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From The Director

Communication

It is not an accident that the very first SWVMHI Value is Communication (see page 17 for a listing of the **SWVMHI Values**). SWVMHI is a busy healthcare organization, with many departments, units, and shifts. Communication is valued, not only for what we give, but for how we listen. We must pay careful attention to communicating effectively and to searching out and helping to heal communication barriers. This value is one reason we have a facility newsletter. It is also the reason we have "All Staff" emails, and "Code Echoes:" so that you are aware of important happenings and receive important reminders. We also value hearing about problems for which we do not yet have solutions, as well as possible solutions for problems we do not wish to have.

As one method of enhancing communication, I and the leadership team recently reinstated the **Director's Quarterly Communication Meeting** with 15 randomly chosen employees. I hope you heard about this meeting, as the employees who were chosen were asked to gather questions, concerns, and feedback from their co-workers. It was an excellent and open meeting, with numerous items of interest being discussed. Several employees described **traffic and safety issues** at the front entrance to the Bagley Building, with the

result that one parking spot closest to the door was designated a patient loading zone for easy access. In addition, the large yew bushes in the island that were planted in 1989 were removed because they were now obstructing drivers' vision in the traffic circle. Don't worry, although there is bare dirt there as I write this article, new, lower growing shrubs will soon be planted. We are also exploring another safety issue raised which is improved lighting options in some of the parking lots for those who leave work or come to work in the dark.

Another topic of interest was the **quality of some contract supplies**. It was noted that recently better quality blankets, towels, and shower curtains were ordered and placed in use. Anyone with further concerns about a particular product should bring that to the attention of their Nurse Coordinator, Department Head, the store-room, or Amanda Currin, ADA. We can explore better, yet still cost effective, options when we are made aware of need.

Speaking of communication, there has been a change in the **Bonanza** (the donated clothing store) operation since the retirement of a long-time volunteer. Messages to the phone extension were going unanswered and staff had heard that it was closing completely. Until further notice, please con-

tact Phillip Ward or Brandy Thomas in the Rehab Department for Bonanza needs.

Of much concern were several statements indicating that outside healthcare providers had treated the individuals we serve with **disrespect**. If you are present when this happens or learn of such an event, please contact Dr. Crisp and Amanda Currin. We intend to follow-up on every incident of this type, with the goal to change this behavior. We are committed to good communication with outside providers and to education as needed. It is heartwarming that so many of our staff recognize that individuals with mental illness deserve to be treated with dignity and respect, no matter where they are receiving services.

We also heard a praise from one treatment team member who stated that he continues to meet regularly with members of nursing staff during shift change report to assure good communication. This is a "best practice" that we would like every team to adopt and every shift change meeting to welcome. More information will be shared and we will meet again with employees in May. Thanks much!
Cynthia McClaskey, Ph.D.

Continued on Page 17

Hidden Umbrella

There is an umbrella hidden on every page in this edition, just like the one pictured here. Can you find all 19 of them?



Honesty with Compassion

One of the core SWVMHI Values is the one called Honesty with Compassion. This Value applies to our communications with the individuals we serve, as well as with each other. Our words reflect our thoughts, and telegraph information about ourselves to others.

Carefully chosen words, honest and compassionate words, invariably speak volumes about their speaker. Words can be potent tools for healing. Words can also hurt deeply, cutting in a way that makes the scalpel dull by



comparison. Words, perhaps more than sticks and stones, can hurt.

Poorly chosen words, maliciously disseminated, can do damage well beyond the intended target audience. They can make a lifetime of difference for good or ill. Once delivered,

words are impossible to recall. As the old saying goes, you cannot unring a bell. A “brutally” honest message is a message in which only the brutality is heard. It is clear that “brutal” honesty is not valued.

Tact, respect, and gentle humor are all very useful ingredients to add to our words to demonstrate the SWVMHI Value of Honesty with Compassion.

~ James Moon, Ph.D.
Psychology Supervisor



April cold with dropping rain
Willows and lilacs brings again,
The whistle of returning birds
And trumpet-lowing of the herds.

~ Ralph Waldo Emerson

Child Abuse Prevention Month

April is National Child Abuse Prevention Month. This month and throughout the year, all individuals and organizations are encouraged to play a role in the prevention of child abuse by ensuring that parents have the knowledge, skills, and resources they need to care for their children. By doing so, we can help promote children's social and emotional well-being and prevent child maltreatment within families and communities.

Research shows that when parents possess six protective factors, the risk for neglect and abuse diminish and optimal outcomes for children, youth, and families are promoted. The six protective factors are:

1. Nurturing and attachment
2. Knowledge of parenting and of child and youth development
3. Parental resilience
4. Social connections
5. Concrete supports for parents
6. Social and emotional developmental well-being.



If you do suspect a child is being harmed, reporting your suspicions may protect the child and get help for the family. Any concerned person can report suspicions, and some people are required by law to make a report of child maltreatment under specific circumstances. However, the first step in helping abused or neglected children is learning to recognize the signs. Some signs that may indicate abuse or neglect include, but are not limited to, sudden changes in a child's behavior or school performance; not receiving help for physical or medical problems

brought to the parents' attention; child is always watchful, as though preparing for something bad to happen; child lacks adult supervision; child is overly compliant, passive, or withdrawn; the parent shows little concern for a child; the parent asks caregivers or teachers to use harsh physical discipline if the child misbehaves; parent sees the child as entirely bad, worthless, or burdensome.

For more information on the signs of abuse or neglect, or how to report your suspicions, please visit www.childwelfare.gov.





National Volunteer Week

You see them on the weekends.

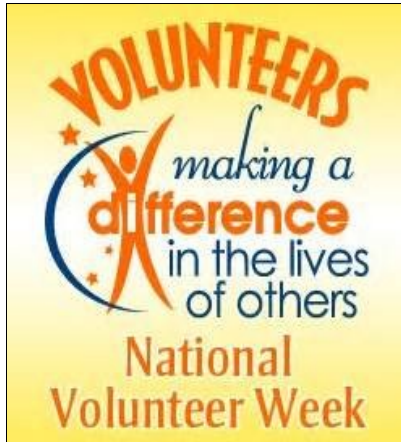
They're here after the sun goes down.

They come Sunday after Sunday, every Thursday night, and days throughout the week as it jives with their schedule just right!

They play the piano and bring some of that pickin' and grinnin' and singin' of those familiar gospel tunes.

Some help around the unit just like they did when they were employed by SWVMHI.

They give spiritual support, peer support, financial support, and mental health support.



Who are they? Why, they're our **VOLUNTEERS**, of course!

April 21- 27 is National Volunteer Week

“Volunteers are those who allow their hearts to shine from the inside out!”

SWVMHI is celebrating the involvement of ALL its volunteers with a Volunteer Banquet scheduled for April 23, 2013, from 1830 to 2030 hours in the Rehab Building. Please take the time to thank the volunteer who serves in your area!

Volunteers: Your Heart Shines!

~ Donna Johnson
Rehab Specialist

April is Occupational Therapy Month

Occupational therapy is a skilled health, wellness, and rehabilitation service dedicated to the maximization of performance and daily functioning. We help people participate in the things they want and need to do through therapeutic use of everyday activities (occupations).



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

Upcoming Project



The profession was born in public psychiatric hospitals, establishing its roots more than a century ago. We focus on factors that empower individuals and promote engagement and participation in positive health promoting occupations – particularly physical, sensory, cognitive, and environmental factors. Our overall goal is to help individuals develop the skills necessary for independent, interdependent, and productive living.

The Occupational Therapy Department has been working with the Master Gardeners of Smyth County to design, develop, and implement a sensory garden in the gazebo courtyard.

Our senses are the most important interpreter of our everyday lives and can be used to change moods, promote wellness, and improve interactions. The garden will be accessible to both residents and staff. The landscape design will focus on all senses (visual, auditory, gustatory, olfactory, and tactile) and will encourage individuals to interact with their environment.

We are including individuals we serve in this project and would love to have more staff involvement! We hope to begin implementation, in phases, this spring. If you are interested, or would like more information please contact someone in the Occupational Therapy Department.

~ Stacy Brown, OTR/L
Occupational Therapist

Earth Day 2013



Each year, Earth Day -- April 22 -- marks the anniversary of what many consider the birth of the modern environmental movement in 1970.

The height of hippie and flower-child culture in the United States, 1970 brought the death of Jimi Hendrix, the last Beatles album, and Simon & Garfunkel's "Bridge Over Troubled Water." Protest was the order of the day, but saving the planet was not the cause. War raged in Vietnam, and students nationwide increasingly opposed it.

At the time, Americans were slurping leaded gas through massive V8 sedans. Industry belched out smoke and sludge with little fear of legal consequences or bad press. Air pollution was commonly accepted as the smell of prosperity.

"Environment" was a word that appeared more often in spelling bees than on the evening news. Although mainstream America remained oblivious to environmental concerns, the stage had been set for change by the publication of Rachel Carson's New York Times bestseller *Silent Spring* in 1962. The book represented a watershed moment for the modern environmental movement, selling more than 500,000 copies in 24 countries and, up until that moment, more than any other person, Ms. Carson raised public awareness and concern for living organisms, the environment, and public health.

Earth Day 1970 capitalized on the emerging consciousness, channeling the energy of the anti-war protest movement and putting environmental concerns front and center. The idea came to Earth Day founder Gaylord Nelson, then a U.S. Senator from Wisconsin, after witnessing the ravages of the 1969 massive oil spill in Santa Barbara, California. Inspired by the student anti-war movement, he realized that if he could infuse that energy with an emerging public consciousness about air and water pollution, it would force environmental protection onto the national political agenda. Senator Nelson announced the idea for a

"national teach-in on the environment" to the national media; persuaded Pete McCloskey, a conservation-minded Republican Congressman, to serve as his co-chair; and recruited Denis Hayes as national coordinator. Hayes built a national staff of 85 to promote events across the land.

As a result, on the 22nd of April, 20 million Americans took to the streets, parks, and auditoriums to demonstrate for a healthy, sustainable environment in massive coast-to-coast rallies. Thousands of colleges and universities organized protests against the deterioration of the environment. Groups that had been fighting against oil spills, polluting factories and power plants, raw sewage, toxic dumps, pesticides, freeways, the loss of wilderness, and the extinction of wildlife suddenly realized they shared common values.

Earth Day 1970 achieved a rare political alignment, enlisting support from Republicans and Democrats, rich and poor, city slickers and farmers, tycoons and labor leaders. The first Earth Day led to the creation of the United States Environmental Protection Agency and the passage of the Clean Air, Clean Water, and Endangered Species Acts. "It was a gamble," Gaylord recalled, "but it worked."

As 1990 approached, a group of environmental leaders asked Denis Hayes to organize another big campaign. This time, Earth Day went global, mobilizing 200 million people in 141 countries and lifting environmental issues onto the world stage. Earth Day 1990 gave a huge boost to recycling efforts worldwide and helped pave the way for the 1992 United Nations Earth Summit in Rio de Janeiro. It also prompted President Bill Clinton to award Senator Nelson the Presidential Medal of Freedom (1995) -- the highest honor given to civilians in the United States -- for his role as Earth Day founder.

As the millennium approached, Hayes agreed to spearhead another campaign, this time focused on global warming and a push for clean energy. With 5,000 environmental groups in a record 184 countries reaching out to hundreds of millions of people, Earth Day 2000 combined the big-picture feisti-

ness of the first Earth Day with the international environmental community. Climate change deniers, well-funded oil lobbyists, reticent politicians, a disinterested public, and a divided environmental community all contributed to a strong narrative that overshadowed the cause of progress and change. In spite of the challenge, for its 40th anniversary, Earth Day 2010, grassroots activism of Earth Day 1990, used the Internet to organize activists, but also featured a talking drum chain that traveled from village to village in Gabon, Africa, and hundreds of thousands of people gathered on the National Mall in Washington, DC. Earth Day 2000 sent world leaders the loud and clear message that citizens around the world wanted quick and decisive action on clean energy.

Much like 1970, Earth Day 2010 came at a time of great challenge, and Earth Day was reestablished as a powerful focal point around which people could demonstrate their commitment. Earth Day Network brought 225,000 people to the National Mall for a Climate Rally, amassed 40 million environmental service actions toward its 2012 goal of A Billion Acts of Green®, launched an international, 1-million tree planting initiative with Avatar director James Cameron, and tripled its online base to over 900,000 community members.

The fight for a clean environment continues in a climate of increasing urgency, as the ravages of climate change become more manifest every day. We invite you to be a part of Earth Day and help write many more victories and successes into our history. Discover energy you didn't even know you had. Feel it rumble through the grassroots under your feet and the technology at your fingertips. Channel it into building a clean, healthy, diverse world for generations to come.

For more information about Earth Day and what you can do to make a difference, visit www.earthday.org/2013.



April Is Cultural Diversity Month



Cultural Diversity

In April, Southwestern Virginia Mental Health Institute celebrates the strength of our diversity during *Cultural Diversity Month*. This month we celebrate the different experiences, traditions, and creative talents in a richly diverse community.

Cultural Diversity encompasses not just racial diversity, but also the diversity represented by identities of nationality, religion/faith, sexual orientation, gender, age, and disability status. Though we are surrounded by diversity on a daily basis, the month of April is set aside as a special time to reflect on the many aspects of cultural diversity.

For a tribute to diversity and acceptance, please click on the following link: https://www.youtube.com/watch?feature=player_embedded&v=8m2_VmtDzb4.



**“DIVERSITY CREATES
DIMENSION IN OUR
WORLD!”**

5 Ways You Can Participate and Celebrate

Five things you can do during this month-long celebration to learn from our differences, connect our commonalities, and build a stronger community include:

1. Get to know a neighbor better and how he or she came to the area.
2. Hold a cultural potluck at your workplace or on your block.
3. Model respect and be an ally when you hear or see bigotry.
4. Promote tolerance, acceptance, and appreciation.
5. Pledge to learn more about others who are different from you

Degrees of Cultural Awareness

There are several levels of cultural awareness that reflect how people grow to perceive cultural differences.

My way is the only way - At the first level, people are aware of their way of doing things, and their way is the only way. At this stage, they ignore the impact of cultural differences.

I know their way, but my way is better - At the second level, people are aware of other ways of doing things, but still consider their way as the best one. In this stage, cultural differences are perceived as sources of problems and people tend to ignore them or reduce their significance.

My Way and Their Way - At this level people are aware of their own way of doing things and others' ways of doing things, and they chose the best way according to the situation. At this stage, people realize that cultural differences can lead both to problems and benefits and are willing to use cultural diversity to create new solutions and alternatives.

Our Way - This fourth and final level brings people from different cultural backgrounds together for the creation of a culture of shared meanings. People dialogue repeatedly with others, create new meanings, and new rules to meet the needs of a particular situation.

~ **SWVMHI Cultural and Linguistic
Competency Committee**

Chaplain's Corner

This month our exploration of the "alphabet of spiritual literacy" focuses on the letter R, reminding us of the value of **RELATIONSHIPS**.

In religious traditions where every human is recognized as possessing a spark of the divine, all personal interactions can be viewed as potential encounters with the holy. If we can imagine our personal spirituality as a journey toward wholeness, **relationships** can provide an important arena for revealing who we really are and how we need to grow. **Relationships** provide us with opportunities to demonstrate hospitality, forgiveness, cooperation, creativity, and a host of positive qualities that we value. **Relationships** can also expose our shadow side, revealing anger, greed, envy, and other attributes we generally prefer to keep hidden.

As we move along our spiritual path, it is helpful to remember that we don't have to make the journey alone. There are people we encounter along the way who instruct us, inspire us, and bless us with honesty and support. The ancient Celts referred to these people as "anam cara," the Gaelic words for "soul friend." This is different from the term "soul mate" that is loosely employed on internet dating sites. Far from being a fantasy partner, the "anam cara," as John O'Donohue puts it, "cuts across all convention and category. You were joined in an ancient and eternal way with the friend of your soul." Down deep, somewhere within us, everyone longs for that type of connection where we find acceptance and support for being ourselves. True "soul friends" pro-



vide a mirror for us to see ourselves as valuable for being who we are and capable of overcoming the obstacles that hinder our best efforts.

Our lives are truly blessed if we can experience the joy of a few select friends who know and love us for who we are and remind us to become the gift we were meant to be.

It has been said that, "Most people have found God most clearly through others. The love of others is the love of God that we experience throughout our lives." **Relationships** are the foundation of our spiritual experience. As we continue our work through the daily responsibilities of living, it might enrich our sense of gratitude to recognize just who our "anam cara" really are. These friends may be within our household or many miles away, yet they have provided the guiding friendships we have needed to make our way through life. Their pres-

ence reminds us in a tangible way that we are loved and certainly never alone.

A Friendship Blessing

May you be blessed with good friends.

May you learn to be a good friend to yourself.

May you be able to journey to that place in your soul where there is great love, warmth, feeling, and forgiveness.

May this change you.

May you be brought in to the real passion, kinship, and affinity of belonging.

May you treasure your friends.

May you be good to them and may you be there for them; may they bring you all the blessings, challenges, truth, and light that you need for your journey.

May you never be isolated.

May you always be in the gentle nest of belonging with your anam cara.

~ Timothy Graham, D. Min
Chaplain



The air is like a butterfly
With frail blue wings.
The happy earth looks at the sky
And sings.

- Joyce Kilmer, *Spring*





What's In a Name? Maybe not the same medication

Pharmaceutical product manufacturers know that if they are marketing a product with a name you recognize and trust, you are more likely to purchase that product. Unfortunately, there are times when that familiarity can lead to trouble. What you think is in the product may not be the reality. An example would be **Anacin**. Everyone is aware of the fact that **Anacin is aspirin**. But, is that always the case? Actually there is another product which clearly states **Anacin** on the label, but the product is actually **acetaminophen**. Sometimes a well known brand name is used as part of the labeled name on a new or different product, that contains totally different ingredients, to increase recognition and sales of the second product. This can lead to mistakes that can have significant potential implications, such as the following scenario.

Triaminic is a product that many people are familiar with and know this product as medication used for coughs and congestion. Not so long ago, the manufacturer of this product began to market a new product with the familiar sounding name **Triaminic Fever Reducer**. But the new product only contains **acetaminophen**, no ingredients for cough or congestion. Now, imagine yourself as a parent (or spouse) who was picking up medication for your child (or spouse) who had come down with symptoms of a cold. Or maybe you were just planning ahead and getting ready "in case someone in your family became ill." And you picked up a package of this



product for the cold symptoms and at the same time picked up a package of your regular **acetaminophen** product for the possible fever, aches, and pain. If both products were used together for several days, there could be very serious consequences including liver or brain damage.

Another example would be **Maalox Total Relief**. Everyone is familiar with **Maalox** and/or **Maalox Maximum Strength**, antacid products used to relieve stomach distress and hyperacidity. If you purchased the **Maalox Total Relief**, which is an anti-diarrheal product containing **bismuth subsalicylate**, thinking it was another form of the familiar product, you could have significant problems if you have an aspirin allergy or are prone to stomach ulcers or bleeding. If you are taking other medications that could interact with the salicylate, you could be exposed to even bigger problems.

Another product which has been confused and used other than for the intended purpose is **Benadryl Gel**. **Benadryl** is a product familiar to many and is used frequently to treat symptoms of rash and allergic reactions. It is also used as a sleep aid. The product is available in tablets and capsules as well as a liquid product, all intended for oral use. However, **Benadryl Gel** (Full name is listed on the package as BENADRYL itch stopping GEL) is actually a topical product intended for application to the skin. It is a thin liquid product in a bottle very similar to the oral liquid and has been repeatedly consumed orally with the potential for serious adverse effects due to the inclusion of camphor in the formulation.

The moral of the story: **Make sure you know what you are taking.**

Read the label — all of it. If you have any doubts or concerns, ask, ask, and ask again. Talk to your Pharmacist. Speak with your Primary Care Physician. Tell them what you are taking, everything that you are taking. **There is no such thing as being too safe or too sure.**

~ Jim Suhrbier, RPh/FASCP
Pharmacy Director

April 1 - 7 is Medication Safety Week

Celebrate Administrative Professionals Week

April 21—27, 2013

**Honoring the Office Professionals
Who Make Offices Work**



Modern business is a storm. Modern office professionals bring order. That's why we're celebrating Administrative Professionals Week (APW) April 21-27, 2013.

Office professionals anticipate needs, connect stakeholders, track details, deliver results and ensure that business gets done. When resources are

stretched, they find solutions. When roadblocks appear, they build work-arounds. They ensure that projects end on time and under budget.

When their executive gets a new smartphone or tablet, they figure out how to use it. When a meeting goes too long and off topic, they make sense of it. When you have two dozen team members on three continents meeting remotely with a client, they schedule the event, invite the participants, master the application, record what's said, and summarize the results.

An office professional adeptly jumps from work involving technology, finance, customer services, logistics, contractors, the law, health care, human resources, taxes, and government regulations all in one day and without blinking a well-trained eye. Nothing happens in your business that doesn't in some way cross their desks.

Every April for 61 years, the International Association of Administrative Profession-

als (IAAP) has been asking businesses around the world to show gratitude for the people who get the job done in their office. In 2013, celebrate Administrative Professionals Week April 21-27 and Administrative Professionals Day on Wednesday, April 24.

At IAAP's website, there are resources to help every office celebrate, including a history of APW, an FAQ, local events, and list of ways to make office professionals feel recognized.

IAAP, headquartered in Kansas City, Mo., is the world's leading association for administrative professionals, with about 500 chapters and approximately 20,000 members worldwide. IAAP sponsors Administrative Professionals Week®, held the last full week in April and Administrative Professionals Day® on Wednesday of APW.

Further information is available at www.iaap-hq.org.

Meals in Minutes — Lemon-Thyme Chicken



Spring is here. That means baseball and soccer practice, and more time outdoors with the family. That also means we have less time to fix dinner. But that doesn't mean we have to settle for the drive-thru. Have a healthy dinner ready in 20 minutes! This low-fat, low-calorie, healthy dinner recipe is perfect for busy nights.

Lemon-Thyme Chicken with Sautéed Vegetables

Makes: 4 servings
Prep time: 5 minutes
Cook time: 15 minutes

Ingredients:

4 tablespoons lemon juice
1 tablespoon chopped garlic, divided
1 tablespoon chopped fresh thyme, divided
Salt
Freshly ground black pepper



1 lb chicken breast tenders, lightly pounded
4 teaspoons canola oil
1 medium shallot, sliced
1 1/2 cups frozen, shelled edamame, thawed
1 1/2 cups grape tomatoes, halved
2 medium zucchini
1/3 cup crumbled feta

Directions:

1. In a ziplock bag, combine 3 tablespoons lemon juice, 2 teaspoons garlic, and 2 teaspoons thyme; season to taste with salt and black pepper. Add chicken tenders, seal the bag, and gently turn to coat. Set aside.

2. Heat 2 teaspoons canola oil in a large skillet over medium-high heat. Add shallot, remaining garlic, edamame, and tomatoes; sauté 4 minutes.

3. Use a vegetable peeler to slice zucchini into long ribbons. Add zucchini and remaining lemon juice and thyme to vegetables in skillet; sauté 2 to 3 minutes. Transfer to a serving bowl, stir in feta, and season with salt and black pepper to taste.

4. Add remaining oil to skillet. Remove chicken from marinade and sauté 2 to 3 minutes per side or until cooked through. Serve with vegetables.

Nutrition facts per serving: 327 calories, 28g protein, 16g carbohydrate, 13g fat (3g saturated), 5g fiber.

~ www.fitnessmagazine.com

Insurance FAQ



Open enrollment for health insurance plan changes will be held during April/May. Be on the lookout for emails and other communications for exact dates and instructions.

To help you prepare for the open enrollment period, we are providing the following list of frequently asked questions:

1. **What is the plan year?** July 1 through June 30.
2. **What is an Out of Network provider and do I need that optional coverage?** Out of Network providers do not participate with our specific Anthem health plan and do not agree with allowed fees for services. Therefore, out of network services are covered only if you have selected the out of network option and pay the additional premium. Out of network benefits will be the in-network benefit less a 25 percent reduction. If you enroll in this option, it does NOT, however, give you freedom to treat with an out of network provider in all cases. For example, you treat with an in network specialist who determines you need surgery and schedules it the following day in an ancillary facility. The ancillary facility is out of network. Although you carry out of network, Anthem denies the procedure. Why? Your diagnosis is not urgent and the procedure can take place at the hospital, which is in network and not far from the ancillary location. Anthem approves the same procedure at the hospital for the following week. Because the hospital is in network, and agrees with fees, it saves the health plan (and you) money. This is cost containment. Had your diagnosis substantiated immediate surgery, Anthem would likely have approved the procedure at the ancillary facility based on your out of network coverage.
3. **Does the vision coverage apply each plan year?** No, vision coverage is every 24 months based on the date of service.
4. **Does my insurance require a referral to a specialist?** No, Anthem does not require a referral. However, the provider may require it.
5. **I've paid for my insurance, how can it deny covering something my doctor orders for me?** Some procedures, equipment, treatments, etc. require prior authorization before benefits apply. This is called medical necessity review.
6. **What are some services that require medical necessity review?** In addition to hospital admission, Anthem must review some services to determine if they are medically necessary. Some examples include: elective ambulance services; non-routine dental/oral surgery covered under medical benefits; diabetic education; medical equipment, devices, appliances, and supplies; spinal manipulations in conjunction with physical therapy; and morbid obesity treatment. It is best to complete the medical necessity review process in advance of receiving the services so you will know beforehand whether the services meet the criteria for benefits. If services do not meet the criteria they are not covered. Additionally, some medications require prior authorization by the prescription plan administrator, Medco. All behavioral health benefits must be coordinated / authorized by Value Options.
7. **What counts toward the medical plan year deductible?** There is a deductible each plan year under COVA care of \$225 per person, up to a maximum of \$450 for family coverage. This is the amount you must pay for certain covered services before the plan will pay. The deductible applies to medical equipment and supplies, diagnostic tests, and lab services.
8. **What counts toward the medical out-of-pocket limit?** The maximum amount you pay out-of-pocket under COVA Care is \$1,500 per person, up to \$3,000 per family. Expenses that count toward the out-of-pocket limit include your annual deductible, co-payments, and co-insurance.
9. **Why does the drug program have tiers?** Medco Health Solutions administers the prescription drug program under COVA care. Under the program, medications are divided into four tiers based primarily on cost. The first tier is typically generic drugs; the second tier is typically low to middle-cost brand name drugs and some generics; and the third tier is higher cost brand name drugs. The fourth tier is high-cost specialty drugs. Your co-payment depends on the tier in which the drug falls. Call Medco at 800-355-8279 to determine the tier.
10. **Can I cover my biological or adopted child if he or she is over age 18?** Yes, under the Affordable Care Act, (health care reform), biological and adopted children are eligible dependents up to age 26 regardless of whether they are living at home, in school, self-supporting, or married.

Questions regarding these or any other benefit should be directed to any member of the Human Resource Department by calling Extension 204 or 289.

~ Human Resources Department



Mental Health Awareness Day is
May 10, 2013, at Emory & Henry College.
Details to be announced.

IT SECURITY TIP FOR WORK AND HOME

When receiving emails with links, please carefully review the links and if the site appears safe, re-type the URL into your browser instead of clicking directly on the link.

Simple Ways to Save the Earth

Big, earth-friendly initiatives at work or at home, like installing solar panels, are simply not practical for most individuals. But that doesn't mean you can't make a big difference. Want to help the planet while working at your desk or even at home? Here are three simple tips:



1. **Get a plant.** Indoor plants can remove nearly 90 percent of the toxins in your office. Using green, non-toxic cleaning products can keep you from becoming part of the problem.
2. **Use halogen bulbs.** A 13-watt halogen bulb produces the same amount of light as a 60-watt incandescent bulb, but will save the owner \$30 over its lifespan. While you're at it,

turn off the lights when you leave.

3. **Grab a glass.** Water bottles waste money and cause a lot of long-term heartache for the environment. About 50 billion of them end up in U.S. landfills every year. Buy something stylish and reusable instead.

~ Source: Mother Nature Network
(<http://www.mnn.com>)

April Lunar Phases

April 3

Last Quarter Moon

April 10

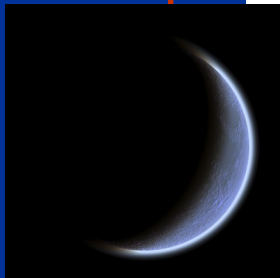
New Moon

April 18

First Quarter Moon

April 25

Full Moon, also called the "Pink Moon" by Native Americans of New England and the Great Lakes because this time of year, wildflowers (especially pink ground phlox) herald the newly arrived spring.



How to Locate Travel Forms and Information

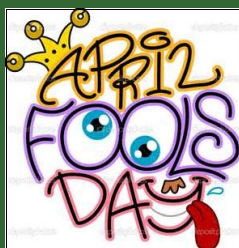
Travel forms and information can be located on the SWVMHI Intranet by clicking on *Forms Directory > Forms Library*. Once on the Forms Library, click on the *Other Forms* tab at the bottom of the spreadsheet. All forms are in alphabetic order, and the travel-related documents start with T. The documents you should find on the directory include:

- ✦ Travel Website List for State Hotels
- ✦ Travel Agency CAPP MANUAL Processing
- ✦ Travel Cost/Benefit Calculator
- ✦ Travel Expense Reimbursement Less \$100.00
- ✦ Travel Expense Reimbursement Over \$100.00
- ✦ Travel Lodging Exemption Form Employees
- ✦ Travel Meals and Lodging Guidelines Oct 1, 2011
- ✦ Travel Mileage Distance & Costs Chart from SWVMHI
- ✦ Travel Mileage Reimbursement Rate
- ✦ Travel Purchase Request Form
- ✦ Travel Request for Use of Motor Vehicle
- ✦ Travel Request Form
- ✦ Travel Request—1032 (Out of State, Out of Country)



~ Missy Wiles
Accounts Payable Specialist

The first reference of April Fools' Day (in literature) dates back to 1392!





Word Search



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

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

"To be, or not to be. That is the question." ~ William Shakespeare

April showers bring May flowers, but did you know about some of the famous people born during the month of April? Danish fairy tale writer, Hans Christian Anderson, was born on April 2, 1805; English poet, William Wordsworth, was born April 7, 1770; third President of the United States, Thomas Jefferson, was born April 13, 1743; Italian painter, sculptor, and scientist, Leonardo da Vinci, was born April 15, 1452; playwright William Shakespeare was born April 23, 1564; fifteen President of the United States, James Buchanan, was born on April 23, 1791; eighteenth President of the United States, Ulysses S. Grant, was born April 27, 1822; and fifth President of the United States, James Monroe, was born April 28, 1758. Many historical events also occurred during April, and include the day the Vietnam War ended on April 30, 1975; the first Pony Express service on April 3, 1860; the marriage of Pocahontas to John Rolfe on April 5, 1614; the record-breaking home run of Henry Aaron on April 8, 1974; the famous ride of Paul Revere on April 17, 1775; the founding of Rome on April 21, 753 B.C.; the first public showing of a motion picture in New York City on April 23, 1896; and the inauguration of George Washington on April 30, 1789.



PERSONNEL CHANGES

New Employees

Robert Bellinger, Psychiatric Aide	Feb 10
Kelly Puckett, Psychiatric Aide	Feb 10
Tawnee Rogers, Psychiatric Aide	Feb 10
Martha Shifflet, Psychiatric Aide	Feb 10
Mark Thomas, Psychiatric Aide	Feb 10
Judy Grimsley, PI4 Psychiatric Aide	Feb 10

Separations



Jonathan Delp, Psychiatric Aide	Feb 1
Jessica Smith, Psychiatric Aide	Feb 1
Jennifer Taylor, Registered Nurse Clinician A	Feb 4
Stacie Ward, PI4 Psychiatric Aide	Feb 9
Eugene Hayden, Psychiatric Aide (Service Retirement)	Feb 19
Josephine Tolbert, Psychiatric Aide	Feb 19
Dorothy "Sue" Chapman, Registered Nurse Clinician A	Feb 20
Julia Tate, PI4 Licensed Practical Nurse	Feb 26

Promotions/Role Changes

None	
------	--

MONTHLY PATIENT CENSUS

February
2013

Admissions 57
Discharges 62
Passes 9

Average Daily
Census
150

The Power of Recycling

Printing Paper Packs a Powerful Punch

About 71 million tons of paper are used in the U.S. every year, according to the Environmental Protection Agency. It takes about 26 trees to produce one ton of printing paper with no recycled content. It's a process that also uses energy and water and produces greenhouse emissions and solid waste. The average person goes through about a half-ton of paper annually. Switching to paper with 50 percent recycled content will save, every year, about:

- ✧ 6 trees;
- ✧ 4,300 kilowatt hours of electricity;
- ✧ 3,000 pounds of greenhouse gas;
- ✧ 11,000 gallons of water; and
- ✧ 1,000 pounds of solid waste.



~ EPA/Vanderbilt University



Library Corner



This month we are celebrating National Library Week here in the library from April 14 - 20. First sponsored in 1958, National Library Week is a national observance sponsored by the American Library Association (ALA) and libraries across the country each April. This year's theme is "Communities Matter at Your Library."

Having a healthy community is crucial to the recovery of the individuals we serve because it provides a sense of togetherness, cooperation, and much needed support. A healthy community is right in line with our hospital's values because it fosters a sense of teamwork with everyone in it together. Trust and honesty go hand in hand with a healthy community. Recent studies have indicated that being an active member of a community can lessen loneliness and the likelihood of depression as well as increase fulfillment, and may even lead to a longer life.

Here at SWVMHI, we have a very special community made up of individuals we serve, staff, volunteers, families, and visitors. I think our community here is one of the friendliest I have ever seen anywhere and is of the utmost benefit to the individuals we serve. As in any community, our library serves a vital role as a provider of entertainment and information, as well

as serving as a meeting place for all kinds of groups.

The following is a list of some new books we have in the library. Thank you to all staff who have been so generous with such great donations:

In His Grip: Foundations for Life and Golf by James Sheard

Hugs for Grandma: Stories, Sayings, and Scriptures by Chrys Howard

A Young Person's Guide to the 12 Steps by Stephen Roos

You, God, and Real Life by Lee Stuart

Letters to a Young Brother by Hill Harper

Healing Prayer by Reginald Cherry

Hope for the Troubled Heart by Billy Graham

Choosing Forgiveness by Nancy DeMoss

Light for My Path for Women by Jennifer Hahn

Become a Better You Journal by Joel Osteen

Healing Grace for Hurting People by Norman Wright

Getting Love Right by Terrence Gorski

What's Missing: Inspiration for Women by Rena Pederson

In the Middle of this Road We Call Our Life by James William Jones

Seven Steps to a Smoke-Free Life by Edwin Fisher

Dale Carnegie Scrapbook by Dale Carnegie

Life Strategies by Dr. Phil McGraw

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

Vicki Legg

Lori King

Jan Barrom

Deresa Hall

Janet Robbins

Robyn Anderson

Donna Johnson

Mary Dotson

Mary Williams

Betty Hash

Sharon Winebarger

Crystal Billings

Cynthia McClaskey

Gaynelle Davis

Thanks also for the many anonymous cards, magazines, and books, as well as anyone I may have accidentally left off the list.

~ Christina Quillen
Librarian

Recovery Heroes

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



Our recovery hero this month is Lois Bordwine, a registered nurse on the Extended Rehabilitation unit. Lois is noted to work well with a certain individual encouraging her to attend centralized

activities and to go to the dining room to eat meals. When this individual is very upset, Lois uses the skills she

learned in Motivational Interviewing to determine why the individual is upset. Debbie Hagy, RNCA, says this individual has a trusting relationship with Lois that helps her talk about things that are bothering her.

Lois also does a great job making sure that Ward J is attractive and clean for all the individuals we service as well as the employees on the ward. On several occasions, Lois has moved an individual's belongings to their new rooms without assistance. She neatly folds their clothes before placing them in the closet. She also does the laundry for many individu-

als who are unable to do their own laundry.

Lois is our Recovery Hero this month. Her willingness to help the individuals on Ward J, both individually and as a group, demonstrates her commitment to assist people with their recovery.

Lois began working at SWVMHI on February 25, 1998. Please congratulate Lois when you see her. We are glad she is a part of our team.

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

Special Gym/Game Room Activities

Patient Activity Council (PAC)
 April 4, 2013
 1600 - 1630



Birthday Party
 April 24, 2013
 1800 - 2000
 No Canteen

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

Consumer Empowerment
 Recovery Council (CERC)
 April 18, 2013
 1600 - 1630

Spring Fling
 April 25, 2013
 1330 - 1530

Will include Earth Day
 celebration, karaoke,
 and stress awareness



Bingo Night
 April 10, 2013
 1830 - 2000
 Canteen open

Movie Nights
 April 1-2, 15-16, and
 April 29-30, 2013
 1830 - 2000



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.

In the spirit of "Talk Like Shakespeare Day," how about these modern notions that Shakespeare might have written about:

Much ado about the Escape key.
 If iTunes be the food of love, playlist on.
 Unfriending is such sweet sorrow.
 To Tweet or not to Tweet, that's a question?
 The privacy's the thing! O! I am Facebook's fool.
 Alas, poor GeoCities! I knew it well.
 Double, double, toil and trouble, stock option burn, and Internet bubble.
 What bluescreen through younder Windows breaks?



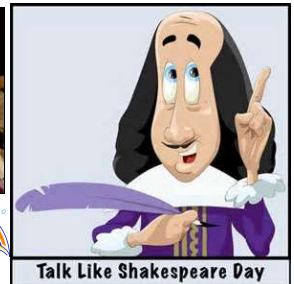
April Days to Celebrate

"Off the cuff" April holidays to celebrate:

- April 2**
National Peanut Butter & Jelly Day
- April 4**
National Square Root Day
- April 5**
National Deep Dish Pizza Day
- April 10**
Safety Pin Day



- April 17**
Blah Blah Blah Day
- April 18**
High Five Day
- April 21**
National Jelly Bean Day
- April 23**
Talk Like Shakespeare Day
- April 29**
Zipper Day



Spring Into Safety

When Old Man Winter calls it quits for the year, people all across the world climb ladders to spruce up the exterior of their homes, examine gutters, paint, and perform other tasks associated with **spring** cleaning. While working around the house can be very rewarding, hundreds of thousands of injuries occur each year as a result of mishaps related to electric tools, ladders, and lawn mowers.

- ✦ On average about 150,000 people make emergency room visits due to ladder mishaps each year.
- ✦ More than 75,000 people are treated annually in hospital emergency rooms for lawn mower injuries – casualties of burns, dismemberment, electric shock, falls, and thrown objects.
- ✦ Another 35,000 people sustain injuries from power garden tools such as trimmers, lawn edgers, and pruners.

To avoid paying a visit to the emergency room this **spring**, the **safety** professionals at Underwriters Laboratories, Inc. (UL) would like you to be aware of these basic **safety** guidelines for proper use of your lawn and garden equipment, tools, and ladders. Following these precautions and the manufacturer's instructions may help you to enjoy longer, safer use of your **spring** cleaning tools, and help keep you and your family safe during **spring** cleaning season.

Lawn mower safety



- ✦ Before operating your mower, read the owner's manual thoroughly, noting all **safety** and operating instructions. **Learn the controls well enough to act instantly in an emergency and to stop the machine quickly.**
- ✦ If you have a gasoline-fueled mower, store the gas in a UL certified safety can. Fill the mower outside, away from possible ignition sources.
- ✦ **Always start the mower outdoors.** Never operate the mower where carbon

monoxide can collect, such as in a closed garage, storage shed, or basement.

- ✦ **Electrically powered lawn mowers should not be used on wet grass.** Use an extension cord designed for outdoor use and rated for the power need of your mower.
- ✦ Make sure all safety guards are in place and keep the mower's blades sharp.
- ✦ If you run over an object hidden in the grass or have a mower malfunction, remember to turn off the mower **and disconnect the power cord before inspecting for damage.**
- ✦ Safe footwear is important, especially with walk-behind mowers. Make sure your shoes provide good traction to reduce slipping and have sturdy soles to resist punctures. **Never work barefoot or in sandals, canvas shoes, etc.**
- ✦ **Never leave a lawn mower operational while unattended** – curious children, eager to help out, may get seriously injured.

Lawn & garden appliance safety



- ✦ Always look for the UL Listing Mark before purchasing a power tool, garden appliance, or electrical product.
- ✦ Before each use, inspect power tools and electric garden appliances for frayed power cords and cracked or broken casings. If product is damaged, have a qualified repair shop examine the product.
- ✦ Pay attention to warning markings. **Don't allow tools to get wet unless they are labeled "immersible."**
- ✦ When using tools or extension cords outside, make sure they are appropriate for outdoor use.
- ✦ **Never alter a product or remove safety features** such as blade guards or electric plug grounding pins.
- ✦ Check the switch on a power tool or garden appliance to **make sure it's "OFF" before you plug it in.**

Ladder safety



- ✦ **Always use a ladder that is long enough for the job at hand.** A great number of accidents are the result of using a ladder that is too short.
- ✦ **Don't carry equipment while climbing a ladder.** Invest in a tool belt or have someone hand the equipment to you.
- ✦ **Face the ladder when climbing up and down;** keep your body centered between both side rails.
- ✦ While on the ladder, **don't overextend your reach,** and keep your weight evenly distributed.
- ✦ Make sure people and equipment are off the ladder before moving or closing it.
- ✦ **Never stand on a ladder's bucket shelf.**
- ✦ Read and follow the warning labels for highest standing levels.

Information provided by Underwriters Laboratories, Inc.

About UL

Underwriters Laboratories, Inc. (UL) is an independent, not-for-profit testing and certification organization that has objectively evaluated products for **safety** for more than a century. More than 17 billion products bearing the UL Mark enter the marketplace every year.

What is the UL Mark?

The UL Mark is the most widely recognized **safety** certification mark in North America. The UL Mark on a product means that representative samples of that product have been tested to nationally recognized **safety** standards and found to be reasonably free from the risk of fire, electric shock and related hazards.

For more consumer **safety** information, visit <http://www.ul.com/regulators/pubedu.html>



~ Safety Committee

April Training Opportunities

Take advantage of all the training opportunities in April!!

Following is a list of Training Opportunities available during April 2013. To attend, simply register with the Training Department by calling Extension 854, or send an email to Patricia Evans at patricia.evans@dbhds.virginia.gov:

Best Practices in Geriatric Psychiatry & Long Term Care Webinar

When: April 22 from 1330 - 1430
Where: Fiscal Conference Room (3rd Floor – Henderson Building)

Interventions to Reduce Falls & Falls Injury Webinars

When: April 10 and 24 from 1300 - 1400
Where: A/B Classroom

This web-based program will teach participants to implement procedures and assessments that can reduce the degree of injury patients experience as a result of a fall. Participants will learn to rely on medical science and clinical judgment to assess which patients are in most danger of injury from a fall and plan accordingly.

Employee Performance Documentation An HR Series of Classes for Supervisors Continues

When: April 16 & 23 from 1300 - 1500 and April 29 from 0900 - 1100
Where: A/B Classroom

Computer Training, Phase II:

From April 2 - May 2 we will be providing computer classes in Excel. The classes are tailored to employees who are currently using Excel or need to begin using Excel to better perform their duties. Skills assessment surveys will be distributed and collected by supervisors to assist with identification of the appropriate level of instruction.

When: Tuesdays and Thursdays in April and May
Where: Computer lab at the Smyth Education Center in Atkins.

RESHOWING: Social Media: The Continuing Saga Webinar

When: April 3 at 1530 and 2315
Where: In the A/B Classroom

Electronic Record Retention: What to Save, What to Purge

When: April 16 from 1300 - 1400
Where: A/B Classroom

SSPHA Webinar

When: April 18 from 1300 - 1430
Where: Fiscal Conference Room (3rd Floor – Henderson Building)
 This webinar will be presented by Dr. Henry Benson. It will cover Trauma Informed Care and include things such as reducing self-injurious behaviors, using cognitive remediation, and identification of effective outcomes in clinical care settings.

April CAI's

The following CAIs are required of ALL STAFF and must be completed between April 1 and April 30, 2013:

- ✧ DBHDS – HIPAA Training 2013
- ✧ DBHDS DI 703 Slide Show 2013
- ✧ DBHDS IT Security Awareness 2013

Sign into the Knowledge Center and find them today!

~ Ginny Moorer,
 Training Coordinator

Rehab Department News



March has been a good month for the Rehab Department. We had a St. Patrick's Day sale on March 20, and made a profit. This money will go towards the fund that provides for activities for the individuals we serve at SWVMHI.

We also had a wonderful St. Patrick's Day party and a skit about the Irish culture and Irish traditions. The skit was made possible by the hard work of Jan Barrom and several of the individuals we serve. After having a treat of potato cakes and coffee, the individuals we serve took part in several activities that revolved around more well-known traditions. Everyone had a good time and the event was a big success.

Members of the Regional Consumer Empowerment Recovery Council (R-CERC) attended the March monthly meeting at Hungry Mother Park on March 20. Some of the individuals we serve presented entries to the t-shirt design contest for the Mental Health Awareness Day coming up in May.

Our Animal Assisted Activities Therapy Program (AAA/T) is doing very well. The individuals we serve and the staff are really enjoying having the animals on the wards, and are looking forward to the warm weather when Lori and Ashley will be bringing their horses back.

We also had our usual monthly activities, thanks to the night shift. Everyone enjoys the monthly birthday parties and movies.

Thanks to Dr. Graham, our chaplain, everyone enjoys church service every Thursday evening. We have several volunteer chaplains who come in and conduct services, and when they can't Dr. Graham steps up to the plate.

The Horticulture group is gearing up for Spring and everyone is looking forward to the first signs that it has finally arrived and that warm weather is here to stay.

Until next month.

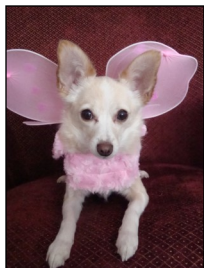
~ Sue Eller
 Peer Support Specialist



AAAT Program Spotlight

The Animal Assisted Activities Therapy Program will be spotlighting each of its pet therapist over the next several newsletters.

Tipitina



Breed: Mixed
 Owner: Cynthia McClaskey
 Age: About 4 years

Many people don't know that Tipitina was rescued here on "hospital hill" in July, 2009. I found her about 6 pm one evening as I was leaving work and walking to my car. The Security staff later said that she had been running around the grounds all day long, obviously lost. When I saw her, I was so surprised to see a little light tan, long-legged, big-eared dog all by itself! I stopped and she stopped. I set down my belongings and she sat down. I reached out my arms and she came running, and we have been good pals ever since! No one in the surrounding area claimed her and I just couldn't take her to the dog shelter. When I took her to the vet, they said that she was about six months old and undernourished.

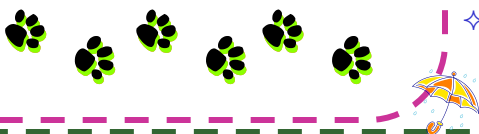
If you know her, you know that Tipi doesn't mind dressing up in outfits or wearing hand knitted collars and coats that friends have

made for her. Pink is her "signature color," and you will often see her in various shades of pink. She can be skittish of people at first, but she makes friends easily. She loves to visit her individual she is assigned to or to be used as a sub for others. She also likes to visit with other AAAT friends and has no fear of other dogs no matter their size. She loves to be walked on her leash and is learning a few tricks like "lie down" and "shake." I can also make her howl by calling "Pu-u-uppy!" the way my neighbor does when she is calling her two yellow labs. Tipi must think the labs are going to come running to play!

~ Cynthia McClaskey

Petting, scratching, and cuddling a dog could be as soothing to the mind and heart as deep meditation and almost as good for the soul as prayer.

~ Dean Koontz



Director cont.

SWVMHI Values

We best promote mental health in the people we serve by valuing:

- ❖ Communication
- ❖ Honesty with Compassion
- ❖ Trust with Accountability
- ❖ Teamwork
- ❖ Self Initiative
- ❖ Leadership
- ❖ Honoring Day to Day Tasks

Did you know?

In 1867, Christopher Sholes, Carlos Glidden, and Samuel Soule invented the first practical mechanical typewriter machine.



Ode to the Typographical Error

Paris
 in the
 the Spring

The typographical error is a slippery thing and sly;
 You can hunt 'til you are dizzy, but it somehow will get by.
 'Til the forms are on the press, it is strange how still it keeps.
 It shrinks down in a corner, and it never stirs or peeps.
 That typographical error, too small for human eyes –
 'til the ink is on the paper, then it grows to mountain size.
 The boss, she stares with horror, then she grabs her hair and groans;
 The copyreader drops his head upon his hands and moans.
 The remainder of the issue may be clean as clean can be,
 But the typographical error is the only thing you see.

-- Anonymous

Can you spot the one typographical error?



First Aid Tip: Choking



A concern for many SWVMHI employees is the risk of individuals choking. Choking is when food or any other object gets stuck in the airway in the throat. The object then stops air from getting to the lungs. Choking can be considered mild or severe. Here are some signs to show the difference and what to do:

- ✧ If the choking is mild, the individual can make sounds and/or cough loudly. In that case, just stand by and let the person cough. Coughing is the most effective means to relieve an object that is stuck in the throat. If you are concerned, call 911 or Code Blue.
- ✧ If the choking is severe, the person cannot make a sound, cannot breathe or cough with any sound, and may make the choking sign. In this case, act quickly and perform the Heimlich maneuver. At SWVMHI the individual who is choking severely may run away,

go to their room, or do something out of the ordinary. They may not necessarily make the choking sign which is crossed hands at the throat. If it's severe, act fast. Get the object out so the person can breathe.



To perform the Heimlich maneuver, the rescuer stands behind the victim and locates the fleshy area just above the navel (belly button). With closed fists grasped together, put the thumb side of your fist slightly above the individual's navel and below the breastbone, then thrust in and up. This forces air from the individual's lungs and may dislodge the object. Continue with the Heimlich maneuver until the object is dislodged or the person becomes unconscious.

If the person becomes unconscious, call a Code Blue and gently lower the per-

son to the floor and begin CPR. You do not need to check for a pulse. Perform CPR at the ratio for an adult, one person rescuer at 30 compressions to 2 breaths. However, before each breath, look into the person's mouth to see if you can see the object. If you can see the object, remove it and continue CPR until the person revives, speaks, or until someone with more advanced training takes over.

If the person is too large to wrap your arms around, or is a pregnant woman, then give thrusts on the chest area by wrapping your arms under the victim's armpits and pulling straight back.

Choking is a risk that we all need to be aware of. Be prepared and ready to act!

This information is from the AHA Heart-saver First Aid Workbook.

~ Rebecca Sparger, RN, BSN
Training and Development Coordinator

Clinician's Corner

A New DSS Resource: Online Training for APS Mandated Reporters

One in five...that's the national estimate of how many cases of adult abuse, neglect, or exploitation are reported to authorities.

In Virginia, mandated reporters of adult abuse, neglect, and exploitation play a critical role in ensuring that **suspected adult abuse is reported to Adult Protective Services.**

To help educate mandated reporters about **their responsibilities** to report suspected adult abuse, neglect, and exploitation, a new online training course, **ADS5055: Mandated Reporters: Recognizing and Reporting Abuse, Neglect, and Exploitation of Adults** is now available.

The course may be taken via the Virginia Department of Social Services' Knowledge Center at <https://covkc.virginia.gov> or the Virginia Institute for Social Services Training Activities (VISSTA) website at http://www.vcu.edu/vissta/non_vdss_employees/mandated_reporter_courses.htm.



This self-paced, interactive, online course offers an overview of the signs of adult abuse, neglect, and exploitation and the process of reporting. After taking the course, mandated reporters will know more about recognizing adult abuse, neglect, and exploitation and what they need to do to report their suspicions. Topics covered in this course include:

- Understanding the role and responsibilities of a mandated reporter
- Defining the types of adult abuse, neglect, or exploitation
- Recognizing the indicators of abuse, neglect, and exploitation
- Procedures for reporting suspected adult abuse, neglect, and exploitation
- Information needed by Adult Protective Services (APS) when making a report
- APS response to reports of suspected abuse, neglect, or exploitation
- Knowing what to expect from APS after a report is made.

For a list of mandated reporters of adult abuse, neglect and exploitation, please visit http://www.dss.virginia.gov/family/aps_mandated.html.

SWVMHI
Established in 1887



Honoring Our Past
Celebrating Our Present
Cultivating Our Future



**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

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

Please submit articles for the next newsletter to Cheryl Veselik by April 20, 2013.

The next newsletter will be published May 1, 2013.