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From The Director

Recovery Defined.

Several months ago, I included SAMHSA's definition of recovery. Since that time, a new, updated version has been developed which I think flows very nicely with the SVVMHI Mission.

SAMHSA's Working Definition of Recovery from Mental Disorders and/or Substance Use Disorders:

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

Like our Mission, this definition focuses on the positive, on what is possible, rather than on Disability. All of us can relate to it even though we may not be in recovery from a mental illness or substance abuse.

We recognize that there are many different pathways to recovery and each individual determines his or her own way; but our overall goal as a healthcare system is a high-quality and satisfying life in the community for all Americans. Through the Recovery Support Strategic Initiative, SAMHSA has delineated four major dimensions that support a life in recovery: **Health, Home, Purpose, and Community.** For more information, including the guiding principles of recovery, please see the SAMHSA.gov website under "Recovery Supports."

"It is only with the heart that one can see rightly; what is essential is invisible to the eye." ~ Antoine de Saint Exupery, "The Little Prince."

Employee of the Quarter: Erin Powers.

I am very pleased to announce on behalf of the Employee Recognition Committee that Erin Powers, Ward Clerk on E/F, has been named the latest Employee of the Quarter. Erin is described as having an excellent work ethic, serving not only the Nursing Dept. but works very well with many other departments. When needed, she can assist the Psychiatric Aides, as she has maintained her CNA license and is working on her nursing degree. In addition,

she often goes above her job duties to assist with escorting, obtaining records, and working on purchase orders and the unit budget. It is her adherence and championship of the facility Values, however, where Erin best shines. Those who nominated Erin could describe how she has met and exemplified every one of our facility Values. For example, she Communicates needed information in a timely manner so that the Team can function at its best. She Honors Day to Day tasks through her ability to prioritize, not to mention that every single interaction with Erin is a helpful and pleasant one! Congratulations Erin! Cynthia McClaskey

At Christmas, Ukrainians prepare a traditional twelve-course meal. A family's youngest child watches through the window for the evening star to appear, a signal that the feast can begin.

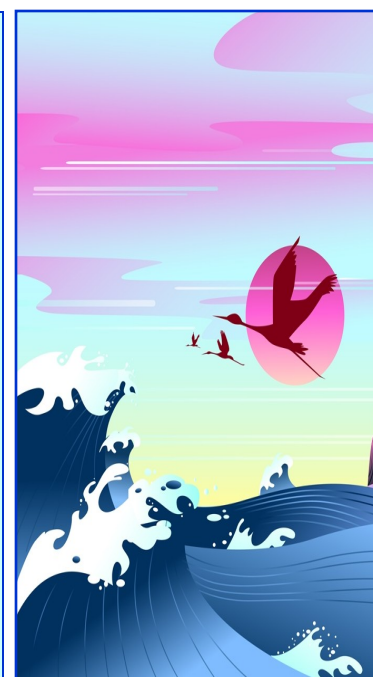
*Poem of the One World
~ Mary Oliver*

*This morning
the beautiful white heron
was floating along above the
water*

*and then into the sky of this
the one world
we all belong to*

*where everything
sooner or later
is a part of everything else*

*which thought made me feel
for a little while
quite beautiful myself.*



Leadership

This SWVMHI Value is the one that can be the most difficult to express through behavior. However, at SWVMHI shared leadership is *expected* of *all* employees. If employees do not demonstrate leadership, we are less effective in terms of fulfilling our Mission of assisting people in their recovery.

A person can demonstrate leadership behavior in many ways. Leaders inspire others with a shared vision of the future, such as inspiring hope in others. Leaders spend a lot of time communicating their infectious enthusiasm.



Leaders understand that everyone has strengths, and they bring out the strengths in others. Leaders are highly visible, behaving as if others are always watching. Leaders respect the status quo, but can constructively question it.

Leaders have a willingness to take responsibility, and do so. Leaders know that leadership behaviors are sometimes not very popular, so they have a quality of mental toughness.

All of these qualities are within all of us. We are all leaders at one time or another. Our leadership behaviors are needed and expected at SWVMHI. Look into the mirror, and follow the leader.

**~ James Moon, Ph.D.
Psychology Supervisor**



Candy canes began as straight white sticks of sugar candy used to decorated the Christmas trees. A choirmaster at Cologne Cathedral decided to have the ends bent to depict a shepherd's crook and he would pass them out to the children to keep them quiet during the services. It wasn't until about the 20th century that candy canes acquired their red stripes.

Welcome New Training Coordinators

Please join me in welcoming our new Training Coordinators, Ginny Moorer and Becky Sparger.



Ginny holds a Master's Degree in Education from Emory and Henry College. Her professional career includes seven years of instruction and educational leadership with Smyth County Schools. In

addition to her role as a classroom instructor, Ginny most recently served as a Reading Specialist, providing professional development programs that utilize data systems, new technologies and computer programs to create a cohe-

sive learning environment among students, faculty and staff. Ginny is a native of Marion who loves spending time with friends, family, and her adorable pups Lily and Lavender.



Becky holds a Bachelor's Degree in Nursing from the University of Virginia. Her professional career includes practice in public health, worker's compen-

sation, rehabilitative care, homecare, and nursing supervision. Becky most recently worked as an RNCA at SWVMHI on Ward J. In addition to

direct patient care, Becky also has 20+ years as an instructor of nursing education at Wytheville Community College. Becky is a native of Marion and currently lives with her husband John. They have one son and daughter-in-law who reside in Washington, D.C.

We are delighted to welcome Ginny and Becky to the Training Department. Please drop by the Training Coordinator's office in the Auditorium Building to introduce yourself to them!

**~ Merle Obregon, M.A.
Director of Staff Development**

Clinician's Corner — Focus on Depression

Depression and S.A.D.

With the onset of shorter daylight hours and winter clouds in the sky obscuring the sun, we can sometimes hear ourselves or our friends say, "I'm depressed!" When mental health professionals diagnose depression, what do they mean? Almost everyone feels sad or blue at times, but these feelings are more temporary. Depression lasts longer, at least two weeks, and sometimes much longer, and makes it hard to sustain interpersonal relationships or thrive at school or work. Depression often interferes with normal eating and sleeping patterns and cause physical pain. Individuals with depression frequently feel helpless and without hope, although some are angry. Some depressed individuals may have thoughts of death or suicide.

Each year, mental health problems are one of the top three reasons why Americans seek medical treatment. Major depressive disorder affects 14.8 million adults in the United States, or 6.7 percent of the population over the age of 17. It is the leading cause of disability for young and middle adults aged 15 through 44.

Seasonal affective disorder, or S.A.D., is considered a subtype of depression. Symptoms often appear in late fall or early winter and resolve with the sunnier, longer days of spring. Winter-onset S.A.D. symptoms include: depression; hopelessness; anxiety; loss of energy and concentration; leaden feelings in the arms and legs; withdrawal and loss of interest in activities that would normally be pleasurable; sleeping in excess; and difficulty concentrating. It can be hard to diagnose because the symptoms overlap with those of other types of depression, but the individuals who experience it may note a pattern over several years.

The Good News - Treatment Works!

People with depression do not need to suffer through their illness alone. Sometimes they delay seeking help because they believe that they can "pull themselves up by their bootstraps" and "snap out of it." There is still sometimes a reluctance to seek help due to stigma about mental illness. The fact is that there are many effective interven-



tions for depression and it is very important to get treatment.

Interventions include medications and psychotherapy, particularly for more severe depression. It is important to work with your mental health professional to determine the best course of treatment for you based on your symptoms. Psychotherapy, including cognitive-behavioral, interpersonal, and other kinds of talk therapy, can help individuals learn which factors contribute to their symptoms. More importantly, individuals learn effective coping and problem-solving strategies to enhance mental and emotional well-being. These can include creating a self-care plan, such as a Wellness Recovery Action Plan, that can enhance self-awareness, identify warning signs, and identify and strengthen important social contacts. It is also important in many cases to identify negative thought patterns that can lead to hopelessness and further depressive thoughts.

With S.A.D., light therapy is often recommended as a first line treatment. Using light therapy, the individual sits a few feet from a specialized light therapy box, which mimics outdoor light. Research on light therapy is limited, but it appears to be effective in relieving symptoms and has few side effects.

A review of the Mayo Clinic health website reveals that, in addition to medication and psychotherapy, there are many other lifestyle changes that can be helpful in managing symptoms of all types of depression. These include eating a healthy diet and getting outside in the fresh air. You could pack a lunch and sit outside, weather permitting! Even on

cold cloudy days, being outside can help. Also, look for activities that make you happy, such as a hobby or taking care of a pet. Try to be around caring and positive people, and look for ways to make connections with others, such as through volunteering or church. We know that spirituality is an important pathway to recovery for many people. Practice good sleep habits and take your medications correctly. Avoid alcohol and drug abuse as this can make you more susceptible to negative thoughts including thoughts of suicide. Regular exercise, even a small amount of exercise per day, is also proven to enhance mood. A recent study in the *Journal of Abnormal Psychology*, titled "Walk on the Bright Side," showed that when participants with major depression engaged in physical activity, their positive (happy) affect increased. Even small amounts of activity, on break or at lunch, parking in the farthest corner of the parking lot or taking the stairs instead of the elevator, can help symptoms of depression, including S.A.D. Physical exercise helps to relieve stress and anxiety in addition to depressive symptoms. And being fit can improve any co-occurring medical conditions and help you to feel better about yourself, which also lifts your mood!

Bottom Line

Learn to watch for early signs of depression or that your depression is getting worse. Have a plan, take some steps, talk to a trusted friend or professional. The bottom line, though, is that treatment works! We can encourage ourselves if we have symptoms, our loved ones and the individuals we work with to explore all kinds of treatment options. The goal is to have a plan that has effective, individualized options to give the support and skills needed to manage this often debilitating illness.

Mata, J., et al. (2012). Walk on the bright side: Physical activity and affect in major depressive disorder. *Journal of Abnormal Psychology*, 121, 297-308.

www.mayoclinic.com
www.apa.org/helpcenter

National Drunk and Drugged Driving Prevention

Flu Vaccine Update

December has been designated National Drunk and Drugged Driving Prevention Month, a time to raise awareness about the consequences of driving under the influence of alcohol and drugs.

Before venturing out to a holiday party with family and friends, plan ahead. Here are some safety tips to always follow, not just during the holiday season, but all year round:

- Designate a sober driver before celebrations begin.
- Never serve those under the age of 21 alcohol.
- Plan safe parties, including providing non-alcoholic drink options to guests and not serving alcohol the last hour of the gathering.
- Be prepared to get everyone home safe in case your plans or individual circumstances change.

~ www.madd.org

FACTS

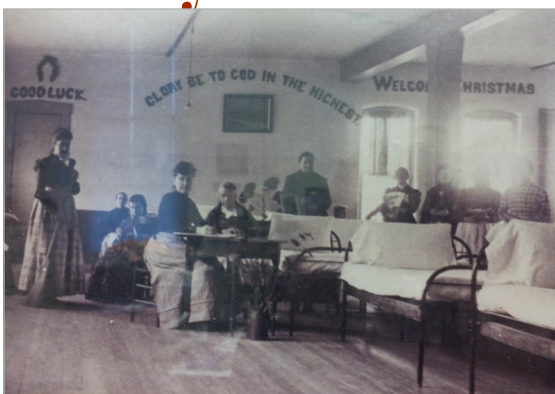
- ♦ Over 1.41 million drivers were arrested in 2012 for driving under the influence of alcohol or narcotics. About 1/3 of those are repeat offenders.
- ♦ The average person metabolizes alcohol at the rate of about one drink per hour. Only time will sober a person up.
- ♦ Kids who start drinking young are seven times more likely to be in an alcohol-related crash.
- ♦ On average, one in three people will be involved in a drunk driving crash in their lifetime.
- ♦ Almost every 90 seconds, a person is injured in a drunk driving crash, or about 345,000 individuals.
- ♦ In 2010, 10,228 people died in drunk driving crashes - one every 52 minutes.

We are happy to report that 91 percent of all SWVMHI employees have received a flu shot this year! We have more than exceeded our goal of 85 percent.

Of the 9 percent of employees who have not received a flu vaccine, 44 percent have not turned in a declination form. The declination form is very important and must be completed if you choose not to take the vaccine. Therefore, if you choose not to take the vaccine and you have not completed the declination form, please contact Cindy Jones immediately at Ext. 231.



History -- Christmases Past



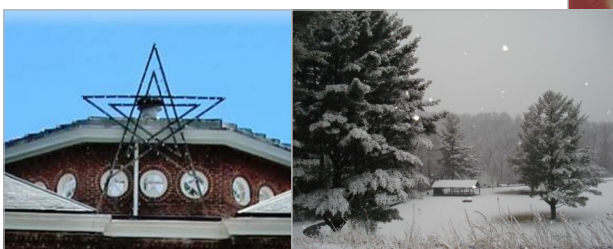
Christmas, circa 1900



Christmas 1968, Unit HB3



Christmas 2006, Henderson Building



Chaplain's Corner

This is the month of great celebrations in our nation. As I look on my calendar, I see Hanukkah on December 8, Christmas on December 25, Boxing Day and Kwanzaa on 26, and New Year's Eve on December 31. It is also a time of observance, such as the first day of winter on December 21 and the anniversary of the attack on the U.S Naval Base at Pearl Harbor on December 7, 1941.

I recently read a delightful book entitled "In the Dark Streets Shineth," an account of the Christmas meetings between President Franklin Roosevelt and Prime Minister Winston Churchill in December 1941. Within weeks of our entry into WWII, the idea of celebrating Christmas seemed out of place in a time of uncertainty and fear. Both leaders however, in an effort to inspire and encourage the nation, spoke at the White House Christmas Eve service and tree lighting ceremony on December 24, 1941.

Roosevelt reminded the crowd that, "Our strongest weapon... is the conviction of the dignity and brotherhood of man which Christmas Day signifies... we set our faith in human love and in God's care for us and all men everywhere." Churchill echoed the same sentiment by stating, "Here then for one night only, each home throughout the English speaking world should be a brightly lighted island of happiness and peace."

Putting aside our cares and worries in order to yield to the healing light of hope can enrich our lives immeasurably no matter what the future may hold. The call to return to those things that encourage a sense of hope and security are essential to our survival in any generation and certainly worth embracing this time



of year. We all need occasional reminders of what really matters in life. The holidays serve a gentle guide to lead us back to our roots, our connections and ultimately our deepest values. This month's continuation of the "Alphabet of Spiritual Literacy" leads us to the letter "O," the spiritual practice of **OPENNESS**. The spiritual practice of remaining **OPEN** to whatever brings us a sense of optimism even for a day can empower any generation.

Throughout the month of December we will have opportunities to open our hearts and lives to family and friends as well as people we may not even know. **OPENNESS** allows us be receptive to new possibilities of personal discovery for our spiritual benefit. To assist us in this process, it may be helpful to consider,

1. What do you do that truly brings you happiness and how can you allow more time for that in your life?
2. When do you feel spiritually empowered and how can you strengthen that awareness?
3. What are the important questions of faith that you need to ask?
4. What new ideas or skills would you like to develop?
5. Who would you like to know better? How will you do this?
6. What is the most important part of your spiritual journey and what can you learn from others?

These questions, and countless others, can help us to see the flicker of spiritual light within ourselves and find a renewed sense of strength to meet the challenges of the future.

On December 25, 1941, Roosevelt and Churchill attended church and sang the songs of Christmas including "O Little Town of Bethlehem," a hymn the Prime Minister was unfamiliar with. The hymn has a line which states, "Yet in thy dark streets shineth, the everlasting light, the hopes and fears of all the years, are met in thee tonight." Author David McCullough muses, "I like to think of Churchill and Roosevelt singing that line in particular. And as would be said of the Prime Minister, he always sang lustily, if not exactly in tune."

May the songs of our hearts be full of life, regardless of the tune. Let us look for ways to enjoy the life we have and revel in the light of hope.

~ Rev. Dr. Timothy Graham,
Chaplain



*Wishing you and your family a very Merry Christmas
and
a Happy New Year!*

Dysphagia Corner

Dysphagia, simply put, means difficulty in swallowing. A typical "swallow" involves several different muscles and nerves. Therefore, dysphagia can be caused by a difficulty anywhere in the swallowing process.



- ♦ Difficulty controlling food in the mouth
- ♦ Difficulty initiating swallowing (gulping action)
- ♦ Recurrent pneumonia
- ♦ Inability to control saliva in the mouth

Patients frequently say the food has gotten stuck or it feels like something is sticking in their throat.

An assessment and a correct diagnosis are important, as is a correct diet for an individual with dysphagia.

For questions about dysphagia or to find out how to refer someone for an assessment, please contact any member of the Dysphagia Team: Sharon Neitch (Extension 108), Ellen Tilson (Extension 259), Coleen Walls (Extension 122), or Deresa Hall (Extension 470).

~ Dysphagia Team

Signs and symptoms that may be linked to dysphagia include:

- ♦ Choking when eating
- ♦ Coughing or gagging when swallowing
- ♦ Drooling
- ♦ Food or stomach acid backing up into the throat
- ♦ Recurrent heartburn
- ♦ Hoarseness
- ♦ Pain while swallowing
- ♦ Sensation of food getting stuck in the throat or chest, or behind the breastbone
- ♦ Unexplained weight loss
- ♦ Bringing food back up (regurgitation)

Pet Therapy

The following was submitted by an individual we serve, written as part of a journaling group about the positive effects pet therapy, written from the perspective of the pet therapist.



Sammy, Pet Therapist

Once upon a time, I met this human. Her name was _____. She seemed so alone. I felt like, if I let her pet me, she may open up. As I

approached, I thought I saw a smile coming. Not from her face, but from her eyes.

Her eyes seemed to look at me from a very distant place. I thought that she had a long, hard life.

As she stroked my head, I could see the tension and sorrow leave her eyes. She looked like she wanted to really cry, but instead, she grabbed me around the neck and gave me a big hug.

I thought that maybe with time, she will be okay and won't stay so closed and elusive.

My job is done.

Deer-Vehicle Safety

While a crash involving a deer can happen at any time, the majority of deer-vehicle collisions occur between the months of October and December, when deer activity increases due to the mating and hunting seasons. Incidents are most common during the hours of 5 p.m. to 7 a.m., when deer movement increases and limited lighting makes it more difficult for motorists to see them on or near roads



NCDOT offers the following suggestions for motorists to avoid being in a deer-vehicle collision:

- ♦ Slow down in posted deer crossing areas and heavily wooded areas, especially during the dark hours of fall;
- ♦ Drive with high beams on, when possible, and watch out for eyes reflecting in the headlights;
- ♦ Remember that deer often travel in groups, so do not assume that all is clear if one deer has already passed; and
- ♦ Do not swerve to avoid contact with deer. This could cause the vehicle to flip or veer into oncoming traffic, causing a more serious crash.

~ Safety Committee

Did you Know?

If you received all of the gifts listed in "The Twelve Days of Christmas" song, you would receive 364 presents!



It is custom to give gifts to the children every night during Hanukkah. The gifts are known as Gelt and historically pertain to coins. Today, they are more often chocolate than real money.

Hanukkah



Hanukkah is a Jewish festival to celebrate Jewish independence and religious freedom. It is celebrated annually around this time of year, beginning on the 25th day of the Jewish month. It is a lunar holiday, so the day Hanukkah begins actually varies from year to year. This year, Hanukkah runs from December 8 to December 16.

Hanukkah (sometimes also spelled Chanukah) represents the rebellion of the Jews against the Syrian-Greek King Antio-

chus, who was determined to impose the Greek religion on all of his subjects. Antiochus forbade the Jews to read from their holy books or pray to their God. A small army, led by Judas Maccabeus, fought the Syrians for three years and successfully forced the Syrian army out of their land in 162 B.C.E. After the Jews won, they went into the Syrian Temple and rededicated it to their own God by re-lighting the holy candelabrum, commonly known as the Menorah. The original Menorah was actually an oil lamp and the Jews only had enough oil to burn the lamp for one day. It would take eight days to obtain

more, but miraculously, the lamp burned for eight days on the small amount of oil. Today's menorah stands on a base from which nine branches spout. There are places for eight candles with a ninth in the center from which all the other candles are lit.

The rededication ceremony took place on the 25th day of the Jewish month known as Kislev. The Hebrew word for dedication is Hanukkah.

~ www.brownielocks.com/hanukkah.html

December Lunar Phases

December 6

Last Quarter Moon

December 13

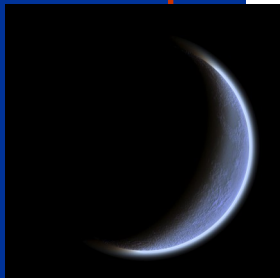
New Moon

December 20

First Quarter Moon

December 28

Full Moon (also called the "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).



More than three billion Christmas cards are sent annually in the United States.



Holiday Closings

December is a busy month, but there are also several office closings everyone should be aware of:

All state offices will be closed on December 24, 25, and 26 in observance of Christmas, and will also be closed on December 31 and January 1 in observance of the New Year.

If you have signed leave slips to be off on any of these days, you will need to see your timekeeper to make the necessary adjustments. If you work in a department with 24/7 coverage, you should consult with your supervisor or the Staffing Nurse Coordinator's office to see how these closings may impact your schedule and/or staffing needs.

May you have a Merry Christmas and a Happy New Year!





Word Search

Just for fun, how many of the following unlined words can you find related to the month of December?

Did you know? The Christmas tree is a German tradition, started as early as 700 AD.

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

angel

candy cane

caroling

cards

Christmas

cold

December

evergreen

food

Hanukka

holidays

holly

lights

Menorah

presents

Santa

snow

solstice

stocking

tree

winter

wreath





PERSONNEL CHANGES

New Employees

Sharon Arnold, Psychiatric Aide	Oct 10
Terry Cagle, Psychiatric Aide	Oct 10
Kelsey Ervin, Psychiatric Aide	Oct 10
Amanda Evans, Registered Nurse	Oct 10
Catherine Phillips, Registered Nurse	Oct 10
Amy Sieb, PI4 Registered Nurse	Oct 10
Stacie Ward, PI4 Psychiatric Aide	Oct 10
Kelly Widener, Psychiatric Aide	Oct 10
Kayla Woods, Psychiatric Aide	Oct 10

MONTHLY PATIENT CENSUS

October
2012

Admissions 46
Discharges 47
Passes 10

Average Daily
Census
152

Separations

Sherri Wheeler, Recreation Therapist Senior	Oct 2
Debbie Pringle, Training and Development Coordinator	Oct 5
Sarah Garcia, Team Nurse/Registered Nurse Clinician A	Oct 11
Marsha Smith, Registered Nurse Clinician A	Oct 11
Paula Myers, Psychiatric Aide	Oct 15

Promotions/Role Changes

Melissa Holmes, Food Service Technician to Cook	Oct 10
Dody Turley, Food Service Technician to Cook	Oct 10



HOLIDAY MEAL

Once again this year, the facility will be offering a Holiday Meal **free** to all employees on all three shifts on Thursday, December 20, 2012, as follows:

Day shift: 1030 - 1300
Second shift: 1715 - 1830
Third shift: 0001 - 0100

Menu: **prime rib (carved)**, baked pasta (vegetarian), **baked potato**, garden salad, **assorted dressings**, hot rolls, **assorted fresh baked pies**, and your choice of beverage to include coffee, iced tea, fountain drinks, or Cappuccino

Please come join us!

Commonwealth Winter Preparedness Week



Governor McDonnell has proclaimed December 2 - 8 as Winter Preparedness Week in Virginia. What should Virginians do to prepare for winter weather? Here are several important safety tips:

- ♦ Get fireplaces and wood stove chimneys inspected and cleaned. These often build up creosote, which is the residue left behind by burning wood. Creosote is flammable and must be professionally removed.
- ♦ Install smoke detectors in every bedroom and one on every level of your home. Check the batteries every month. If you already have smoke detectors and did not replace the batteries when the time changed recently, replace them now.
- ♦ If you use space heaters, plug them directly into wall sockets; don't use extension cords. Keep space heaters at least three feet

from other objects such as furniture, bedding and draperies. Do not leave space heaters unattended. Turn them off when you go to bed or leave the house.

- ♦ Gather emergency supplies. Start with these items: at least three days of food that does not need refrigeration or electricity to prepare, in case the power is out; at least three days of water, which is one gallon of water per day per family member; a battery-powered and/or hand-crank radio and extra batteries; flashlights and extra batteries; a first aid kit and an extra supply of medications in case you can't get out to get prescriptions refilled. Get more details and a checklist at www.ReadyVirginia.gov.
- ♦ Make an emergency plan. Decide on a meeting place to reunite if your family cannot return home. Choose an out-of-town friend or relative as a point-of-contact and be sure all family members have that person's phone number – it is often easier to call long distance than to

call locally during an emergency. Remember family members with special needs and your pets when making your emergency plan. Get a free worksheet at http://www.vaemergency.gov/sites/default/files/Plan_0.pdf

- ♦ Get where you need to go before the weather gets bad. Road condition information is available 24/7 by calling 511 or visiting www.511Virginia.org. Even when roads have been treated with salt and/or sand, drivers should reduce speed and leave a safe driving distance from other vehicles on the road. Driving is most dangerous when the temperature is at or under 32° F. If the road is wet, ice is likely, especially on bridges, ramps and overpasses.

~ Office of Governor Bob McDonnell
Commonwealth of Virginia

Where in the World is Santa Claus?

If you have children or grandchildren, you'll need to know where Santa Claus is on Christmas Eve to be sure your little ones are in bed before his arrival. Look no further than NORAD.

NORAD Tracks Santa is an annual Christmas-themed entertainment program, which has existed since 1955, produced under the auspices of the North American Aerospace Defense Command (NORAD). Every year on Christmas Eve, "NORAD Tracks Santa" purports to track Santa Claus as he leaves the North Pole and delivers presents to children around the world.

The program began on December 24, 1955, when a Sears department store placed an advertisement in a Colorado Springs newspaper which told children that they could telephone Santa Claus and included a number for them to call. However, the telephone number printed was incorrect and calls instead came through to Colorado Springs' Continental Air Defense



Command (CONAD) Center. Colonel Shoup, who was on duty that night, told his staff to give all children that called in a "current location" for Santa Claus. A tradition began which continued when the North American Aerospace Defense Command (NORAD) replaced CONAD in 1958.

Today, NORAD relies on volunteers to make the program possible. Each volunteer handles about forty telephone calls per hour, and the team typically handles

more than 12,000 e-mails and more than 70,000 telephone calls from more than two hundred countries and territories. Most of these contacts happen during the twenty-five hours from 2 a.m. on December 24 until 3 a.m. MST on December 25. Google Analytics has been in use since December 2007 to analyze traffic at the NORAD Tracks Santa [website](http://www.norad.com). As a result of this analysis information, the program can project and scale volunteer staffing, telephone equipment, and computer equipment needs for Christmas Eve. Volunteers include NORAD military and civilian personnel.

As of December 30, 2011, the NORAD Tracks Santa program had 101,000 Twitter followers and the Facebook page had nearly one million fans.

Information about Santa will be available starting December 1.

~ <http://en.wikipedia.org/wiki/Website>

Special Gym/Game Room Activities

Patient Activity Council (PAC)

December 4, 2012
1600 - 1630

Consumer Empowerment
Recovery Council (CERC)

December 12, 2012
1600 - 1630

Stocking Decorating

December 4, 2012
ERS at 1330

Admissions & Geriatrics
at 430

Bingo Night

December 5, 2012
1830 - 2000
Canteen open 1800 - 1830

Primitive Holiday Bazaar

December 6, 2012
1230—1630

Movie Nights

December 10 and 11,
2012, 1830 - 2000



December 14, 2012, 1330—1530
Christmas movie -- No Canteen



Birthday Party

December 12, 2012
1800 - 2000
No Canteen

Caroling

December 17, 2012
ERS in morning
Remainder of wards
starting at 1330



Operation Santa Claus

December 19, 2012

Details will be released closer to
the date

Christmas

December 25, 2012



Church Services

Church Services are held each
Thursday from 1830 - 1930
in the Auditorium
No Canteen



Please note that game room activities, in addition to those listed here, are held every weeknight, except Thursday, from 1830 - 2000. Canteen hours are from 1800 - 1830 unless otherwise noted.



I heard the bells on Christmas Day
Their old, familiar carols play,
And wild and sweet, the words repeat
Of peace on earth, good-will to men!

~ Henry Wadsworth Longfellow



December Days to Celebrate

“Off the cuff” December holidays to celebrate:

December 4

National Cookie Day

December 7

National Cotton Candy Day

December 8

Pretend to be a Time Traveler Day

December 12

Gingerbread House Day

December 15

Cat Herders Day

December 18

Answer the Telephone like Buddy the Elf Day

December 21

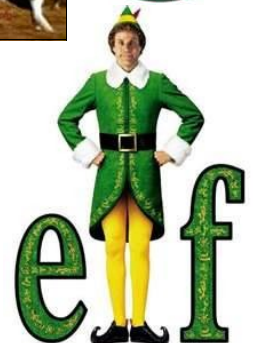
Underdog Day

December 23

“Festivus”

December 30

Falling Needles Family Fest Day



Storage Work Group

For quite some time, storage on the wards has been an issue. The Environmental Rounds Team recommended that organization was a priority both for reducing the potential fire hazards as well as improving satisfaction for staff as well as the individuals we serve. Jim Lundy, UNC on Ward AB, headed up a work group consisting of Angie Routh, Cindy Jones, Nathan Shelton, Donna White, Tina Hafer, Darlene Rouse, and Erin Powers. The work group's goals were to assess the current storage areas for belongings of the individuals we serve, make recommendations to assist in organization, and assure consistency in the storage areas facility wide for belongs for those individuals we serve.

The work group met for the first time on September 26, 2012. The group discussed at length the current storage issues facing each unit and then came to a consensus on remedying the organization and consistency issues. Each unit representative was given the responsibility to take the lead on their unit, in collaboration with their Unit Nurse Coordinator / staff, to decide how many totes or storage cabinets would need to be purchased for the unit storage areas and tub rooms. Each unit's representative on the work group used the information to purchase the needed totes and storage cabinets. As of October 22, 2012, all unit storage areas used for belongings of the individuals we serve were organized throughout the facility.

During the work group storage meeting two other areas of concern was also discussed, including the "storage tube" area as well as storage and cleaning of unit equipment.



Newly organized storage area

The "storage tube" was noted to have many outdated items belonging to individuals we serve, and was in need of organization and cleaning. The storage tube required quick attention due to potential fire hazards, issues with mice, and difficulty in being able to locate belongings. In collaboration with Environmental Services, ERS began the clean-up of their section of the storage tube, then E/F, and last, Admissions. There was a great deal of labor involved in organizing and cleaning out this area. The end result was very impressive and all the hard work paid off with a storage area that is safer, organized, and clean. In order to maintain the organization and cleanliness, it was decided the storage tube would be assessed two times per year by each unit at the seasonal time change.



Newly organized room H130

The second area of concern discussed was the storage and the cleaning of unit equipment to meet The Joint Commis-

sion Standards. Nathan Shelton recommended that the facility develop a centralized equipment storage room for all of the units to use. Minimal levels of equipment would be maintained on the wards, but excess equipment would be stored in the centralized room for use when needed. Cleaning of equipment could then be monitored regularly by Environmental Services. A sign-in and sign-out notebook would be created and kept in the room to assist in keeping up with equipment as it is removed and returned.

A second meeting was held by the work group on October 4, 2012. After discussions with the members of the Facility Space Committee and Angie Routh, UNC ERS, room H-130 was determined, at this time, to be the best option for the centralized equipment storage room. Each Unit Nurse Coordinator then assessed the equipment on their unit, and determined what equipment would be sent to H-130. Minimal levels will be maintained in H-130 and excess equipment will be stored in the Harmon Building. Equipment in disrepair was discarded. As of November 1, 2012, H-130 is now the facility centralized equipment storage room. Items such as wheelchairs, walkers, bedside commodes, and shower chairs can be found in H-130 for sign-out and use.

I would like to express my great appreciation to everyone involved for their help and cooperation in this project. Everyone worked well together and the end result is better organization and storage facility wide.

**~ Jim Lundy, RN MSN/MBA
Admissions Unit Nurse
Coordinator**



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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

	M							P											
S	E							E	R	E	B	M	E	C	E	D			
E	N							E						H					
V	O	O				S	R							O	R				
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Please submit articles for the next newsletter to Cheryl Veselik by December 20, 2012.

The next newsletter will be published January 2, 2013.