these relationships that we have the ability to make a positive impact on a person's journey towards wellness. A special THANK YOU goes to each of our CSBs and their liaisons for what they each do to help the patients here at the facility continue to make positive steps in their recovery!

~ Robyn Anderson, LCSW -- Community Services Coordinator

WHAT AM I
ANSWER:
The Moon

It's a First



On Thursday May 12, 2011, the Nursing Department of SWVMHI will be hosting its first annual Psychiatric Nursing Conference. The title of the one-half day event is "Achieving Recovery in Mental Health." The conference starts at 0830 with registration beginning at 0800. It will be held at the DOC Academy for Staff Development-West.

Our own Director, Cynthia McClaskey, Ph.D., will be giving the opening remarks and Alicia Alvarado, MSN, will give our keynote address on the spiritual revival for the nursing caregiver. In addition, we will have

Elvira McLees, Ph.D., a local, beloved, mental health consultant of Abingdon, Virginia, speak about personality disorders and recovery. Harvey Jacobs, Ph.D., renowned author and partner in Lash and Associates Publishing/ Training, of Lynchburg, Virginia, will speak about Traumatic Brain Injury. Maxcine C. Maxfield, Ph.D., board certified adult psychiatric and mental health nurse and gerontologist will be here from the Piedmont Geriatric Hospital in Burkeville, Virginia. Dr. Maxfield will give our closing presentation and is often referred to as the "Motivational Speaker for Caregivers."

We are looking forward to this training event and believe that we have a diverse group of speakers who will energize and refresh the caregivers, as well as provide an informative

training as we promote mental health in Southwestern Virginia by assisting people in their recovery.

Please join us. We have reserved seats at no fee for our own nursing department and other SWVMHI employees. We look forward to seeing you for a great day of learning and fellowship.

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



50 Ways to Tame Your Stress



- Chat with a friend * Laugh * Take a walk * Participate in a community activity * Rub your hands together and cover eyes to ease eye strain * Pat your pet * Take a few slow, deep breaths * Eat sensibly * Adjust your attitude * Get a massage * Pray * Shift your focus forward * Take one day at a time * Get seven to eight hours of sleep * Plan ahead
- * Listen to music * Learn to say no * Schedule play time for you * Join a club or hobby group * Make a "to do" list * Share a joke * Keep a list of things for which you are thankful
 - * Go to an uplifting movie * Learn a new relaxation technique * Be flexible * Delegate responsibility * Create a monthly budget * Pick your battles * Gaze at a relaxing picture or aquarium * Take a mental vacation to the beach * Organize your schedule on a calendar * Read a good book * Change your scenery * Enjoy the outdoors * Take a nap * Brainstorm solutions to problems * Be honest * Tense and relax your muscles * Stretch * Clear your desk of clutter * Smile * Volunteer * Schedule health appointments * Go out to lunch * Forgive yourself * Don't worry about the uncontrollable * Think of a pleasant memory * Dance * Listen to a tape of nature sounds

Brought to you by **Value Options**, the behavioral health administrator for the State of Virginia. The employee assistance program is free and available 24 hours a day, seven days a week. **Call 1-866-725-0602.**





**Southwestern Virginia
Mental Health Institute**

**Address: 340 Bagley Circle
Marion, Virginia 24354**
Phone: 276-783-1200
Fax: 276-783-9712

Comments, Suggestions or Ideas?
SHARE THEM!

Please send any comments, suggestions, or ideas you have regarding the newsletter to the Office of the Director.



This Month's Word Search Answer Key

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Please submit articles for the next newsletter to Cheryl Veselik by April 20, 2011.

The next newsletter will be published May 1, 2011.