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## From The Director

You can see from this very full edition of "A View From the Hill" that September was a very busy, recovery oriented month. Many departments and individuals contributed to the successful events, both direct care staff and our dedicated support staff. It was amazing to watch unfold the creativity of those who planned the events and to watch how staff members supported the planning efforts of the Patient Activity Council and other patient groups. This was a true collaboration of efforts with a fun-tastic result! This month must hold the record for the most creativity packed into one month, reflecting a broad range of activities and artistic media. On one hand, we had traditional Appalachian apple butter making at Apple Butter Day, live bluegrass music at Family & Friends Day, and a Recovery Quilt, partially pictured here. We showcased photography and cake decorating skills of the individuals we served, and we even took classes in the far eastern art of Tai Chi.

I would like to highlight one event, "We've Got Your Back" held on September 22. This event was a multisensory, multidisciplinary effort designed to enhance the employee and patient



safety culture by focusing on physical and mental health and wellness. It's goal was to promote stress management, good nutrition, and to demonstrate lifting and positioning techniques through proper body mechanics and the use of equipment. As noted, there was tai chi, an acupuncture expert, aromatherapy, brief massages, back strengthening exercises, and demonstrations of equipment that can help to reduce pressure ulcers, as well as gait belts, the Broda chair, and a Sara lift. Many staff attended this event and gave a lot of good feedback.

September 15 marked our 19th annual Family and Friends Day. Begun in 1992, to celebrate and enhance the

family and community connections that are so important to recovery, this years' theme of Bluegrass Harvest had many highlights. I watched the shining and attentive faces of the audience as Sue Eller, Peer Specialist, told her recovery story and listened as they came up to her afterward. "You are an inspiration," they said, "You have been where I am now. There is hope for me, too." If we have provided the best inpatient treatment in the world, but we haven't inspired hope, then we have not done our jobs properly.

Thank you, Sue, and all who have worked so tirelessly to provide not only good treatment, and recovery-oriented services, but hope as well.

*"We can envision a future when everyone with a mental illness will recover . . ."*

~ Vision Statement: The President's New Freedom Commission on Mental Health.

~ Cynthia McClaskey

### TRIVIA

What are the names of the seven dwarfs from the fairy tale, "Snow White?"

Answer on Page 17

# Breast Cancer Awareness Month



Breast cancer is one of the most common cancers diagnosed in women. Each year, about 255,000 women in the United States

develop some form of the disease, and more than 40,600 die from it.

The good news is that breast cancer deaths are in decline, attributed to early detection and improved treatments. The best way to fight breast cancer is to have a plan that helps you to detect the disease in its early stages. Take control of your health by following the American Cancer Society's guidelines. Beginning at age 40, you should have a mammogram each year combined with clinical breast exams. Maintaining a healthy

weight, following a low-fat diet, getting regular exercise, not smoking, and reducing or avoiding alcohol consumption all decrease your chances of developing breast cancer.

October is National Breast Cancer Awareness Month. Please take this opportunity to schedule your mammogram and encourage your family and friends to do the same. Remember, the best protection is early detection!!

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



*I want to extend my gratitude for the many calls, visits, cards, and acts of kindness during the recent passing of my father-in-law as well as my recent injury. Thank you from the bottom of my heart.*

~ Cheryl Veselik



## HOUSEHOLD HINT

To clean and disinfect a wooden cutting board, wipe the board with full-strength white distilled vinegar. ~ "The New Yorker: Daily Extra"

# State Senator Receives NAMI-VA Award

**National Alliance on Mental Illness Honors Virginia Senator Edd Houck with 2011 NAMI Virginia Legislative Champion Award**

**Fredericksburg, Virginia** – The National Alliance on Mental Illness (NAMI) of Virginia presented State Senator Edd Houck with their prestigious 2011 Legislative Champion Award. The award was presented at the monthly meeting of the local NAMI Rappahannock on Wednesday, September 7, 2011.



Local affiliate president David Vaughn is honored to have recognized Senator Houck and NAMI-Rappahannock is excited to have hosted the award ceremony at the September 7, 2011, meeting. Senator Houck is and has been for years a strong supporter of programs to improve the lives of those living with mental illness.

Senator Houck was first elected to the Virginia State Senate in 1983. He currently serves on the Finance, Education and Health, Transportation, Rules and the General Laws, and Technology Committees. Beginning in the 2008 General Assembly Session, he served as Chairman of the Senate Education and Health Committee and the Senate Finance Committee's Health and Human Resources Subcommittee. He also is a

past Chairman of the Joint Commission on Health Care.

Senator Houck has been the recipient of numerous awards including: Medical Society of Virginia Legislator of the Year (2008), Psychiatric Society of Virginia Legislative Award (2003); Virginia Academy of School Psychologists Legislator of the Year (2001); the National Alliance for the Mentally Ill Distinguished Legislator Award (1999); and the Mental Health Association of Virginia Public Policy Award (1998).

Senator Houck and his wife, Dana, have two grown children and live in Spotsylvania, Virginia. Senator Houck is a native of Smyth County, Virginia.

~ [www.nami.org](http://www.nami.org)

## Clear Communication and Trust: The Promise

We make promises every day. Promises combine the SWVMHI Values of Clear Communication and Trust. One wag noted that promises are like babies, easy to make and hard to deliver. Indeed, promises are very easy to make, and often, they are a quick solution to a problem. The scolded child promises never to do it again to avoid or lessen punishment. The guilty adult promises never to drink, cheat, lie, or steal again to avoid further immediate scorn. The staff member makes a hasty promise to a patient in order to avoid a painful confrontation. Once the promise is uttered, however, the real work begins.

Promises are very hard to deliver. Promises are made of air but rooted in performance; else, they are nothing but dissipated air. German philosopher Hannah Arendt noted the importance of promises when she observed that, "Promises are the uniquely human way of ordering the future, making it predictable and reliable to the extent that this is humanly possible." For a promise to be meaningful, the speaker of the promise must be trusted to link the promise's words with the speaker's actions, *always, always, always*. Excuses for broken promises diminish all involved in the making and receiving of the promise. The receiver of the promise

feels deceived, hurt, and foolish. The breaker of the promise is likewise diminished, sometimes irreversibly so.



Some have recommended that promises should never be made, and then they can never be broken. How sad. Robert Frost's action-oriented approach to promises seems far preferable, "...But I have promises to keep, and miles to go before I sleep..."

~ James Moon, Ph.D.  
Psychology Supervisor

### October Lunar Phases

**October 3**

First Quarter Moon

**October 11**

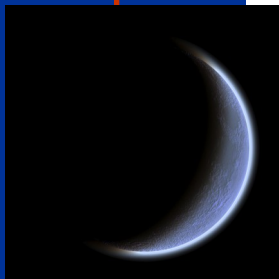
Full Moon (Harvest Moon -- At the peak of harvest, farmers can work late into the night by the light of this Moon. Two out of every three years, the Harvest Moon occurs in September, but this year falls in October.)

**October 19**

Last Quarter Moon

**October 26**

New Moon



### DID YOU KNOW?

*One quarter of all the candy sold annually in the U.S. is purchased for Halloween.*

## A special Thank You

Bill Cardin and Bob Durham of Facility Dynamics Engineering spent four days at SWVMHI in September commissioning our new fire alarm system. These men travel worldwide commissioning systems and remarked several times during their work that they could not believe the cleanliness of our facility and the material condition of our buildings/equipment. Thank you to all who contribute in support of our mission of assisting people in their recovery.

~ Donald L. Chisler, CHSP  
Physical Plant Services/Safety Director

## Computer Helpdesk Tips

- ◆ If you e-mail the Helpdesk with a request, the Helpdesk has up to four hours to assign a ticket number to your request.
- ◆ If you phone in your problem, the Helpdesk has to issue a ticket number immediately.
- ◆ No work is done on your request until a ticket number is issued, so if you have any issues that need to be resolved quickly, please phone in your request 866-637-8482.



# Mental Illness Changing Attitudes Awareness Week Changing Lives



October 2-8, 2011

October 2-8, 2011, is Mental Illness Awareness Week (MIAW), an opportunity to learn about serious mental illnesses such as major depression, bipolar disorder, and schizophrenia.

Mental illness is a medical illness -- it does not discriminate. One in four adults experiences a mental disorder in any given year. One in 17 adults lives with serious mental illness such as schizophrenia, major depression, or bipolar disorder. Mental illness affects Republicans, Democrats, and independents alike. It also relates to just about every election issue: the economy, budget priorities, and even the BP oil spill in the Gulf of Mexico.

Early identification and intervention result in better outcomes; treatment

works, but only if a person can get it. Both people with existing illnesses and those who face hard economic times, may experience anxiety or depression for the first time, and need access to treatment. People who live with mental illness are family members, friends, and neighbors.

On average, people living with serious mental illness live 25 years less than the rest of the population. One reason is that less than one-third of adults and less than one-half of children with a diagnosed illness receive treatment.

The U.S. Surgeon General has reported that stigma is a major barrier to people seeking help when they need it. That's why MIAW is so important. We want people to understand mental illness and

join a dialogue in our community. The more people know, the better they can help themselves or help their loved ones get the help and support they need.

During MIAW, talk with friends and neighbors about mental illness and recovery. It's an opportunity to learn facts and end myths to help break the stigma -- and silence -- that has often surrounded the topic. By changing attitudes, we can change lives.

For more information, visit [www.nami.org](http://www.nami.org) to learn more about mental illness as well as education, support, and advocacy programs to help individuals and families affected by mental illness.



## Gone Green!

Did you know that the majority of the 500 or so SWVMHI staff read this newsletter in full color on line, on the Intranet, or on the Knowledge Center? Several years ago, we started making only 165 "hard copies" of the newsletter, which are photocopied in black and white, and distributed. A few go to each department, others are for the Employee Café, and in visitor waiting areas. The copies cost less than \$13.00 to make each month: less than 8 cents per copy. If you receive or pick up a hard copy, please remember to recycle it when you are done. Thanks!

## Upcoming Special Gym/Gameroom Activities



- October 5 -- Pool Tournament -- 1800 to 2000
- October 13 -- "Korny Day" -- 1330 to 1500
- October 14 -- BINGO -- 1800 to 2000
- October 18 -- Movie Night -- 1800 to 2000
- October 19 -- Movie Night -- 1800 to 2000
- October 21 -- Decorate your Pumpkin -- 1800 to 2000
- October 27 -- "All Ghouls Party" -- 1800 to 2000
- October 31 -- October Birthday Party -- 1800 to 2000

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# Chaplain's Corner

During the week of September 19-22, 2011, our hospital focused on the SAM-HSA 10 X 10 Wellness Week Campaign which envisioned a "future in which people with mental and substance use disorders pursue optimal health, happiness, recovery, and a full and satisfying life in the community via access to a range of effective services, supports, and resources." The eight dimensions of wellness are emotional, financial, social, spiritual, occupational, physical, intellectual, and environmental factors. As a means of emphasizing these elements of wellness, our staff creatively designed a series of activities and experiences using nature, Photovoice, pet therapy, relaxation, laughter, dance, etc. I worked with a very innovative team of people exploring spirituality and the path one may choose to bring healing and spiritual wellness into our lives.

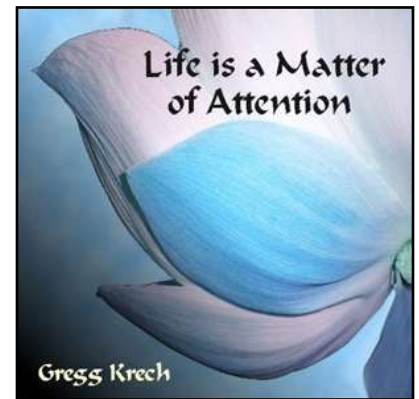
We adapted in part, a program developed by Frederic and Mary Ann Brussat concerning the concept of "Spiritual Literacy." The basic concept is to take each letter of the English alphabet and apply it to a spiritual practice for personal enrichment. This idea allows people to broaden their spiritual awareness by using a simple

concept they already know and "read the sacred into everyday life." In an effort to expand on the introduction we provided during "Wellness Week," I am going to examine a letter of the alphabet each month in our newsletter to demonstrate the simplicity and effectiveness of this spiritual awareness exercise.

The first letter of the alphabet is **A**. This letter relates to the concept of **Attention**. Paying attention to what is meaningful and spiritual around us is vital to embarking on any journey of spiritual awareness. While many of us are aware of spiritual symbols and reminders we have seen in places of worship, we might not as easily recognize spiritual reminders in the everyday world around us. Think of the feelings and thoughts aroused by positive images of a new beautiful morning, sitting down to your favorite meal, a joke that surprises you so much you laugh out loud at the punch line. How about the feelings you have on hearing some sad personal news from an old friend, seeing a lost dog or cat wandering along a road frightened and alone?

These experiences and reactions are spiritual moments which evoke laughter,

compassion, joy, meaning (and sometimes a new pet!) We can appreciate them as spiritual moments of grace and connection, if we pay **attention**. Deepak Chopra has written that "the quality of one's life depends on the quality of attention." In this light, spiritual growth becomes not so much a matter of what you **SHOULD** do, but a more natural matter of observing what presents itself to your life which enriches and nourishes your soul. Pay **attention** to what is around you. Enjoy the gifts life has to offer and learn the lessons your experience has to share.



## Meals and Travel

Below you will find the Meal and Incidental Rate table for most cities. You can find a table listing which rates apply on page 22 of the Travel Policy located in the Travel Folder on the Intranet. Remember that the Meal Reimbursement rate for cities not listed specifically is the standard rate of \$ 41.00, and lodging is \$77.00. But if you are traveling on that day, to or from your location, then you only receive 75 percent of the allowable rate. Also, if some of your meals are included (in the training or at the hotel), then you should subtract that amount from the total allowable for the day.

City	A	B	C	D	E	F	G
Rates	\$41	\$46	\$51	\$56	\$61	\$66	\$71
BREAKFAST	\$7	\$7	\$8	\$9	\$10	\$11	\$12
LUNCH	\$11	\$11	\$12	\$13	\$15	\$16	\$18
DINNER	\$18	\$23	\$26	\$29	\$31	\$34	\$36
INCIDENTALS	\$5	\$5	\$5	\$5	\$5	\$5	\$5
75% travel day	\$32	\$36	\$40	\$44	\$47	\$51	\$55

For questions regarding allowable rates or any other travel related question, please contact the Fiscal Office at Extension 205.

~ Missy Allison Wiles, Accounts Payable Coordinator





# Word Search

How many of the underlined words can you find related to the month of **October**?

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

- |               |                |                |           |
|---------------|----------------|----------------|-----------|
| Bats          | Black          | Candy          | Costume   |
| Fall          | Ghosts         | Goblins        | Halloween |
| Haunted House | Jack o'Lantern | October        | Orange    |
| Pumpkins      | Scary          | Skeleton       |           |
| Spider        | Spooky         | Trick-or-Treat |           |
| Vampire       | Witch          |                |           |



**DID YOU KNOW?** The original jack o'lanterns were carved from turnips, potatoes or beets.

## Central Rehab News -- September Review



We had another busy month in the Rehab department. On September 8, we made apple butter at the picnic shelter. Individuals from the different wards took turns stirring the apple butter. We had apple sauce cake and diet drinks for refreshments. It was a little chilly, but just the right weather for making apple butter, which will be given to the individuals we serve and family/friends on Family Day. What isn't eaten that day will be sold.

The days of the week leading up to Family Day each had a different theme:

- ♦ Monday, September 12, was "Wear Your Clothes Inside Out Day." It was interesting to see people with their clothes wrong side out.
- ♦ Tuesday, September 13, was "Hillbilly Day." Cupcakes were made and decorated for Family Day as well.
- ♦ Wednesday, September 14, was "Silly Hat Day" where everyone wore an outrageous or silly hat.
- ♦ Thursday, September 15, was Family Day. We played karaoke and a variety of games, visited with family and friends, and ate apple butter biscuits.

The week of the September 19 was "National Wellness Week." We provided

many activities and workshops with a variety of themes, thanks to the hard work of the rehab staff:

- ♦ On Monday, September 19, "Photovoice" and "What Does Wellness Mean to Me" were presented in the morning, and in the afternoon, Larry Hubble, Joyce Hanshew, and Michelle Wilkerson presented "Two Roads."
- ♦ On Tuesday, September 20, a Naturalist Walk was held in the morning at the picnic shelter led by Carrie Sparks, Debbie Boelte, and Sue Eller, all Certified Virginia Master Naturalists. A Dog Show was held in the afternoon featuring all of our pet therapy dogs. Refreshments of lemonade and animal crackers were served.
- ♦ On Wednesday, September 21, Sharon Neitch and the Waste Management Committee presented the program, "Recycling to Save Our Environment." The Relaxation Station was set up in the TV room for everyone as well. In the afternoon, one of the Clubhouses presented "Laughter is The Best Medicine," followed by an ice cream social.
- ♦ On Thursday, September 22, peers from the community James Turner and Sandy Herbert presented, "In Our Own Voice – This is Your Life: Past, Present, and Future," which allowed individuals to hear first hand from others with mental illness who were in recovery.

The presentation was followed by "Making the Best of What You Have." In the afternoon staff were taught Tai Chi so they could teach it to the individuals we serve.

- ♦ On Friday, September 23, the "1010 Line Dance" was presented in coordination with other hospitals and organizations nationwide at precisely 1010 hours. This was followed by Tai Chi in the gym where staff showed the individuals we serve what they learned the previous day. In the afternoon, "Photovoice Gallery" was presented where projects were on display, along with the "Recovery Quilt," followed by healthy snacks.

National Wellness Week is sponsored by The Substance Abuse and Mental Health Services Administration (SAMHSA). This was the first year that individuals with mental illness were included in the celebration and in planning the events. Statistics show that individuals without mental illness live at least ten years longer than those the same age with mental illness. Their goal is to increase the life span of individuals with mental illness by ten years in the next ten years.

~ Sue Eller  
Peer Support Specialist



**All staff are reminded that the CAI on Fire, Safety, and Security must be completed between October 1 and October 31, 2011.**

## Computer Security and Privacy Reminder

The Departmental Instruction (DI) 703, as well as DHRM Policy 1.75 currently allow limited personal use of your PC as long as it doesn't interfere with your work or that of others. However, remember that your computer is the property of the Commonwealth of Virginia and ANY site you visit or ANYTHING you have on your computer can be retrieved – with or without your cooperation. Please use good judgment in all of your computer activities. For more information, please refer to DI 703, DHRM Policy 1.75, as well as the Knowledge Center.

# The Joint Commission Hospital Breakfast Briefings

The 2011 Joint Commission Hospital Breakfast Briefings will be held once again this year, beginning on Thursday, September 8, 2011. The weekly series is a great opportunity to learn about The Joint Commission Standards, including a complete overview of the standards by chapter. This year's series will focus on updates and revisions for 2012, National Patient Safety Goals, best practices and strategies for meeting the most challenging standards, and more.

Each weekly session will be in the **A/B Classroom** on Thursdays from 1000 to 1115, and will cover the following topics:

<u>Dates</u>	<u>Standard</u>
September 8	Environment of Care; Life Safety
September 15	Human Resources; Nursing
September 22	Infection Prevention and Control
September 29	Management of Information; Record of Care
October 6	Provision of Care
October 13	Medication Management
October 20	Emergency Management
October 27	Medical Staff
November 3	Rights and Responsibilities; Transplant Safety; Waived Testing
November 10	Leadership; Performance Management



**Miss a session:** No problem! Each briefing will be replayed on the Tuesday following the original web conference from 1400 - 1515 in the A/B Classroom.

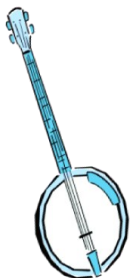
So mark your calendars, and plan to join us each Thursday as we focus on survey readiness.

## Family and Friends Day Recap

# BLUEGRASS HARVEST

SWVMHI's Annual Family and Friends Day Event was held on September 15, 2011. This year's theme focused on bluegrass music, fun, and the celebration that comes with the fall fruit and vegetable harvest season.

The weather forecast for rain led to the decision to move the event to the gym and boy, are we glad we moved it!! It would have been a rainout for sure. Our featured speaker was our very own Sue Eller, who told the story of her mental health recovery journey with humor and grace. Local musicians Travis Greer, Courtney Wright,



Ricky McReynolds, and Matt Osborne kept us entertained throughout the event with old-fashioned blue grass music.

The individuals we serve participated in a cupcake decorating contest as well as a pumpkin decorating contest. The decorated pumpkins and pictures of the cupcakes were on display for all to enjoy. There was a lot of participation in the Slopes (aka Cornhole) contest as

well as the Karaoke contest and Cupcake Walk, where the winner of each round could pick a hand-decorated cupcake as their prize.



A big "Thank You" goes out to all of the individuals we serve and the staff who made the event a huge success!!

Please see page 15 for some photos from this event.

~ Robyn Anderson, LCSW  
Community Services  
Coordinator





# PERSONNEL CHANGES

## New Employees

Evan Grant , M.D., Psychiatrist	Aug 1
Atalaya Iqbal-Singh, Psychiatric Aide	Aug 10
Judy Wain, Psychiatric Aide	Aug 10
Brandon Lewis , Psychiatric Aide	Aug 10
Susan Andrews, PI4 Psychiatric Aide	Aug 10
Marie Guilmette, Registered Nurse Clinician A	Aug 10

## MONTHLY PATIENT CENSUS

**August**  
**2011**

**Admissions 57**

**Discharges 61**

**Passes 14**

**Average Daily**

**Census**

**148**

## Separations

Wanda Hess, Psychiatric Aide	Aug 3
David Price, PI4 Food Service Worker	Aug 6
Michael Testerman, PI4 Food Service Worker	Aug 12
Angela Berry, Clinical Social Work Supervisor	Aug 19
Sherri Hall, Registered Nurse	Aug 20
William Sykes, Psychiatric Aide	Aug 26

## Promotions/Role Changes

Lori King, Recovery Educator Specialist to Educational Rehabilitation Coordinator	Aug 10
Andrew Mone, M.D., PI4 General Medical Physician to full-time General Medical Physician	Aug 18

## NURSING FORUMS

Thursday, October 6, 2011

Ward G Dayroom

1315, 2115, and 2330



## Meals in Minutes -- Spiced Pumpkin Muffins

Pumpkin muffins are wholesome for an after-school snack and just right with tea or coffee.

**Servings:** makes 1 dozen muffins

**Prep Time:** 26 minutes start to finish



### Ingredients:

1 1/2 cups self-rising flour  
 1/2 teaspoon salt  
 1/2 teaspoon pumpkin pie spice  
 1/2 cup firmly packed brown sugar  
 1 large egg  
 1/2 cup canned pumpkin puree  
 1/2 cup milk  
 1/4 cup vegetable oil  
 2 teaspoons cinnamon sugar

### Directions

1. Preheat oven to 375°F. Grease 12 muffin cups.
2. Sift flour, salt and pumpkin pie spice into a medium-size mixing bowl. Stir in the brown sugar. Mix egg, pumpkin, milk, and oil in a medium bowl. Add to the dry ingredients and mix just until blended.

3. Fill prepared muffin cups three-fourths full. Sprinkle muffins with cinnamon sugar.
4. Bake until a toothpick inserted in centers of muffins comes out clean, about 17 minutes.

**Secret Tip:** Miniature muffins bake more quickly than full-size muffins, as do those baked in special shallow pans made to maximize the crusty top portion of the muffin. Each bakes in about 12 minutes. Let stand 2 minutes before removing from the pan so muffins won't tear.

~ [www.greatmealsinunder30.com](http://www.greatmealsinunder30.com)

## Grammar -- Who vs. That vs. Which

Have you ever struggled with grammar rules, such as whether to use the word “who,” “that,” or “which?” Following are three simple rules which may help.

**Rule 1:** *Who* refers to people. *That* and *which* refer to groups or things.

**Examples:** Lisa is the one **who** rescued the bird.  
 Tommy is on the team **that** won first place.

**Rule 2:** *That* introduces essential clauses while *which* introduces nonessential clauses.

**Examples:** I do not trust products **that** claim “all natural ingredients” because this phrase can mean almost anything.

*We would not know which products are being discussed without the **that** clause.*

The product claiming “all natural ingredients,” **which** appeared in the Sunday newspaper, is on sale.

*The product is already identified. Therefore, **which** begins a nonessential clause.*

**NOTE:** *Essential clauses do not have commas surrounding them while nonessential clauses are surrounded by commas.*

**Rule 3:** If *this*, *that*, *these*, or *those* has already introduced an essential clause, you may use *which* to introduce the next clause, whether it is essential or nonessential.

**Examples:** **That** is a decision **which** you must live with for the rest of your life.

**Those** ideas, **which** we've discussed thoroughly enough, do not need to be addressed again.

**NOTE:** *Often, you can streamline your sentence by leaving out **which**.*

**Example:** **That** is a decision you must live with for the rest of your life.



~ [www.GrammarBook.com](http://www.GrammarBook.com)

# Take Time to Get the Flu Vaccine

The best way to protect against influenza is to get a flu vaccine every flu season.

## Why get vaccinated against influenza (flu)?

Influenza (flu) is a contagious respiratory disease that can lead to serious complications, hospitalization, or even death. Anyone can get the flu, and vaccination is the single best way to protect against influenza. Even healthy children and adults can get very sick from the flu and spread it to family and friends.



Flu viruses are constantly changing. Each flu season, different flu viruses can spread. Getting vaccinated against the flu every season protects against the three influenza viruses that research indicates will cause the most illness this season. The Centers for Disease Control and Prevention (CDC) recommends the flu vaccine as the first and most important step in preventing flu.

**Who should get a flu vaccine?** Everyone is at risk for seasonal influenza. Health experts now recommend that everyone six months of age and older get vaccinated

against influenza. Each flu season, different flu viruses can spread and they can affect people differently based on their body's ability to fight infection. Even healthy children and adults can get very sick from the flu, but certain people are at greater risk for serious complications if they get the flu, including:

- ◆ People 65 years and older
- ◆ Children younger than 5, but especially children younger than 2 years old
- ◆ People with certain chronic health conditions like asthma and COPD, diabetes (both type 1 and 2), heart disease, neurological conditions, and certain other health conditions
- ◆ Pregnant women

**Who should NOT get a flu vaccine?** Flu vaccine is not approved for use in children younger than 6 months so they should not be vaccinated, but their caregivers should be vaccinated instead. And people who are sick with fever should wait until their symptoms pass to get vaccinated.

Some people should not be vaccinated before talking to their doctor. This includes:

- ◆ People who have a severe allergy to chicken eggs.

- ◆ People who have had a severe reaction to a flu vaccination in the past.
  - ◆ People who developed Guillian-Barré syndrome (GBS) within six weeks of getting a flu vaccine previously.
- If you have questions about whether you should get a flu vaccine, consult your health care provider.

**What are the side effects of the flu vaccine?** Flu shots are safe and cannot give you the flu because they are made from killed or very weakened virus, but there may be some mild side effects from the two different vaccines.

The most common side effects from the flu shot are soreness, redness, tenderness, or swelling where the shot is given. Side effects from the nasal spray vaccine include runny nose, cough, or nasal congestion.

For more information about the seriousness of influenza and the benefits of influenza vaccination, talk to your doctor or nurse, visit [www.flu.gov](http://www.flu.gov), [www.cdc.gov](http://www.cdc.gov), or call CDC at 1-800-CDC-INFO.

~ Cindy Jones R.N. CIC -- Infection Control/Employee Health Coordinator

# DBHDS Email Guidance

## An Email is a Public Record

**FOIA** – Virginia's Freedom of Information Act (FOIA) is a law established to "ensure the people of the Commonwealth ready access to public records in the custody of a public body or its officers and employees, and free entry to meetings of public bodies wherein the business of the people is being conducted." Any email you send from your state email account is considered a public record and can be requested under FOIA. This information can be used by the media and can be discoverable as evidence to support litigation. Putting "confidential" in the email subject does not necessarily make it confidential.



released if requested under FOIA, including but not limited to medical records, building security, attorney-client emails between us and the Office of the Attorney General (OAG), and confidential governor's working papers. Even if it can be withheld from a FOIA request, please guard this information carefully – it could be inadvertently forwarded or retrieved by people who are not as concerned as we are about protecting the rights and privacy of the individuals our

## FOIA exemptions

– Some information that might be emailed in the course of doing business at DBHDS does not have to be re-

leased if requested under FOIA, including but not limited to medical records, building security, attorney-client emails between us and the Office of the Attorney General (OAG), and confidential governor's working papers. Even if it can be withheld from a FOIA request, please guard this information carefully – it could be inadvertently forwarded or retrieved by people who are not as concerned as we are about protecting the rights and privacy of the individuals our

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~ Communications Workgroup

# Addiction a Brain Disease

For the first time, the American Society of Addiction Medicine (ASAM) has officially recognized that addiction is not solely related to substance misuse and is, in fact, a chronic brain disease.

“At its core, addiction isn’t just a social problem or a moral problem or a criminal problem. It’s a brain problem whose behaviors manifest in all these other areas,” ASAM Past President Michael Miller, M.D., said in a news release.

Previous research has shown that addiction affects neurotransmission in the reward area of the brain, triggers craving of addictive behaviors based on memories of previous experiences, and alters areas that govern impulse control and judgment.

Highlights include its description of addiction as a primary disease, which means “it’s not the result of other causes such as emotional or psychiatric problems.” ASAM also notes that addiction is a chronic condition, and so should be “treated, managed, and monitored over a life-time.”

Raju Hajela, M.D., chair of the ASAM new definition committee and past president of the Canadian Society of Addiction Medicine, said in the release that this disease drives behaviors that others might not understand.



AMERICAN SOCIETY OF ADDICTION MEDICINE  
**ASAM**

Dr.

“Simply put, addiction is not a choice[, but] choice still plays an important role in getting help. Because there is no pill which alone can cure addiction, choosing recovery over unhealthy behaviors is necessary,” added Dr. Hajela.

“Addictive disorders, anxiety disorders, certainly depressive or bipolar disorders, schizophrenia, some of the neurocognitive disorders such as Alzheimer’s -- they are disorders that are no different than cardiovascular disease, or diabetes, or even asthma in many ways,” says David Kupfer, M.D., chair of the American Psychiatric Association’s Task Force for the upcoming *Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5)*.

Thinking about it that way has helped a lot of people trying to revise the current *DSM* to realize that what we are seeking to do is try and find out the underlying physiology and the underlying psychopathology and etiology of these disorders. There’s no question that you have this interaction of what’s going on in the brain and what’s going on in terms of expression of behavior,” he added.

Kupfer added, “It’s very nice to see this society endorsing the fact that in many ways addiction may very well be a chronic brain disorder, and not simply a behavioral disorder. And that I totally agree with.”

Overall, he said, it is important to get this information out to the public, to let those affected know that it is okay to come in for treatment.

“The only way that we will really get rid of stigma is to continue to point out and show again and again, hopefully with more science, that these disorders are no different than any of the other disorders that we are treating throughout the rest of medicine. So anything like this new definition help.”

The new, full definition of addiction is available on the ASAM website by going to: <http://www.asam.org>.

# October Days to Celebrate

“Off the cuff” October holidays to celebrate:

- October 4**  
Improve Your Office Day
- October 6**  
Mad Hatter Day
- October 6**  
National Pierogy Day
- October 12**  
National Bring Your Teddy Bear to Work Day



- October 18**  
National Chocolate Cupcake Day
- October 21**  
Reptile Awareness Day
- October 28**  
Frankenstein Friday
- October 30**  
National Candy Corn Day
- October 31**  
National Caramel Apple Day





## A Story to Share

The following is an excerpt from *American Psychiatric Association Annual Meeting Speech, May 2011*, by John M. Oldham, M.D., M.S.

A few years ago, when I was in South Carolina, I was amazed to get an email from "Mr. R.," a man I had provided care to when I was a resident at Columbia University. He said I probably didn't remember him, but that he had often wanted to contact me during the almost 35 years since we last saw each other. He wanted to tell me he had done okay in life, which he thought would surprise me. Mr. R. remembered me as arrogant, pessimistic about his future, and not very helpful. I was stunned, since he was one of the patients we can all recall from our training years, who had made a profound impression and was indelibly fixed in my memory.

A student at the time and son of an Orthodox Jewish father, Mr. R. was in love with a woman from a different faith. His

father had told him, "If you marry her, it will be the death of me." Mr. R. was in anguish about the situation, but his love prevailed and he married his sweetheart. His father did not attend the event, and unfortunately, died of a heart attack the day of the wedding. I first met Mr. R. shortly thereafter, when he was hospitalized in an acute psychotic state.

What I remember from those days was my concern for Mr. R. After all, I was also a student at the time. I didn't know enough yet to appreciate the power of human resilience and recovery potential within us all. What Mr. R. saw as coldness or arrogance was, in hindsight, a defensive formality for hiding my anxiety and uncertainty about how to help him. At the time, I had trouble seeing the person behind the psychosis, though he was there watching and wanting to connect with me.

After mulling it over for a while, I decided to reply. I told Mr. R. how glad I was to hear from him, to learn how positively

things turned out. I said that in the context of being young and inexperienced—even though I had been very concerned about him—I hadn't been sure I knew how to help him, and had clearly kept my distance much more than I'd realized. I apologized for having been so unavailable to him and wished him well. He responded a few days later expressing how pleased he was about my reply, and said "not to worry," that "all was forgiven." I haven't heard from him since.

Why do I tell you this story? It was certainly a humbling experience for me, but I think it conveys an important message for everyone, reminding us of the power of hope, the potential for recovery, and that we must never lose sight of the whole person who—for the time being—is not only our patient, but our partner in the treatment enterprise.

*John M. Oldham is President of the American Psychiatric Association (APA).*

## October is Fire Safety Month



Fires kill more than 4,000 Americans each year and injure 20,000+ more. U.S. fire departments respond to nearly 2 million fires each year with 75 per-

cent of them occurring in residences. Here are some fire safety tips from the U.S. Fire Association to help you not become a statistic:

- ✓ Have at least 2 smoke detectors on every floor of your home.
- ✓ Check the battery in smoke detectors monthly.
- ✓ Test smoke detectors monthly (burning toast in a toaster works well!).
- ✓ Have at least one carbon monoxide detector in your home.
- ✓ Make sure everyone in your home knows where the fire extinguisher is stored and how to use it.
- ✓ Don't store hand towels near the stove.
- ✓ Don't stack combustible items on the stove.
- ✓ If there is an oven fire, turn off the heat and leave the door closed until it dies out.
- ✓ Always clean the dryer lint trap before every load.
- ✓ Insure the dryer vent isn't blocked after a snowfall.
- ✓ Have your chimney inspected annually to check for build-up, birds' nests, etc.

~ The Safety Committee



## History From The Hill - David Rosenquist, MHA, Director

In the September issue of "A View From the Hill," we wrote about Mr. Rosenquist, who served as Director from 1980 until 1990. Since running the article, we have been in touch with Mr. Rosenquist, and now have additional information you might find interesting.

When Mr. Rosenquist was appointed as Director of Southwestern State Hospital (SWSH) in 1980, the facility was a 500 bed, unaccredited institution, housed in an antiquated building with a \$13 million budget and 820 staff members. During the ensuing decade, the patient census was reduced by one-half and staffing by one-third. At the same time, the facility achieved Joint Commission accreditation for the first time in the hospital's 100 year history.

One of the first, major changes that occurred at SWSH shortly after Mr. Rosenquist was appointed Director was the consolidation of the Food Service Department. At that time, satellite kitchens were located in the outlying buildings, which required approximately 150 food service staff to operate. A study had been commissioned by the previous Director, Dr. Bill Brett, and completed just prior to Mr. Rosenquist's appointment, which recommended the consolidation.. The satellite kitchens were all closed and an insulated tray line was instituted in a centralized food preparation/dining area maintained by the hospital. One hundred of the 150 food service employees were cross-trained as psychiatric aides. As vacancies occurred, a cross-trained employee was moved into that slot with the promise that if they did not like their new role, they could return to the kitchen -- none did. This plan not only saved money for the facility, but retained valuable employees in the process.

Another major change that occurred was the move from separate male and female wards to co-ed wards, which at the time was regarded by direct care staff as an "abomination." Since its establishment, the facility had always maintained separate male and female wards, but this arrangement was very inefficient. For example, if the female admission ward was full and the male admis-



sions ward had a vacancy but the next admission was a female, then the struggle was, where to put her? After many months of planning by the Executive Management Leadership, and dozens of meetings with staff and local legislators, the Building and Grounds Department started building walls in bathrooms to separate male and female toilet and shower facilities and slowly the change was made. It turned out that mixing genders on the same living units had a calming and normalizing effect on ward milieu.

In its first one-hundred or so years, Southwestern State Hospital was considered Southwest Virginia's employment "Rock of Gibraltar." Area factories might lay off employees, but those who worked for the state had guaranteed employment for life. However, in the mid-1980's, the first "cataclysmic" change occurred when, because of hard economic times, the Virginia General Assembly started cutting hospital and training center budgets. For the first time in its history, SWSH had to layoff employees. This affected the lives of many employees in profound ways, and guaranteed state employment was never the same again.

In 1990, a four year replacement/renovation project was completed, and patients and staff moved into the new Bagley Building, which received Citation-level recognition in Modern Healthcare's national Design Awards Competition. The building was not the same one originally designed by staff and architects. The original version had more space and stunning interior features, but because of monies

awarded by the General Assembly, the designed had to be changed to the building we see today. Upon the dedication of the Bagley Building, the name of the facility was changed to its present name of Southwestern Virginia Mental Health Institute.

Mr. Rosenquist remembers the "closest brush with panic in his thirty years of hospital administration" came when the Commissioner of the Department of Mental Health announced his goal of having every mental health facility in the system accredited with the Joint Commission within three years. At that time, he barely knew what the Joint Commission was, let alone what accreditation meant, and never did he depend on his executive team more than in the ensuing months leading up to the first survey. Mr. Rosenquist remembers that the survey report was "huge and downright ugly, **but we passed.**" When the first accreditation certificate arrived in the mail, he couldn't believe anything could ever look so beautiful!

One interesting note is the fact that Mr. Rosenquist hired our very own Dr. Cynthia McClaskey as a staff psychologist in 1987 while she was finishing her Ph.D. degree from Indiana University.

In 1990, Mr. Rosenquist took the position of Director of Hiram Davis Medical Center in Petersburg, Virginia, and remained there until his retirement in 2008. While serving as Director at Hiram Davis between 1994 and 1997, Mr. Rosenquist also served as Acting Forensic Unit Director and Acting Director at Central State Hospital in Petersburg, Virginia, as well as Acting Director at Northern Virginia Mental Health Institute in Falls Church, Virginia. He was also appointed by the Commissioner to membership on the State Forensic Review Panel and served on the panel from 1994 until 2002. He was Panel Chairman from 2000 until 2002.

**References:** David Rosenquist, MHA, Director of SWSH/SWVMHI, 1980 - 1990.

# Family and Friends Day Memories



When the Geriatric Unit was given a pumpkin to decorate, it did not take long for our artistic staff to get into action. Due to the number of staff and or family members on the Geriatric Unit and at the facility with a cancer diagnosis, we knew our pumpkin would be decorated in their honor or memory. Each type of cancer has a specific designated ribbon. Purple symbolizes all types of cancer, thus our purple pumpkin. All types of cancer were acknowledged by colored ribbons on the display board. At some time or other all of us have been affected by cancer. Our pumpkin symbolizes our hope and support for all.

~ Ellen Tilson, UNC  
Geriatric Unit Nurse Coordinator

## Recovery Heroes

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

Assisting people with their recovery isn't always about using the skills that we learn in TOVA training; sometimes it's about celebrating the achievements the individuals we serve have made toward their recovery. On those days the individuals are able to relax and enjoy themselves and their family. That's what happened recently at the Family and Friends Day event held here at the facility. We took a day and celebrated the individuals we serve and their families.

It takes a lot of work and planning for



an event like Family and Friends Day. Almost all of the employees are involved in some way. But this year, we had some really special employees who gave so freely of their time and talents that we wanted to recognize them for the help they provided.

Erin Powers, Christy Hall, Cheryl Veselik, Christina Lishen, Wendy

O'Brien, Marlene Doyle, and Jean Elmore all volunteered to help serve during Family Day and stayed after it was over to help with the clean up. Also, Erin Powers and Christy Hall helped the individuals we serve make cupcakes the day before.

Thanks to all of you for making Family and Friends Day such a wonderful day for the individuals we serve and their families. We appreciate all that you do for us each day, but on special days like Family and Friends Day, we see how truly fortunate we are to have employees like you.

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



## Million Hearts Initiative

The U.S. Department of Health and Human Services (HHS), with several key public and private sector partners, launched Million Hearts, an initiative that aims to prevent one million heart attacks and strokes over the next five years.

Million Hearts is focused on two goals:

- Empowering Americans to make healthy choices such as preventing tobacco use and reducing sodium and trans fat consumption. This can reduce the number of people who need medical treatment such as blood pressure or cholesterol medications to prevent heart attacks and strokes.
- Improving care for people who do need treatment by encouraging a targeted focus on the "ABCS"—**A**spirin for people at risk, **B**lood pressure control, **C**holesterol management, and **S**moking cessation—which



address the major risk factors for cardiovascular disease and can help to prevent heart attacks and strokes.

"Heart disease causes one of every three American deaths and constitutes 17 percent of overall national health spending," said HHS Secretary Kathleen Sebelius. "By enlisting partners from across the health sector, Million Hearts will create a national focus on combating heart disease."

Cardiovascular disease, diabetes, and obesity are associated with mental illness, and treatment of the mental illness can reduce the effects of these

disorders. Up to 83 percent of people with serious mental illness are overweight or obese, and 44 percent of the U.S. tobacco market is composed of individuals with a mental or substance use disorder. All too often, after overcoming an addiction or mental illness, people with these disorders suffer from premature morbidity and mortality as a result of poor diet, lack of exercise, and primary prevention services.

Building on SAMHSA's work to promote wellness, the HHS has committed to aligning all available resources to support improved outreach and provision of comprehensive health care to people with mental and substance use disorders.

Visit the official website for further information on the public and private support of the Million Hearts initiative, and to access cardiovascular disease risk assessment tools.

~ <http://www.samhsa.gov>

## Random Musings



What would happen if I hired two private investigators to follow each other?

If Carmen San Diego and Waldo ever got together, their offspring would probably just be completely invisible.

I am always slightly terrified when I exit out of Word and it asks me if I want to save any changes to my document that I swear I did not make any changes to.

I think part of a best friend's job should be to immediately clear your computer history if you die.

Shouldn't there be a shorter word for monosyllabic?

Why is the word abbreviation so long?

Why does an alarm clock "go off" when it begins ringing?

Do radioactive cats have 18 half-lives?

At a movie theater, which arm rest is yours?

Flashlight: a case for holding dead batteries.

Could crop circles be the work of a cereal killer?

Do people in Australia call the rest of the world "up over"?

How much deeper would the ocean be if there weren't sponges in it?

Me ambivalent? Well, yes and no.

I used to be indecisive, now I'm not so sure . . .

Two kinds of people: Those who finish what they start and . . .

If a clock is hungry, does it go back four seconds?

I wish MapQuest would start at #5. I'm pretty sure I know how to get out of my driveway.



## Safety Tips

Here are some tips to keep your pets happy on Halloween:

- ♦ Don't give your pet candy – no matter how much it begs!
- ♦ Watch for loose candy wrappers; a pet can eat a wrapper which can get stuck in its digestive tract and cause illness or death.
- ♦ Don't leave any lighted candles or Jack-O-Lanterns where they could be knocked off by a jumping pet or a wagging tail.
- ♦ Unless your pet is extremely receptive to a costume, the costume could cause the pet discomfort and/or stress. Pets should not wear masks.
- ♦ Keep your pets inside on October 31 and November 1; there are sick people who use those dates as excuses to hurt animals.
- ♦ On Halloween night, it is comforting to most pets to have a "quiet room" away from the ringing doorbell and the trick-or-treaters. Set up a room with food, water, bed, a toy or two, and a litter box if needed.

~ excerpted from  
[www.aspca.org](http://www.aspca.org)

## Computer Speed

As bandwidth utilization continues to be monitored, we are learning additional features that consume bandwidth. You have been asked not to stream any feature, not to listen to the radio on your PC, not to keep any internet program, such as Weather Bug, open in order to minimize bandwidth utilization.

In addition, if you use the internet to access your home e-mail account using Earthlink, Comcast, AOL, etc.,

there are a number of videos that pop up when you go to the account sites that also use a lot of bandwidth. If you check your home e-mail from work, please limit the number of log-ons to no more than twice a day if possible.

**BY THE WAY:** Updates to the central servers occur every Wednesday, generally from 1000 – 1300. These updates may considerably slow internet connections

## Human Resource

### Human Resource Reminder

Performance Evaluations are due to the Human Resources Office by close of business on October 25, 2011. Supervisors, be sure to attach any Acknowledgement of Extraordinary Performer or Notice of Needs Improvement Forms, but keep all competency forms in your supervisory file. Questions should be directed to Kim Sayers at Extension 148.

### DID YOU KNOW??



Did you know that every e-mail you send out is saved in your sent box as well as in the in-box of the recipient? If you have multiple recipients, then it is saved in multiple in-boxes. E-mails with attachments, or any kind of graphics such as background stationery, pictures, clip art, or a lot of different font colors all increase the size of your message for you and your recipients, and takes up storage space on the e-mail server. Because our e-mail system has limited storage, please review your e-mails before you send them and remove any unnecessary attachments or graphics, including stationery, clip art, and photographs.



**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**

		H	A	U	N	T	E	D	H	O	U	S	E				
T																	
R		Y						B	C						J		
I			R					L	L	A	F				A	G	
C		P		A	O	A			N	T					C	O	
K		U			C				D		S				K	B	
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**Please submit articles for the next newsletter to Cheryl Veselik by October 20, 2011.**

**The next newsletter will be published November 1, 2011.**