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From The Director

Thanks 'Giving' — Sharing our Bounty

Our Employee Recognition Event, on November 17, 2011, recognized five Employees of the Quarter, 21 Service Awards, ranging from five to twenty-five years, two retirements, 44 Cash/Leave Awards, seven Team Awards, and 163 Making a Difference Awards! In addition to Pumpkin Bowling and Guess the Number of Candy Corns in the jar, the compassionate spirit of giving was alive and well in all who baked for and bought items at the Bake Sale to benefit Operation Santa Claus. Thanks to your generosity and that of the Regional Consumer Empowerment Council, some of the most seriously ill individuals in our region will have more joy at Christmastime.

Five Employees of the Quarter Named

Christy Hall, Ward Clerk, ERS, is described as having a great attitude, and always is very friendly and willing to take on any task without complaint. She gets along well with others and has a good rapport with

patients. During the Fire Alarm Project, when other patients were being moved to Ward H, she was very helpful in getting the ward ready. Then, during July and August, 2011, when ERS patients were being moved to different wards in the new organizational schema, she was essential in helping to pack up and move, including the Ward J Nurse's station, as well as the faxes and computers for the unit.

Virginia "Jenny" Hess, Food Service Technician, was recognized for the exceptional customer skills that she demonstrates each day in the Employee Café, which are seen and valued by all who interact with her! She coaches and teaches other café workers to maintain her high standards. She consistently cleans and keeps the dining area neat. She also communicates well with her supervisor, giving feedback from the customers about suggestions and complaints so that service can continually be enhanced. She really makes a difference, every day.

Cheryl Smith, Head Nurse, Second Shift, Geriatrics, con-

sistently demonstrates commitment and leadership in appropriately ensuring that all new staff have the knowledge, skills, and abilities to perform to job expectations. She develops informal mentorship programs and personally coaches others, including altering her own schedule to be of service, in addition to completing her own regular duties. She is much respected and is a resource for all nursing staff due to her knowledge and the leadership skills she shows.

Ellen Tilson, Unit Nurse Coordinator, Geriatrics, is devoted to the residents and used her personal time to hand sew quilts for the unit day room, thus enhancing the home-like environment. She is also recognized for her excellent leadership skills in recruitment and in staff education. She created a PowerPoint presentation for all nursing staff regarding pressure ulcer prevention, ulcer assessment, staging, and treatment. She works diligently to improve the MDS process

DID YOU KNOW?

Barnum's animal crackers in the circus-themed box were designed with a string handle so they could hang on a Christmas tree.

From the Director, continued

and collaborated with the Medical and Training Departments to improve the Code Blue process related to medical emergencies. She is also leading a group of nurses to revise the process of pain assessment and management in order to increase efficiency and provide better patient care.

Josie Wade, Head Nurse, First Shift, Geriatrics, is an asset to the unit and the facility. She consistently demonstrates leadership and professionalism. She has a knack to turn any event into an educational opportunity for staff which enhances and strengthens the nursing department and

SWVMHI. She is proactive as a Head Nurse, and addresses problematic situations in a timely manner using the best nursing practice material. In addition to being highly respected on the unit by all staff, she provides an energy of optimism, creativity and empowerment in staff along with a touch of FUN!

We have much to be thankful for this year with completion of the road repair and near completion of the Fire Alarm and the roofing projects. Thanks to all who dedicate themselves to our facility and the individuals we serve. Have a blessed December!



~ Cynthia McClaskey, Ph.D.
With Tipi & Chief



“Maybe Christmas,” he thought, “doesn’t come from a store. Maybe Christmas perhaps, means a little bit more.”

~ Dr. Seuss (1904 - 1991) from “How The Grinch Stole Christmas.”

Recovery Heroes

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

When new admissions arrive to the facility we don’t know a lot about their recent experiences, and we don’t know what kind of behavioral response they will have toward us. We are taught to be polite at all times, to remember the individual is anxious, and to always be supportive to the individual. I know that we do all of these things and many more. But what about those rare instances when we become part of the individual’s paranoia?

Recently, a new admission was calm on arrival to the facility, but later

started to cry and began to stare at the psychiatric aide who was with her. The aide went to get some tissue for the individual who became very paranoid and accusatory toward the aide. A code alert was called and Dreama Wilkinson, PA, was among those that responded to the code. Dreama was able to redirect the individual with a show of support and using her verbal de-escalation skills. The first aide stepped out of sight, knowing the individual might become more agitated when seeing her. The staff were able to escort the individual to the unit where she immediately calmed down. Mary Blevins, RN, Head Nurse on CD, said that Dreama was instrumental in calming this individual down.

Congratulations to Dreama Wilkinson, Psychiatric Aide, this month’s Recovery



Hero. Her excellent verbal skills helped to calm this individual down and enabled staff to get the individual safely to the ward. If you see Dreama, be sure to say congratulations!

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

Recognition Event Wrap-up

The quarterly recognition event was held on November 17, 2011, on all three shifts. Service awards were given out, five employees of the quarter were announced, and those receiving Making a Difference, Cash, Leave, Team, and other awards were also recognized.

Additionally, puzzles, games, and other activities were available on all three shifts, and many employees won prizes. Following is a list of prize winners:

Making a Difference Drawing

Day Shift: Haley Williams, Dennis Hall, and Goldie Stevenson. *Second Shift:* Jennifer Ward. *Third Shift:* Regina King.

Word Puzzle Games

Day Shift: Jeannette Heath and Jean Elmore. *Second Shift:* Teresa Blevins. *Third Shift:* Mary Ida Williams. For the Anagram answers, please see Page 13.

Pumpkin Bowling

Day Shift: Jennifer Tuell. *Second Shift:* Barbara Rouse. *Third Shift:* Cynthia Thomas.

Candy Corn Guess

Day Shift: Richard Williams (first place) and Sue Saltz (second place). *Second Shift:* Buddy Heath (first place) and Clay Dolinger (second place).

Third Shift: Rene Price (1st place) and Ken Miller (second place).

Cake Drawing

Day Shift: Diana Price. *Second Shift:* Janie Atwell. *Third Shift:* Shelby Owens.

Bake Sale

Employees brought in home made baked goods which were sold throughout the event, the proceeds of which will go directly towards Operation Santa Claus. Employees raised \$551 towards this worthy cause. Thank you to all those who participated in the bake sale.

December Lunar Phases

December 2

First Quarter Moon

December 10

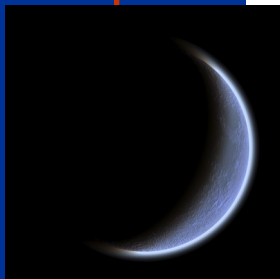
Full Moon (also called "Cold Moon" by Native Americans of New England and the Great Lakes because at this time of the year, the nights are long, the days are short, and so less sunlight means more cold days.)

December 17

Last Quarter Moon

December 24

New Moon



Did you know?

Thirty-seven million fresh Christmas trees are sold each year.



Food Service Staff Recognized

The food service staff was recently recognized by District Three Governmental Cooperative for "Unconditional Support to DTGC and the People they Serve." The SWVMHI Food Service Department provided food for District Three Senior Services Congregate Meal Program during the renovation of their kitchen. A total of 10,657 meals were prepared from May 16, 2011, through August 5, 2011, with assistance from two DTSS staff, Trish Fowler and Frances Helton. On a daily basis food was prepared, portioned, and packaged for transport to 16 Senior Centers in the region. **Congratulations!**

WAY TO GO!

DBHDS Email Guidance

Putting the Efficiency into Email

- ♦ **Meaningful Subject Lines** – Go beyond just “Hi” or “Hello.” The recipient is going to decide the order in which he/she reads e-mail based on who sent it and what it is about. Your email will have lots of competition.
- ♦ **Attachments** – Outlook labels emails with sizes ranging from 10-25 KB as “small,” 25-100 KB as “medium,” 100-500 KB as “large,” 500 KB to 1MB as “very large,” 1-5 MB as “huge,” and anything bigger than 5 MB as “enormous.” Given our inbox space limitations, try to keep your emails small or medium if possible. Do not send large, unsolicited emails; instead, try to look

for an online source for the attachment and send a link.

- ♦ **Get to the point right away** – Ask your question or provide your response within the first few sentences of your message; you can always give details and explanations later.
- ♦ **One message, one topic**
- ♦ **Specify who should respond and when** – If you send an email to a list or a group of people, you may not receive a response unless you specify *who* in that group is responsible for following up. Make sure you say when you need a response.
- ♦ **Provide “If-Then” Options** – This tip will help you avoid back and forth messages. E.g.: “If you have com-

pleted the project, then please confirm that via email. *If not, then please estimate when you expect to finish.* Or, “I can meet at 1000 or 1400 hours today. Will one of those times work? *If not, then please reply with times that would work for you.*”

~ Communications Workgroup



Thanks *To all the staff who helped me during my clinicals here this past year, I want you to know that I greatly appreciate all of you and wish you the best. It was great getting to know you and thanks for accepting me and taking me in.*
 ~ Christie Abde Messih , MSN/MBA King College Student

Special Gym/Gameroom Activities

SWVMHI's Merry Christmas Around the World



- ♦ Dec 9 -- Bingo/Birthday 1800-2000
- ♦ Dec 12 -- It's a Celtic Christmas 0930 - 1100
- ♦ Dec 12 -- Stockings & Cards at North Pole
 - ♦ Admissions 1300
 - ♦ Geriatrics & ERS 1400
- ♦ Dec 13 -- Craft Sale 1300 - 1600
- ♦ Dec 13 -- Hand Bell Choir 1830 - 1945
- ♦ Dec 14 -- Christmas in Belgium 0930 - 1100
- ♦ Dec 14 -- Senior Show Choir 1330 - 1530
- ♦ Dec 15 -- Christmas Dinner -- Admissions 1130/ERS 1630
- ♦ Dec 16 -- Christmas in Aruba 0930 - 1100
- ♦ Dec 16 -- Israel Tradition 1330 - 1500
- ♦ Dec 19 -- Reindeer games in morning
- ♦ Dec 19 -- Caroling by all staff in afternoon
- ♦ Dec 21 -- Operation Santa Claus
- ♦ Dec 22 -- Christmas in Europe 1330 - 1500
- ♦ Dec 25 -- Cider and Cookies hospital-wide
- ♦ Dec 27 -- Christmas in Germany 0930 - 1100
- ♦ Dec 27 -- Christmas in Whoville 1330
- ♦ Dec 28 -- Movie and refreshments 1330 - 1530
- ♦ Dec 28 -- Wise Old River 1830 - 1945
- ♦ Dec 29 -- New Year Party 1800 - 2000



Chaplain's Corner

December is here and it is the most festive time of our calendar year. It is a time of observing and passing on traditions that highlight family, culture, and religion. It is a gentle season of the soul where we express appreciation of one another through the giving of gifts and sharing of meals. The theme of **compassion** and **charity**, which happen to be the third spiritual virtue in our "Alphabet of Spiritual Literacy," is a prominent theme of this holiday season. During this time we are reminded of this spiritual virtue that is at the core of all major religions and is highlighted in the Christmas story, which is recited in churches throughout the world.



We are given opportunities to consider the value of **compassion** and giving from reminders all around us. Salvation Army kettles, special offerings in our places of worship, community food drives, and appeals from charity organizations are but a few of the sources which emphasize the theme of **compassion** and giving during the holidays. I am reminded of the "Eight degrees or steps in the duty of **charity**" written centuries ago by the famous philosopher and teacher Maimonides (1135-1204):

1. Giving with reluctance or because you feel you "have to." (This is an example of a gift of the hand but not the heart).
2. Giving cheerfully, but only to relieve the actual need of the distressed person. (I will give a specific amount and not a penny more...)
3. Giving cheerfully and enough to meet the need but not until we are asked for it. (See the need, but waiting for an invitation to do something.)
4. Give cheerfully and enough to meet the need, but placing it in the needy persons hand (so they must acknowledge it was from you).
5. Give **charity** in such a way that the distressed may know the benefactor, but retain their dignity. (The custom of leaving gifts at night is an example).
6. Give **charity** to those we know but remain unknown to them (thus seek no reward or thank you for ourselves).
7. A higher level of compassion is by giving **charity** in such a way that the benefactor does not know who is receiving the gift and the relieved person does not know who has helped them.
8. The highest level of **charity** however, is to anticipate a need before it becomes desperate, thus prevent-

ing a tragedy in the first place.

In Charles Dickens "A Christmas Carol" (1843), Ebenezer Scrooge is first visited by the ghost of Jacob Marley, his former business partner. Marley related the story of how he is doomed to carry long chains and wander the earth and "witness what he cannot share, but might have shared on earth, and turned to happiness." Scrooge reminds his old friend that he was a good man of business in spite of everything. Marley wrings his hands and states, "Mankind was my business. The common welfare was my business, **charity**, mercy, forbearance, and benevolence were, all, my business. The dealings of my trade were but a drop of water in the comprehensive ocean of my business."

The Christmas season reminds each of us in a gentle way to be mindful of our business to extend goodwill and cheer to the people who grace our lives. We are the ones who make a difference through our acts of kindness and raising a sense of hope in others. The Christian mystic Meister Eckhart once wrote, "Those who follow **compassion** find life for themselves, justice for their neighbor, and glory for God."

May you be blessed in all that you do to answer your soul's call of **charity** and **compassion** in our community.

~ Rev. Dr. Timothy Graham,
Chaplain

Christmas Day is a day of joy and charity. May God make you very rich in both. ~ Phillips Brooks





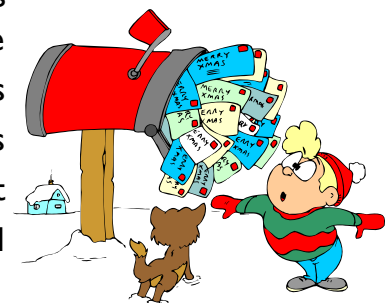
Word Search

How many of the underlined words can you find related to History of the Christmas Card?

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

Did you know? About 2.1 billion Christmas cards are mailed each year in the United States.

The tradition of sending Christmas cards started in England in 1843. Sir Henry Cole, a successful entrepreneur, commissioned an etching featuring a group of people drinking wine together flanked by two other people doing charity. The idea migrated to the United States in the 1870's. The idea was well received, and it wasn't long before countless families were using Christmas cards as a way to send greetings without having to handwrite them. Even presidents and royalty started sending Christmas cards, and still do to this day. Christmas cards have changed over the years. In early English card, religious themes were rare. During the World Wars, a patriotic theme was common. Today, Christmas photo cards are among the most popular options, because they give friends and family a visual update to treasure for the future.



Central Rehab News -- November Review



As expected with the holidays coming up, the Rehab Department has been quite busy.

On November 15, 2011, we had a Veterans' Celebration in the gym. Members of the local VFW joined us and presented a wreath to be placed in our cemetery honoring our deceased veterans. One of the individuals we serve shared his experience in the service. He is one of three generations of his family who have or are still serving in the military. Tim Graham, our Chaplain, spoke, and Laurie Goral read the poem *Flanders Field*, honoring those who gave their lives in service to their country. A reception of food and fellowship followed.

Thanks to Sue Saltz, Jan Barron, and other dedicated hospital staff, we had a very successful bake sale. Baked goods were donated by staff throughout the facility and sold at the November 17, 2011, Employee Recognition event. Money raised will go to Operation Santa Claus, which provides the funds to purchase Christmas gifts for the individuals we serve. A special thanks to all those who participated.

On November 24, 2011, we had a Thanksgiving celebration, with lots of good food, games, and music. Everyone was able to enjoy the traditional thanksgiving dinner thanks to our Food Service staff.

Lori McClellan, Jeannette Heath, Nazrin Roberson, and Sue Eller attended the VAPRA Conference in Richmond, and took along the Recovery Quilt to display. [Please see article below to read more about the Recovery Quilt and the VAPRA Conference.] Additionally, note cards have been made of each quilt square and the story behind it they will be on sale. Proceeds will go directly to Operation Santa Claus.

Donna Musick and Ashley King, along with the help of other Rehab Staff, have put together a pet calendar for 2012 featuring our very own therapy pets. Proceeds from calendar sales will also go directly to Operation Santa Claus.

Speaking of Operation Santa Claus, our local Consumer Empowerment Recovery Council (CERC) members came back from their monthly meeting of the Regional CERC with the good news that the RCERC voted to contribute \$1,000 to Operation Santa Claus. Sue Eller (RCERC Vice Chair) and Lori McClellan are our staff representatives and are dedicated to the consumer movement, encouraging individuals we serve who are a little further along in their recovery to help others. This is a fine example of peer support at its best.

November really has been a month of thankfulness.

~ Sue Eller
Peer Support Specialist

Recovery Quilt on the Road

The RECOVERY QUILT is on the move! The Quilt is going to VAPRA...to the 27th annual Virginia Psychiatric Association Conference in Richmond, Virginia from November 30 - December 2, 2011. VAPRA is the statewide organization committed to Psychiatric Rehabilitation and the Recovery of people who have experienced a psychiatric disability. The Virginia chapter was founded in 1984 and has grown in membership over the years to become the large organization it is today. Practitioners, program managers, and people in recovery serve together at VAPRA, representing the diverse membership across the Commonwealth, and carrying out the MISSION to provide leadership in the field of psychiatric rehabilitation, promote person-centered recovery, and advocate with policy makers.

The Quilt will be displayed in the VAPRA Art Exhibit of the 2011 conference and be accompanied in its travel by Jeannette Heath, Lori McClellan, and Nazrin Roberson. These Rehab practitioners were instrumental in the design and construction of the Quilt and have served as innovators to facilitate each individual's participation in his or her commitment to recovery. It is fitting that the Quilt be viewed under the conference theme of "Recovery...From Dreams to Reality." Our Peer Support Specialist, Sue Eller, will also travel to the Conference.

Once the Quilt returns home to SWVMHI, we hope to have it framed and placed in a permanent display. Stay tuned to see the new ways we are planning for everyone to enjoy the beauty and meaning of this remarkable piece of art.

~ Cheryl Rhey
Central Rehab Services Unit Program Director

FAQ: New Shift Differential Effective November 10, 2011

Frequently Asked Questions about the New Shift Differential

1. **Why do evening and night shifts for some positions get shift differential?**
Shift differential is primarily a facility option to help with recruitment and retention incentives for employees in positions that are difficult to fill. At SWVMHI, these are evening and night shift positions that are required 24/7.
2. **What are evening and night shifts?**
Shifts are defined by each applicable department. For example:
 - ♦ Nursing (patient care positions): Evening = 2:30 pm to 11:00 pm/ Night = 10:30 pm to 7:00 am
 - ♦ Housekeeping: Evening shift = 2:30 pm to 11 pm
 - ♦ Admission Clerks/Boiler Operator: For 8 hour shifts, Evenings = 3 pm to 11 pm/Night = 11 pm to 7 am
 - ♦ Security Officers: Evenings = 4 pm to 12am/Night = 12 am to 7 am
3. **What are the eligible roles for the recently approved fifty cent/hour (\$0.50) shift differential?**
Psychiatric Aides, Admission Clerks, Boiler Operators, Housekeeping Workers, Security Officers
4. **When do I start getting the fifty cent shift differential?**
Beginning November 10, hours worked on the evening and night shift hours, will have shift differential added.
5. **When will the shift differential be in a paycheck?**
December 16, 2011, is when the new shift differential pay will first show up in actual paychecks.
6. **If I am a regular evening or night shift employee, will all my paid hours be fifty cents an hour more?**
No, shift differential applies to only those hours actually worked, four or more hours into evening or night shift.
7. **If I am a regular evening shift person but do not work a full shift, do I get shift differential for all hours worked?**
No, everyone must work four or more in the departmentally defined evening/night shift to receive shift differential for those hours. Evening shift people who work 1 hour over into nights would be paid for the one hour since they are already earning shift diff. But if a day shift person came in early, he/she would need to work 4 hours into the night shift in order to get the shift diff for those hours on nights.
8. **If I am a day shift employee and stay an hour over, will that hour receive the shift differential?**
No, you must work four hours or more into what is defined by your department as evening or night shift. Once you work four hours or more, you will receive the shift differential for all the evening or night hours worked.
9. **Can you give me examples? (Examples are given from the nursing department.)**
 - a. Day shift employee who normally leaves at 3 pm works until 6 pm. No shift differential is paid.
 - b. Day shift employee who normally leaves at 3 pm works until 7 pm. Shift differential is paid for 4 hours.
 - c. Day shift employee who normally leaves at 3 pm works until 11 pm. Shift differential is paid for 7 ½ hours.
 - d. Evening shift employee who normally starts at 2:30 pm comes in at noon and works until 11 pm. No shift differential is paid from noon to 2:30, but is paid for all time thereafter.
 - e. Night shift employee works an extra shift on a day off, on day shift, from 6:30 am to 3 pm. No shift differential is paid.
 - f. Day shift employee comes in early at 4 am, when shift normally starts at 6:30 am. No shift differential is paid.
 - g. Day shift employee comes in at midnight and works until noon. Shift differential is paid from midnight until 6:30 am.
 - h. Evening shift person comes in at 2:30 pm, has emergency at home and leaves at 5:30 pm. Shift differential is not paid for those three hours.
 - i. A part-time position works 4 pm to 9 pm. The hours worked would be paid shift diff.
10. **Do P-14 staff get shift differential?**
Yes, for the identified categories.
11. **For a fulltime person, how much difference does fifty cent hour supplements make?**
Depending on actual hours worked, fifty cents additional for 2000 hours actually worked in a year (the normal fulltime hours are 2040 in a year, minus paid un-worked hours/paid time off) will amount to \$1000 annually.
12. **How will the shift differential show up on my pay stub?**
There will be a code that says "Shift Pay" and the amount of hours that received shift differential.
13. **What policy explains shift differential?**
Work Hours and Schedules, Policy 6004
14. **If I have further questions, who should I contact?**
Check first with your supervisor. Your Timekeeper may be able to clarify recorded hours worked. Otherwise, Sharon Bullins, Payroll Officer, ext. 533; Kim Sayers, Human Resources, ext 148; or Rick Delp, Human Resources, ext.144 may be able to help.



~ Alicia Alvarado, MSN
Chief Nurse Executive



PERSONNEL CHANGES

New Employees

Connie Dempsey, Psychiatric Aide	Oct 10
Carrie West, Psychiatric Aide	Oct 10
Jennifer Taylor, Registered Nurse Clinician A	Oct 10
Cindy Wright, Registered Nurse	Oct 10

Separations

Michelle Wilkinson, Rehab Specialist	Oct 4
Breanne Jackson, Psychiatric Aide	Oct 7
Jennie McAllister, Administrative Assistant	Oct 10
Connie Dempsey, Psychiatric Aide	Oct 11
Randal Hartzog, Psychiatric Aide	Oct 13
Megan Jones, Psychiatric Aide	Oct 13
Patsy Hart, LPN	Oct 14
Christine Marion-Lopez, Rehab Resource Coordinator	Oct 14
Teresa McNeil, Admissions Clerk	Oct 14
Molly Powers, Registered Nurse	Oct 17
Ned Bane, Peer Support Specialist	Oct 19
Tammy Olinger, Registered Nurse	Oct 20
Jennette Hurd, Psychiatric Aide	Oct 27

MONTHLY PATIENT CENSUS

October
2011

Admissions 57

Discharges 59

Passes 23

Average Daily
Census
149

Promotions/Role Changes

Katie Ashby, P14 to full-time Housekeeping Worker	Oct 10
Benjie Duval, full-time to P14 Staffing Nurse Coordinator	Oct 10
Amy Lancaster, full-time to P14 Psychiatric Aide	Oct 10

Did you know?



In the wild, the poinsettia can reach heights of 12 feet with leaves measuring six to eight inches across. It is actually a small tropical tree belonging to the Euphorbia plant family. Its botanical name is *Euphorbia pulcherrima* although in English-speaking countries it is more commonly known as the poinsettia. A native of southern Mexico, the poinsettia blooms in December and has been used in that country to decorate churches for centuries.

Meals in Minutes -- Vegetarian Minestrone Soup

After a long day of shopping for those holiday gifts, come home to dinner simmering in the crockpot. Just add some bread for a delicious, hearty meal.

Ingredients

- ♦ 4 cups vegetable broth
- ♦ 4 cups diced tomatoes
- ♦ 1 tbsp chopped fresh basil
- ♦ 1/2 tsp oregano
- ♦ 3 carrots, chopped
- ♦ 3 stalks celery, chopped
- ♦ 1/2 onion, chopped
- ♦ 1 zucchini, chopped
- ♦ 1 yellow crookneck squash, chopped

- ♦ 1 cup green beans, chopped
- ♦ 1 cup sweet corn niblets
- ♦ 1 cup sweet peas
- ♦ 3 cloves garlic, minced
- ♦ 2 bay leaves
- ♦ salt and pepper to taste
- ♦ 1 1/2 cups macaroni pasta

Preparation

Combine all ingredients except pasta in a crock pot. Cook on low for 6 - 8 hours.

Add the pasta and cook on high for 20 - 30 minutes, or until pasta is done cooking.

Remove bay leaves before serving.



~ <http://vegetarian.about.com/od/vegetariancrockpotrecipe/r/crockpotminestr.htm>

Nasty Bugs Lurking on Your Cell Phone

The next time you reach for your cell phone, consider this: A new study found that 92 percent of cell phones in the U.K. have bacteria on them -- including E. coli -- because people aren't washing their hands after going to the bathroom.



The E. coli came from fecal bacteria, which can survive on hands and surfaces for hours.

Researchers from the London School of Hygiene and Tropical Medicine and Queen Mary, University of London looked at cell phones in 12 cities in the U.K. They took 390 samples from cell phones and hands, which were then analyzed for germs. People were also asked about their hand hygiene.

The study found:

- ♦ 92 percent of phones had bacteria on them.

- ♦ 82 percent of hands had bacteria on them.
- ♦ 16 percent of hands and 16 percent of phones had E. coli bacteria, which is found in feces.
- ♦ 95 percent of people said they washed their hands with soap where possible, which suggests we have a tendency to lie about our hygiene habits.

"We're pretty shocked to find the vast majority of mobile phones -- 92 percent -- had bacteria all over them. Often large numbers of bacteria," said hygiene expert Val Curtis, Ph.D., of the London School of Hygiene and Tropical Medicine. "That isn't necessarily something that we should worry about. But what is worrying is that 16 percent of mobile phones had E. coli on them. E. coli comes from human and animal feces," she says. "That means that people with dirty hands are not washing their hands after using the toilet, for example. Then they're handling their mobile phones."

It's not just cell phones that the dirty hands are touching, Curtis says. "They're also touching other surfaces as well," she

said. "They're spreading fecal bugs on everything they touch, really."

Is there a more worrying way the phones are getting contaminated -- by people using them while they're in the bathroom?

"We didn't ask people whether they'd used their phones in the toilet. That might be something that would be interesting to study," Curtis said. "People do tend to use their mobile phones everywhere they go. Perhaps we should discourage their use in the toilet."

So is having unclean hands a modern-day problem linked to our new technology? "Humans have had infections since before they were human. It's a really ancient problem," she says. "Bugs are evolutionary masters at getting from person to person."

~ www.medscape.com.

Submitted by **Cindy Jones R.N. CIC**
Infection Control/Employee Health
Coordinator

Holiday Shopping Tips



In advance of the holiday season, the FBI's Internet Crime Complaint Center reminds shoppers to beware of cyber criminals and their aggressive and creative ways to steal money and personal information.

Scammers use many techniques to fool potential victims including fraudulent auction sales, reshipping merchandise purchased with a stolen credit card, sale of fraudulent or stolen gift cards through auction sites at discounted prices, and phishing e-mails ad-

vertising brand name merchandise for bargain prices or e-mails promoting the sale of merchandise that ends up being a counterfeit product.

Here are some tips you can use to avoid becoming a victim of cyber fraud:

- Do not respond to unsolicited (spam) e-mail.
- Do not click on links contained within an unsolicited e-mail.
- Be cautious of e-mail claiming to contain pictures in attached files, as the files may contain viruses. Only open attachments from known senders. Always run a virus scan on attachment before opening.
- Avoid filling out forms contained in e-mail messages that ask for personal information.
- Always compare the link in the e-mail to

the web address link you are directed to and determine if they match.

- Log on directly to the official Web site for the business identified in the e-mail, instead of "linking" to it from an unsolicited e-mail. If the e-mail appears to be from your bank, credit card issuer, or other company you deal with frequently, your statements or official correspondence from the business will provide the proper contact information.
- Contact the actual business that supposedly sent the e-mail to verify that the e-mail is genuine.
- If you are requested to act quickly or there is an emergency, it may be a scam. Fraudsters create a sense of urgency to get you to act impulsively.

~ From http://www.fbi.gov/news/news_blog/holiday-shopping-tips

Xylitol Toxicity: A Warning to All Dog Owners



Xylitol is a sugar alcohol that is used in sugar-free products such as gum and candy, as well as for baking and is used in the production of cer-

tain low-carbohydrate products now on the market.

As early as the 1960's, experiments indicated a link between the ingestion of xylitol and hypoglycemia in dogs. However, it has only been recently that the ASPCA Animal Poison Control Center has begun to receive reports of xylitol toxicosis in dogs. It is believed that this recent rise is likely due to the increased use of products containing xylitol in the United States.

Effects of Xylitol Ingestion

In both humans and dogs, the levels of blood sugar are controlled by the body's release of insulin from the pancreas. In humans, xylitol ingestion does not cause

any significant changes in insulin levels or, therefore, blood glucose. However, in dogs, xylitol causes a fast release of insulin, which results in a rapid decrease in blood glucose (hypoglycemia).

Clinical Signs

Clinical signs of xylitol toxicity can develop in as few as 30 minutes after ingestion. Clinical signs may include one or more of the following:

- ◆ Vomiting
- ◆ Weakness
- ◆ Ataxia (uncoordinated movements)
- ◆ Depression
- ◆ Hypokalemia (decreased potassium)
- ◆ Seizures
- ◆ Coma
- ◆ Liver dysfunction and/or failure

Treatment

After ingesting a xylitol-containing product, a dog may receive one or more of the fol-

lowing treatments, depending on the amount of time that has lapsed since the ingestion occurred. The induction of vomiting is recommended if performed very soon after ingestion of the xylitol-containing product but before clinical signs develop. Frequent small meals or an oral sugar supplement may be used to manage dogs that have not yet shown clinical signs. Following the appearance of clinical signs intravenous dextrose can be used to control hypoglycemia. It may also be necessary to treat the patient for low potassium levels (hypokalemia), if indicated. Treatment should be continued until the blood glucose levels return to normal levels.

For more information on this and other poison control questions the ASPCA Animal Poison Control Center can be reached at 888-426-4435 or on the web at www.apcc.aspca.org.

~ From www.diabetesdaily.com

New Slopes Boards available



The slopes game boards (pictured here) were recently redesigned by members of the Art for Fun group in Central Rehab Services. The group members designed the “Hungry Critters” theme and members from various groups helped to paint the details. The group members describe the design as a theme that displays their love for life and their love for animal life, as well as the natural world.

The slopes game boards are now ready to use for special events and activities by contacting any Central Rehab Services Staff member.

~ Nazrin D. Roberson, MS, AT,
Recreation Therapist



December Days to Celebrate

“Off the cuff” December holidays to celebrate:

December 3

Earmuff Day

December 4

National Cookie Day

December 7

National Cotton Candy Day

December 14

Monkey Day



December 15

Cat Herders Day

December 16

National Chocolate-covered Anything Day

December 23

Festivus

December 26

National Candy Cane Day

December 30

Bacon Day

December 31

Make Up Your Mind Day



Anagram Answer Key

Following are the answers to the two Anagram puzzles given out at the November 17, 2011, Employee Recognition Event:

Thanksgiving Anagram

aeimz	maize
ffginstu	stuffing
giilmprs	pilgrims
ahknst	thanks
afilmy	family
ikmnpup	pumpkin
ckoo	cook
cnor	corn
deinnr	dinner
aefst	feast
aehrstv	harvest
ahquss	squash

Hidden Word: Thanksgiving

Turkey Anagram

LEGS TO BOMB
TOMS GOBBLE

CAKLES FLUME
FEMALES CLUCK

DEN ABOVE ROOKS
SNOOD OVER BEAK

GUY ON PLUTO
YOUNG POULT

BOB LEG, BOB LEG
GOBBLE, GOBBLE

WE RATTLED
RED WATTLE

Congratulations to all the winners!

Pharmacy News

An Inspector from the Board of Pharmacy made a visit on November 29, 2011, to conduct a routine review/inspection of the SWVMHI Pharmacy and found zero deficiencies. Congratulations to Jim Suhrbier and staff!



CVC Campaign 2011

Each year the Commonwealth of Virginia offers employees the opportunity to make a donation to favorite tax exempt charities through the Commonwealth of Virginia Campaign (Campaign). The Campaign at SWVMHI will begin December 1 and run through January 15, 2012.

The Campaign allows an employee to designate a donation to a specific, approved charity. The list of approved charities has over 1300 listings so surely there will be something on the list that is of interest to everyone. A list of the approved charities is on the CVC website (www.cvc.vipnet.org/donors/directorylist.htm). BTW: the CVC was active in helping those who suffered from the tornadoes in the spring.

A full-time employee may pledge on-line (<https://edirect.virginia.gov>) or may complete a paper pledge form; part-time employees may complete a paper pledge form. If you need a pledge form or if you have questions, please contact Christy Bise (Extension 202), Denise Deel (Extension 826), or Amanda Currin (Extension 270). This is NOT a hard sell campaign, and there is no arm twisting to encourage participation. But please remember: it could be your neighbor who is helped by a donation to the CVC. It could be you.

Healthcare is a Team Sport!

Let's work together – not like these four

This is a little story about four people named Everybody, Somebody, Anybody, and Nobody.

There was an important job to be done and Everybody was sure that Somebody would do it.

Anybody could have done it, but Nobody did it.

Somebody got angry about that because it was Everybody's job.

Everybody thought that Anybody could do it, but Nobody realized that Everybody wouldn't do it.

It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done!

Free Employee Holiday Dinner

In appreciation for all you do
All Staff are Cordially Invited to a
FREE Holiday Dinner

December 8, 2011 in the Employee Café
Day shift: 1030 – 1300
Second shift: 1630 - 1800
Third shift: 1200 - 0100 (12/9)

Menu: Beef Tenderloin, Pasta, Stuffed Baked Potato, Garden Salad, Hot Rolls, Dessert, and Beverage

HAPPY HOLIDAYS!

Decorating Statistics and Safety



Annually an estimated 1,170 home fires begin with decorations, excluding Christmas trees. These fires cause an annual average of 8 deaths, 54 injuries, and \$19.1 million in property damage. Christmas tree and holiday decoration fires result in twice the injuries and five times more fatalities per fire than the average winter holiday fire. On average, 260 home fires begin with Christmas trees each year, resulting in 12 deaths, 24 injuries, and \$16.4 million in property damage.

DON'T BE A STATISTIC!

Avoid using candles when possible; battery-operated candles are much safer. If you choose to light candles, keep them away from combustible items and place where they cannot be knocked over. Extinguish all candles before you leave the room, go to bed, or leave the house. Don't

leave a pet in a room with an open flame.

When purchasing a live tree, check for freshness. When you run your hand over a branch, needles should not drop. Keep the stand filled with water. If you use an artificial tree, make sure it is labeled as fire resistant. Place a tree at least three feet from all heat sources. Use lights safely. If lights are the standard mini-lights, they use a 3A fuse and you could use a maximum of about 750 lights strung end to end before blowing the fuse built into the plug of the first light set. If you plug them into separate outlets or into a power strip, you could light about 3750 lights on a 15A household circuit.



Think safety and accident prevention as you decorate and have a happy holiday season.

~ The Safety Committee

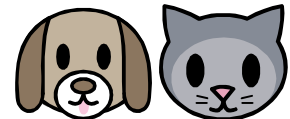
Holidays and Pets

With all the decorations, food, people, and activity in a house, your pet can become stressed and can be tempted to do something that can be harmful to it. The extra cords and plugs of holiday lights can look like chew toys to pets. Tape down or cover cords to help avoid shocks, burns, or other serious injuries. Unplug lights when you aren't home.

Do not let pets drink holiday tree water. Some may contain fertilizers, and stagnant tree water can harbor bacteria. Pets, particularly cats, can be tempted to eat tinsel which can block the intestines. It is better for your pet's health to not use tinsel; if you do use it, place it high where a pet cannot reach it.

Keep pets away from gift packages as well as from your gift wrapping area. Ingested ribbons and string and even wrapping paper can lead to intestinal blockage.

If you suspect that your pet has eaten something toxic, call your veterinarian and/or the ASPCA Animal Poison Control Center's 24-hour emergency hotline at 888-426-4435.



Where in the World is Santa?



For those of you with children anxious to find out when Santa might arrive at your house, you might want to check out www.NoradSanta.org. In 2011, NORAD will begin tracking Santa on December 1. NORAD's Santa Tracker uses state of the art technology, including global positioning systems (GPS) and Google Earth, to track Santa Claus as he sets out to deliver presents on Christmas Eve.

The tradition of NORAD's Santa Tracker began over 50 years ago when a child dialed a Santa "hotline" phone number that was listed in a newspaper. The number was a misprint and was really the number to CONAD (Continental Air Defense). Instead of hanging up on the children, the good-hearted Colonel Harry

Shoup instructed the staff to track Santa using their high-tech equipment. The tradition continued when NORAD replaced CONAD in 1958 and continues today on the Internet, now with the help of Google Maps.

History From The Hill - Gerald E. Deans, MSW, Director

Gerald E. "Jerry" Deans, MSW, served as the thirteenth Director of Southwestern Virginia Mental Health Institute, and the third non-physician Director.

Gerald, better known to those of us who knew and/or worked with him, as Jerry, Deans, was born in Hampton, Virginia, and raised in a small town about the size of Marion called Poquoson, Virginia, located on the east coast. He first attended college at Ferrum College and graduated from Old Dominion University with a Bachelor's Degree in Psychology.

In 1970, Mr. Deans was drafted after drawing a 39 in the draft lottery. He signed up for the Artillery Officer Candidate School and graduated as a second lieutenant. Against his wishes and better judgment, he was sent to jump school to learn how to parachute out of "perfectly good airplanes and helicopters." His first assignment was at Ft. Campbell, Kentucky. After eleven jumps, he was sent to work at the post stockade to organize a counseling unit, which gave him the chance to earn experience which would later help him find a job. It was while working in this counseling unit that he met the love of his life and his future wife, Patsi.

After being discharged from the Army, he proposed to Patsi and found a job as a correctional counselor with the Virginia Department of Corrections (VDOC). He worked in various positions on the treatment side of Corrections and used the GI Bill plus a scholarship from VDOC to return to school and earn his Master's Degree in Social Work. That degree qualified him to take the promotion to Warden of Marion Correctional Treatment Center (MCTC). He served as Warden at MCTC for seven and a half years, and his assignment there was very rewarding, but a tragedy struck his family when he and his wife lost their 16 year old daughter Shantel in Hungry Mother Lake. However, the support he and his family received from both employees at MCTC as well as their church helped them during their recovery from their grief, and gave them a unique view of the love and compassion that is so characteristic of the Town of Marion.



So when the leaders of VDOC suggested it was time for Mr. Deans to move out of Marion to a larger facility, he begged them to let him stay. About that same time, David Rosenquist moved to Hiram Davis and Mr. Deans felt it was time to apply for the position of the Director at SWVMHI. His wife Patsi actually had worked on the Admissions Unit as a Social Worker for three years when Mr. Deans became Director in January of 1992. Together, they decided it would be best if she resigned her position, which she did the day Mr. Deans became Director.

When asked if there were any particular events or initiatives that he was proud of, Mr. Deans replied that it was very rewarding to help shape and organize the first regional board in the history of the Department. The Southwest Board started out with a mental health focus but "working together as a region gave us the opportunity to apply for federal funds to start the Telepsychiatry project. This permitted the Institute to use our psychiatrists to provide much needed care to patients who were discharged to communities with limited psychiatrists," he said. The Board also funded the Family and Consumer initiatives, and the work of the Southwest Board was held up as an example to the rest of the State as well as recognized by legislators and consumer groups for its productivity. "Cynthia [McClaskey] did a superb job of helping to build the spirit of cooperation that characterized the Board's efforts," he added.

Mr. Deans was also proud of the teamwork of the clinical leadership team, which helped support and guide the treatment teams with the privileging of forensic and special management patients, as well as support the Institute through some challenging times.

One such challenge was the regional catchment area alignment. When Mr. Deans took over as Director, SWVMHI served as a backup for Catawba Hospital and Southern Virginia Mental Health Institute (SVMHI), and Central State Hospital (CSH) served as backup for SWVMHI. It was not unusual for Catawba and SWVMHI to reach capacity and divert individuals to SWVMHI. This meant that SWVMHI quickly reached capacity and had to divert individuals to CSH, which created a hardship for the families of those individuals sent to CSH. It took many years before the hospitals obtained the necessary resources and agreed with their CSB's to stop diverting individuals to other facilities.

On the positive side, Mr. Deans noted that he was blessed by the work of those who had gone before him to have a brand new facility. "There were some bugs to work out of the Bagley Building, but the challenge was minimal compared to the aging facilities most of the other directors were dealing with across the state," he said.

Mr. Deans also noted that SWVMHI was one of the first hospitals in the state to undertake the full transition to a recovery-orientated system of care. The Rehab Department was reorganized and new staff were hired, but the giant step toward recovery care happened when SWVMHI opened the Treatment Mall.

In 2002, Mr. Deans moved to Central Office as Assistant Commissioner after ten years as Director at SWVMHI and eighteen years in Marion, "the most rewarding 18 years of my career," he noted.

In 2008, Mr. Deans retired and has helped with the child care of his son Jamie and his

Continued on Page 16

History From The Hill - Gerald E. Deans, MSW, Director con't

wife Johnna's son, Eli. Two years ago, Mr. Deans and his wife bought a camper and are doing their best to travel and see the nation. In his spare time, Mr. Deans volunteers with people in recovery from addictions as well as cancer, and he and his wife lead a grief support group at their church. In January 2012, they will be leading a retreat entitled, "When Dreams Die." Mr. Deans also recently finished a book that took two years to complete about his family's experiences entitled, "Waiting on the Lord and The Rest of the Story."

During his eighteen years in Marion, Mr. Deans and his family suffered a series of personal challenges. In 1998, almost 11 years to the day when they tragically lost their daughter, the Deans' 16 year old son Matthew was involved in an accident while visiting relatives in Alabama that left him paralyzed from the waist down. That same year, Mr. Deans'

mother died, and their oldest son Jamie underwent an emergency appendectomy. In February of 1999, the Deans found out that their son Mark had suffered a previously undiagnosed, life-threatening injury from the same accident that injured his brother Matthew. On the very same day, Mr. Deans was diagnosed with prostate cancer.

Despite these personal challenges, the Deans' family has remained strong. "The employees on the hill, together with our church and friends throughout the community supported us with prayers and encouragement that were, to say the least, extraordinary," said Mr. Deans. Volunteers from the community as well as SWVMHI built a fully-accessible handicapped addition to their house for Matthew. The overwhelming support and prayers led Matthew to earn his Masters Degree in Vocational Rehabilitation and he now works for the Department of Rehab

Services in Chesterfield, helping others as others helped him. He plays wheelchair basketball with the nationally ranked Charlottesville Cardinals and coaches a youth team of wheelchair players. He and his wife Ashlee are expecting their first child in March, 2012.

In closing, Mr. Deans wished to convey to the employees of SWVMHI that, "whether or not staff realize it, [you] are working among a group of extraordinary people. The work that [you] accomplish every day to relieve the suffering of those struggling with mental illness is second to none throughout the state and the nation," he said. "But the caring and compassion that [you] give to one another when the chips are down is what distinguishes [you] above all. Our family will forever be indebted to the wonderful people on The Hill for carrying us through the deepest valleys in our lives."

Saving Face: Saving Relationships

Most all of us believe we are right (or at least justified) in our actions. We maintain our righteousness right up until the point it dawns on us that we may be wrong. Whether or not we will acknowledge our errors can depend on many factors.

One of those factors is whether those around us allow us to *save face*. Allowing others and being allowed to save face is a fine social art form in some cultures such as the Japanese culture. In modern American culture, allowing others to save face is, sadly, a lost art. Face saving (or saving face) refers to maintaining a good self-image. It is true that many of us avoid admitting error if for no other reason than to avoid the embarrassment of looking bad.

To avoid this problem, it is often vitally important to allow others to talk about their errors gracefully, without having to admit that they made a mistake,

backed down, or (gasp!) were wrong. Often a simple change in wording of an exchange will help the other person to save face, and *it will preserve and perhaps even strengthen a relationship*.

Negotiation expert William Ury recommends that when we must confront another with their error *go slow to go fast*. By moving slowly, we can understand the

other person's perspective. Superior power is useless according to Ury, "if it drives your opponent into a corner, and makes him resist you with all his might. Leaving him a way out is a time-honored precept."

Ury goes on to caution against gloating or bragging when one has won a victory. Gloating makes the other side look bad and feel badly, which can encourage them to withdraw their cooperation with any previous and/or future agreements. Allowing others to save face is one of the many ways we can behavioralize the SWVMHI Value of Honoring Day-to-Day Tasks.

~ James Moon, Ph.D.
Psychology Supervisor



December is Food Safety Month



We should be more and more concerned with where food comes from, how it is prepared and whether or not it is actually safe to eat. One in six Americans will get sick from food poisoning this year alone. Your food service department here at SWVMHI shares your concerns regarding food safety. We take food safety very seriously. The following is a brief outline and summary of what we do to ensure the foods you eat here are safe!

1. All staff and managers are properly trained. Over 50 percent of our staff is ServSafe Certified. All staff completes a CAI Food Safety course before starting work. Food safety training is ongoing.
2. Wash your hands. One of the main culprits of food borne illnesses is person-to-person contact resulting from dirty employee hands. Our staff regularly and thoroughly wash their hands in order to protect our customers. Single use gloves are worn as appropriate.
3. Wash all produce. Fresh produce is not always cooked before serving, so washing by hand is the only way to remove any bacteria that may be on the surface. We recently installed Ecolab's new Victory fruit and vegetable wash solution. Its antimicrobial activity quickly removes harmful microorganisms from the surface of fruits and vegetables without altering the taste, look, or smell of the produce. In fact, fruits and vegetables washed in this EPA-registered solution do not even require a water rinse.

4. Properly store foods. Refrigerators must maintain a temperature at or below 40° F to minimize bacterial growth. Also, refrigerated foods can only be stored for a certain amount of time before they start to go bad. We adhere to a three day maximum. Freezer temperatures are maintained at 0°F. Warming and holding equipment temperatures are maintained at a minimum 170°F. Temperatures are monitored and recorded three times a day. Any deviation is reported to Plant Operations and equipment repairs are promptly made.



5. Cook foods to appropriate temperatures. In order to kill any bacteria present, foods must be cooked to a minimum internal temperature and sustain that temperature for at least 15 seconds. All hot foods are cooked to an internal temperature of 165°F and thermometers are used to check all temperatures.
6. Check temperatures. Just as refrigeration, freezer and holding equipment temperatures are checked and recorded, so are hot and cold foods to assure that they are never in the food Danger Zone. It is sufficient to just check the equipment thermometer on refrigerated foods to assure that they are within safe levels. But for

prepared foods, like soups and buffet items, it is necessary to check the food's internal temperature to assure that it is above 140° F.

7. Clean and sanitize all food contact surfaces. Countertops, cutting boards, utensils, pots and pans, and employee hands are all food contact surfaces that are cleaned and sanitized before and after they touch food items. We use over 12 cleaning and chemical compounds to ensure the proper sanitation of all fixtures, service-ware, cookware, and personnel.
8. Perform self inspections. Routine walk through inspections are completed daily by the management staff. A Sanitation and Safety Inspection Report is completed monthly by each manager. This comprehensive inspection covers 96 critical inspection points. Any deficiencies are assigned for immediate correction and documented. State and county health departments are the direct enforcers of local, state, and federal health regulations. We adhere to all regulatory agency standards.

9. Check all incoming food shipments. Food can be contaminated anywhere along the supply chain, so it is important that we only purchase foods from approved sources. Produce is inspected upon delivery and any altered or damaged food items are not accepted.

SWVMHI thanks its Food Service Department for the care they take in keeping the food that the individuals we serve and staff eat every day.

~ John O'Keefe
Food Services Director



**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

			E					R	A	L	U	P	O	P			
				L													C
					O			T	R	E	A	S	U	R	E	H	O
P		S	D	R	A	C	H	R	I	S	T	M	A	S	A		M
A					P			A						R		P	M
T						H		D					I			R	I
R							O	I				T	D			E	S
I	R	E	H	T	E	G	O	T			Y		E			S	S
O	O				C			I	O				A			I	I
T	Y				H			O						S		D	O
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Please submit articles for the next newsletter to Cheryl Veselik by December 20, 2011.

The next newsletter will be published January 2, 2012.