Southwestern Virginia Mental Health Institute



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Hidden

There is a turkey on every page in this edition, just like the one pictured here. Can you find all 18 of them?



From the Director

Employees of the Quarter

Michelle Todd, RN, Float



esting job, or actually series of jobs – she is a float nurse on third shift. This means that her unit and ward

assignment can change every day that she works! When she comes in to work, she checks the assignment board to see where she will be working - she has never voiced a complaint about any assignment. She has worked as medication nurse and as charge nurse as well as being assigned to be floor coverage. Michelle is always smiling and energetic. She is respectful of her coworkers, supervisors, and the individuals we serve, and she shows excellent teamwork skills. Wherever she is, she helps with whatever without any directive, but who needs to be done, whether it is her also encourages and is an examassignment or not. She is very efficient and looks for things that need doesn't give up, but takes the to be done and does them. She completes her assignments early: she never puts things off until later. All the units have expressed that they like working with her. Here is what the staff say: "She is always happy and upbeat." "She gets along with everyone and never says anything negative." She seldom bathing is so important. The resits down." "Michelle is very patient sult is usually a positive outoriented and provides excellent patient care." "She is very observant and responds quickly to situations." "She is excellent at multitaking and using her time wisely."

Michelle has also worked over or cises. In addition, Connie come in early to help with coverage. She has volunteered to come in on her nights off to help Michelle has an inter- cover the schedule. Her Nurse Coordinator states that Michelle personifies the SWVMHI mission, vision, and values.

Connie Cook, Psychiatric Aide, ERS



Daily, Connie promotes the facility's Values through her dedication to the individuals she serves and her co-

workers. Connie is described as always going above and beyond her job requirements. She is a leader who takes the initiative to start the day-to-day ward tasks ple to those around her. She extra time and effort to encourage patients who might need more encouragement than others to complete their ADLs. When no one else can get some patients Jan Barrom, DSA III, ERS to shower, Connie steps up. She gets their bathing supplies and "goes on to educate about why come." Connie is enthusiastic in educating and assisting individuals on the unit with folding their clothes, shaving, cleaning their rooms, and motivational exer-

volunteers for the more difficult tasks that some staff might want to avoid, such as emptying an ileostomy bag even though the task was not assigned to her. Connie's attitude is, "I have to get used to this so I'm going to do it as much as possible so I'll know how to take care of this individual." She is a dedicated staff member who works hard, as you can see Mission, Vision, and by these examples. She exercises self-initiative by completing tasks without prompting and needs minimal direction from the nurses. She supports teamwork and facilitates a leadership role. We also celebrate Connie who is working on the College of Direct Support Level III and is a resource to staff who are just starting out in the career pathway. We also note that she consistently volunteers to work overtime and her attendance is excellent. Thank you Connie!



For the past several years, lan has worked closely with a number of individuals at our hospital on a

special project about other Continued on page 5



SWVMHI Values and Documentation

Not all of us write in the charts, but all of us have various ways in which we document our work product. Our documents should reflect our values. Documents **communicate**. Therefore, they should be clear, accurate, precise, and say neither too much nor too little.

Documents should reflect honesty tempered by compassion. Technical documents notwithstanding, our documents should be written with honesty, and with the idea that they may be read by many stakeholders. Compassion is shown via well-chosen words, and will be appreciated by all who may read the document.

Trust is shown when the documents are accurate reflections of the reality they attempt to portray.



Trust is earned when words and actions are linked in a 1:1 manner consistently.

Teamwork is shown in documents because the documents are used by others as they complete their daily tasks. When a document has to be redone, or is in inaccurate, incomplete, etc. teamwork suffers.

Documents reflect **self-initiative**. It shows what we did, why we did it, and reflects our approach to our jobs.

Documents reflect **leadership**. When we document, we take a stand. We make a decision and we present an analysis of the results. Wishy-washy documents seldom are useful to anyone, and do not reflect our value of leadership.

The value of **Honoring Day to Day Tasks** is reflected by the legibility of our writing, the choice of our words, the precision of our grammar, the accuracy of our information, and the timeliness of the document in reaching its intended audience. Each time we document something we have another opportunity to reflect our SWVMHI Values.

~ James Moon, Ph.D. Psychology Supervisor

Safety Improvements at SWVMHI

Members of the Safety Committee and the Accident Review Committee continuously assess and monitor our facility for ways to keep the individuals we serve, staff, and visitors safe and healthy. Here are some improvements that have been instituted in the Environment of Care at SWVMHI:

- The courtroom was moved within the locked perimeter of the Bagley Building.
- Flushometers were installed in all patient bathrooms to cover the pipes behind the commodes as a suicide precaution.
- Finger wire was placed in all courtyards to increase security and safety.
- New bathroom doors with piano hinges as well as anti-ligature handles and locks were installed two inches from the door frames.
- Former handrails were replaced with a solid anti-ligature model.
- A chemical called PosiGrip was applied to every bathroom and shower floor through-

- out the facility that is designed to add traction and reduce slips and falls.
- New shower curtains were purchased with a clear top and bottom with a section in the middle to give the individuals we serve some privacy while increasing staff visibility while individuals are on constant observation during showering.
- New fire rated curtains were purchased and installed in the entire facility.
- New 7 pound and 20 pound breakaway carriers for shower and cubical curtains were purchased and installed.
 These replaced the 40 pound breakaway curtain carriers.
- Aerosol products are being replaced with non-aerosol products throughout the facility due to health issues, as well as being in compliance with EPA standards.

- Larger bath towels were purchased for the individuals we serve, which dry better and thus help to reduce slips and falls due to water on the floor. They also increased individual satisfaction.
- Reusable mattress pads were purchased for individuals who experience incontinence, which help to improve care and improve infection control.
- Fluid resistant adult bibs (clothing protectors) were purchased that helps keep the individuals cleaner and safer.
- New laundry hampers and fluid resistant hamper bars were purchased to increase infection control processes and safety.
 - ~ Safety Committee

Chaplain's Corner



November is the beginning of the holiday season which will encompass our largest meals, our most thoughtful shopping, our deepest religious convictions, and a mixture of expectations. There are many traditions and practices associated with the upcoming holidays, but one I find particularly interesting is the National Thanksgiving Turkey Presentation. According to an article on Wikipedia, this practice began in 1947 during the administration of President Harry Truman. The festive bird was presented to the President, and was prepared and consumed as part of the White House Thanksgiving dinner. This practice continued through the Eisenhower and Kennedy administrations as well until 1963. In an act of humorous restraint, President Kennedy stated, "We'll let this one

grow." Some newspapers referred to this act as a "pardon" of the turkey, just days before the President's assassination.

The first President to actually mention a "pardon" for a turkey was Ronald Reagan in 1987. This was done as a means of humorously deflecting questions about the possibility of offering a pardon to Lt. Col. Oliver North who was yet to be tried for his involvement in the Iran-Contra Scandal.

The first occupant of the White House to officially institute a "Presidential Pardon" as part of the annual turkey presentation was George H.W. Bush in 1989. This practice has continued over the years and the "pardoned" turkeys have been sent to farms throughout Virginia to live out their rather brief lives.

The holidays are literally what we make of them. A holiday website (wilstar.com) points out that most of our traditional Thanksgiving foods were never enjoyed by the pilgrims. Subsequent Thanksgiving proclamations were designed to celebrate military victories. When George Washington proposed a National Day of Thanksgiving, many in the newly formed nation felt that the

story of hardship among a few pilgrims did not merit a national observance.

Sara Hale, a magazine editor, waged an obsessive 40 year campaign to have a national Thanksgiving holiday. President Abraham Lincoln issued the first Thanksgiving proclamation in the midst of the Civil War in 1863. In 1941 Congress sanctioned the fourth Thursday in November as the official Thanksgiving holiday recognized by the federal government. This was to settle a controversy in which President Franklin Roosevelt had changed the "traditional" date in order to extend the Christmas shopping season and assist merchants who were attempting to recover from the ravages of the great depression. It appears that "Black Friday" themed shopping is nothing new.

Isn't it interesting how the themes of pardon, compromise, diligence remembrance, and celebration come together this time of year? No matter how we frame it, this season can enrich our lives by sharing good food, remembering what truly matters, and maybe pardoning a few turkeys now and then.

~ Timothy Graham, D. Min. Chaplain

Time to "Fall Back"



Daylight savings time ends on November 2, 2014. Don't forget to turn your clocks **back** one hour.

For those of you working third shift during daylight savings fallback, be sure to check with your supervisor about your schedule. If you work the entire shift, you will earn an extra hour. *Good news*: you don't have to worry about using the same clock at the beginning and end of your shift any longer!

Staff Development

Take advantage of the training Opportunities in November

When: Every Thursday thru November 13,

1000 - 1130

Where: AB Classroom

Program: The Joint Commission Breakfast

Briefings

When: November 12, 1200 noon

Where: Dogwood Room
Program: Dogwood Discussions

Please call Patricia Evans at Extension 854 to register in advance.

The Back Injury Prevention CAI is due during the month of November.

Please log into the Knowledge Center today and take your required CAIs.

Questions should be directed to any member of the Training Department.



Election Day is Tuesday, November 4, 2014. In Virginia, this means "mid-term" elections. The President nor the Governor races are slated for 2014. However, U.S. Senate and U.S. Representatives are both on the ballot throughout the state.

Polls will be open from 0600 to 1900 hours. Remember to bring your voter card or picture ID. If you work the polls as a volunteer, you may be eligible for Community Services Leave — talk to your supervisor today.

ADMINISTRATIVE



Have you heard of the Windows 7 tool called Snip-it? If not, I suggest you give a try the next time someone says, "Can you send me a screen shot of I that error message you are getting?" If the tool is not already on your menu bar at the bottom of your computer screen, go to your start button at the bottom left of your screen, then click on all programs. In the window just above that you should see a list of all the programs on your computer click on accessories. Right click on Snip-it and choose Pin to Start Menu and a button will appear at the bottom of your screen for easy access.

To use this tool, simply click on the button then use the arrow button next to New to choose the shape you want, then click and drag your cursor around what you want to capture. You can then save it or email it.



What is RCERC

And How Does it Impact Our Community?

RCERC stands for Regional Consumer Empowerment Recovery Council, but what exactly does that mean when it comes to helping our mental health community? The RCERC is composed of mental health consumers from the CSBs and SWVMHI in southwest Virginia who belong to their CSB or facility Consumer Empowerment Recovery Council. One very important thing we do as a council is educate mental health consumers to advocate for themselves and others. Through programs such as peer support training, In Our Own Voice, LEAP (Leadership Empowerment Advocacy Program), WRAP (Wellness Recovery Action Planning), and CELT (Consumer Empowerment Leadership Training), we have provided them the opportunity to become productive members of society in spite of a being diagnosed with a mental illness.

We allow and encourage consumers to be themselves and embrace their recovery. While we at RCERC provide assistance, education, and support, we encourage people to be empowered and stand on their own two feet. We encourage consumers to advocate for themselves and the things that are important to them such as independent living, employment, health care, etc. We promote community outreach by telling our stories and trying to educate families, medical professionals, and the community about mental illness.

If it wasn't for RCERC and the people who had the foresight and pioneered its inception in the first place, the community as a whole would not have the experience of learning about mental illness from such impassioned leaders as our consumers in recovery.

> ~ Sue Eller, Peer Support Specialist Chairperson, RCERC



Rehab Department News



What a beautiful fall we are having. The leaves are every color and absolutely gorgeous! Nights are very cool but still having nice warm days. The indi-

viduals we serve continue to enjoy sitting outdoors whenever possible.

The New Day Café continues coffee sales for the individuals we serve during their morning break period. This much requested change has been met with great interest and individuals continue to enjoy this new addition.

The special event for October was held on October 23, 2014, and was a Halloween themed party. There was face painting, games, and of course a yummy snack of sausage balls and sheet cake. Also, our AAA/T animals came dressed up and put on a show for the audience. Fun was had by all who attended.

The Rehab Department hosted an autumn sale on October 17, 2014. Many handmade and seasonal items were sold and the

money will be used for new supplies for group activities.

We also had a very good harvest from the outside garden this year. In addition to many vegetables that were produced throughout the spring and summer, there were a large number of pumpkins that were sold within the facility, but also at the Rural Retreat Farmers Market. Additional pumpkins from the garden were also used as decorations in the G courtyard and the wards.

Promotions and new staff:

Welcome to our new staff members: Jason Bolling, Wellness Rehab Specialist: Melanie Smith, Rehab Resource Coordinator; and Emily Lockhart, Rehab Specialist, Evening Shift P-14.

The New Day Café continues coffee sales every morning. Please come by and try our coffee. Hours of service are posted at the Café.

> ~ Sheila Thomas, Rehab Specialist

Do You Know?

How the Turkey Got Its Name

There are a number of explanations for the origin of the name of Thanksgiving's favorite dinner guest. Some believe Christopher Columbus thought that the land he discovered was connected to India, and believed the bird he discovered (the turkey) was a type of peacock. He therefore called it 'tuka,' which is 'peacock' in Tamil, an Indian language. Though the turkey is actually a type of pheasant, one can't blame the explorer for try-

The Native American name for turkey is 'firkee;' some say this is how turkeys got their name. Simple facts, however, sometimes produce the best answers-when a turkey is scared, it makes a "turk, turk, turk" noise.

Read more: Turkey Trivia | Infoplease.com http://www.infoplease. com/spot/tgturkeyfacts.html #ixzz3HMNnCC7L

From the Director, continued

cultures. You see, Jan is a member of the Cultural and Linguistic Competency Committee. She had the idea to spread knowledge about other cultures by helping patients learn about other cultures and present their knowledge to staff. So for the past two years, they studied these cultures: Appalachian, Asian, Hawaiian, Mexican, and Native American. The groups prepared artwork and wrote skits which were presented during special activity events. Those who participated include some who do not choose to participate in 'regular'' programming, but who have been enthusiastic about this endeavor. Some have acted in the skits, and some have had speaking parts: this has required them to "stretch" themselves beyond

what they thought they could do! Jan has truly inspired everyone with her enthusiasm. The project culminated as the main program for our 22nd annual Family & Friends Day in September, 2014. This project, of course, required a lot of help and support from individuals at all levels, but it was primarily Jan who inspired, led, coached, and sometimes cajoled individuals to reach beyond what they thought they were capable of to make these events a success. Jan's fantastic organizational skills, Teamwork * Self-Initiative * Leadership tireless energy, and encouragement were essential to the outcome. Her overall "can do" attitude is what makes activities such as these such a rousing success and spills over into all of her duties at SWVMHI. Jan is a true Re-

covery Champion to the people we serve at SWVMHI.

Congratulations to each of these employees!

SWYMHI Mission: We promote mental health in southwest Virginia by assisting people in their recovery.

SWVMHI Values: Communication ³ Trust * Honesty with Compassion * * Honoring Day to Day Tasks *

~ Cynthia McClaskey, Ph.D.

Welcome Aboard!





Please welcome the newest additions to the SWVMHI team!



Front row: Kayla Bennett, Bethany Weddle, Payton Freeman, Emily Lockhart

Second row: Cheyenne Harris, Elena Jones, Brandi Hall, Sarah Hale, Carissa Jackson

Back row: Kim Glover, Jason Bolling, Layla Sessoms, Ed Buskill, Ian Clatterbuck

a 6 year old daughter. He is from Marion and graduated in 2000 from Marion Senior High School (MSHS). He is currently attending Liberty University and will be working in Rehab Services. Jason enjoys mountain biking, hiking and weight lifting.

Layla Nicole Sessoms is a recent transfer from Food Services into the nursing department where she will be a Psychiatric Aide on ERS on third shift. She loves working at SWVMHI and is "so glad to be beginning" her medical career! Layla has "the cutest sixmonth old baby son" and a fiancé to round out her life. Layla was born and raised in Marion and has two years prerequisites towards her Physical Therapy Assistant degree. Prior to SWVMHI Food Services, Layla worked at Macados, Convergys (DirecTV) and KFC/Taco Bell. Her mother, Dawn, is a nurse on ERS on third shift. She will be working on Admissions on Ward C/D.

Brandi Hall is also a graduate of MSHS, single and lives in Marion. She calls herself an "animal person." Previously, Brandi worked at McDonalds and Ingles. She will be working

on Ward H on second shift. Brandi has two cousins currently working at SWVMHI, Crystal Smith and Dennis Hall.

Kayla Bennett is an animal lover, outdoor lover, and an optimist! She also is a graduate of MSHS, single and lives in Marion. Kayla previously worked at Smyth County Community Hospital (SCCH) and Johnston Memorial Hospital (JMH). She will be working as a float on second shift. Jennifer Armstrong, who works at SWVMHI, is her aunt.

Edward Buskill will be working in Housekeeping as a supervisor. He previously worked for Mountain States Health Alliance (MSHA) for 14 years. Ed is married to Becky, his wife of 19 years, and they have two daughters. He lives in Meadowview, Virginia, and graduated from Patrick Henry High School in 1993.

Payton Freeman loves art, music, literature, and theatre. She is married to Jeffery Freeman and they have a one year old son. Payton graduated from Northwood High School in 2012 and currently lives in Saltville, Virginia. She previously worked at Wendy's, SWVMHI in Food Services, TRW, and Royal Jason Bolling is a 32 year old single dad with Mouldings. Payton will be working on Ward C/D on third shift. Payton's parents are Will Totten in Food Services and Wynotta Totten in Housekeeping.

> lan Clatterbuck is 23, lives in Marion, and loves soccer and lacrosse. He is a graduate of MSHS and has two semesters from Wytheville Community College (WCC). Previously he worked at CJ's Pizza, U.S. Cen- Cheyenne Harris is a 24 year old animal sus Bureau, TRW, Wal-Mart, and A+Rentals. Ian will be working Admissions on Ward A/B on third shift. His mother, Michelle Clatterbuck, is a psychiatric aide at SWVMHI, as well as his girlfriend, Leeann Risner.

Sarah Hale is married to Josh Hale, who is a psychiatric aide at SWVMHI. She has been a CNA for five years. Sarah graduated from Holston High School in 2003 and attended Virginia Highlands Community College (VHCC) since 2010 for her CNA and prenursing. Currently Sarah lives in Chilhowie. She briefly worked at Food City and worked in home health for four years. She also worked at SWVMHI for two years on the Adolescent Unit and Ward C/D. Sarah will be working on ERS on second shift.

Carissa Jackson likes to fish, hunt, bow hunt, and spend time with her family. She is married and lives in Marion. Carissa graduated from John S. Battle High School and VHCC in 2007. She previously worked at JMH in wound care. Carissa will be working on Ward E/F on third shift as a psychiatric aide.

Kimberly (Kim) Glover is happily married and has two children, a 17 year old son and a 24 year old daughter. She recently moved to the area and resides in Max Meadows, Virginia. Kim graduated from Coeburn High School and Mt. Empire Community College. Previously, Kim worked in the U.S. Post Office and for MSHA. She will be a float psychiatric aide on third shift.

Bethany Weddle is single and lives in Marion. She is a graduate of MSHS and is currently attending WCC. Previously Bethany worked at SWVMHI and then MCTC. She is glad to return to SWVMHI. Bethany will be a float psychiatric aide on second shift. Her mother, Karen Weddle, also works here as a psychiatric aide.

Elena Jones will be working as a P-14 Staffing Nurse Coorindator on third shift. She is married, has a 15 year old son, and she and her family reside in Marion. Elena is a 1999 graduate of MSHS and received her BSN from King College in 2008. Previously Elena worked at SCCH. Sharon Kegley and Donna Goodbrod, both nurses here at SWVMHI, are relatives of Elena.

lover and married to Jonathan Harris and they live in Atkins, Virginia. She has a B.A. in Psychology and in Studio Art. Previously, Cheyenne worked at Marion Youth Center, Laughing Water Farm, and People, Inc. She will be working as a psychiatric aide on Ward A/B on second shift. Jayne Barker, a psychiatric aide here at SWVMHI, is her aunt.

Emily Lockhart is our P-14 Volunteer Coordinator out of the Rehab Services Department. She lives in Marion and graduated from MSHS in 2009. Emily graduated from Randolph College in 2013 with a B.A. in Spanish. Emily enjoys art and reading.

Continued on page 9



MONTHLY PATIENT CENSUS

September 2014

Admissions 72
Discharges 72
Passes 24

Average Daily
Census
161

PERSONNEL CHANGES

New Employees

Jason Bolling, Rehab Specialist	Oct 10				
Emily Lockhart, P14 Rehab Specialist	Oct 10				
Elena Jones, P14 Staffing Nurse Coorcinator	Oct 10				
Carissa Jackson, Psychiatric Aide	Oct 10				
Cheyenne Harris, Psychiatric Aide	Oct 10				
Edward Buskill, Housekeeping Supervisor	Oct 10				
Kayla Bennett, Psychiatric Aide	Oct 10				
Brandi Hall, Psychiatric Aide	Oct 10				
Sarah Hale, Psychiatric Aide	Oct 10				
Bethany Weddle, Psychiatric Aide	Oct 10				
Kimberly Glover, Psychiatric Aide	Oct 10				
Payton Freeman, Psychiatric Aide	Oct 10				
lan Clatterbuck, Psychiatric Aide	Oct 10				
Melanie Smith, Rehab Resource Coordinator	Oct 25				
Preston Boone, Registered Nurse	Oct 25				
Penny Richards, Registered Nurse	Oct 25				

Separations

Rasheta Pope, Psychiatric Aide	Oct I			
Laykn Reinoso, Psychiatric Aide	Oct 2			
Marcia Richardson, Administrative & Office Specialist III	Oct 14			
Lisa Powell, Psychiatric Aide	Oct 15			
Heather Gren, Food Service Technician	Oct 17			
Toni Huggins, Psychiatric Aide	Oct 19			
Katherine Lewis, Registered Nurse	Oct 23			
Kimberly Martin, Psychiatric Aide	Oct 24			
Amy Taylor, Administrative & Office Specialist II	Oct 24			

Promotions/Role Changes

Layla Sessoms, P14 Food Service Technician to Full time	Oct 10
Psychiatric Aide	
Keith Hart, P14 to Full time Security Officer	Oct 25



Special Gym/Game Room Activities

Consumer Empowerment Recovery Council (CERC) November 20, 2014 1515 - 1545

Birthday Party November 12, 2014 1800 - 2000 No Café





Patient Activity Council (PAC) November 20, 2014 1545 - 1615



Thanksgiving Activity November 20, 2014 1330—1600 No Café

Church Services Church Services are held each Thursday from 1830 - 1930 No Café



Movie Nights November 3 & 4, 2014 November 17 & 18, 2014 1830-2000

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



National Adoption Day is a collective national effort to raise awareness of the more than 100,000 children in fos-ADOPTION DAY ter care waiting to find permanent, loving families. This annual, one-day event has made the dreams of thousands of children come true by working with policymakers, practitio-

ners, and advocates to finalize adoptions and create and celebrate adoptive families.

In total, National Adoption Day helped nearly 50,000 children move from foster care to a forever family. Communities across the country celebrate the Saturday before every Thanksgiving. In 2013, approximately 4,500 children were adopted by their forever families during the 14th annual National Adoption Day celebration in nearly 400 cities across the United States. This year the National Adoption Day Coalition expects 4,500 children in foster care to be adopted on National Adoption Day, on November 22, 2014.

~ www.nationaladoptionday.org and www.davethomasfoundation.org

Adoption Myths

Myth: A biological parent can come to take an adopted child back.

Reality: This is a fear for nearly half of the people considering adoption. However, biological parents have no way to gain back custody of the child once their parental rights are terminated.

Myth: Children enter foster care because they committed a crime. Reality: Children enter foster care through no fault of their own. Usually, they are victims of neglect, abandonment, or abuse.

November Days to Celebrate

"Off the cuff" November holidays to celebrate:

November 3 Cliché Day

November 4 National Chicken Lady Day Origomi Doy

November 11 Origami Day

November 14

National Spicy Guacamole Day

November 16

National Button Day

November 19

Rocky and Bullwinkle Day

November 23

Dr. Who Day

November 25 International Hat Day

November 29

Square Dancing Day





Welcome Aboard continued

Preston H. Boone is an RN who will be working on Ward CD on second shift. Preston has three years of psychiatric nursing experience. He is married with five children. Preston received his RN degree from Pasco Hernando Community College in Brooksfield, Florida. Currently he resides in Marion. Previous work experience has been in the Medical Center of Trinity in Miami, Florida, and Lewis-Gale Hospital in Salem, Virginia. Two of his aunts by marriage also work here, Gerry Moore and Patty Moore.

Melanie Smith loves "nature-y" stuff, gardening, and storytelling. She is married to Doug Smith in Rehab Services and they have a 15 year old child, two older children and three grandchildren! Melanie has a Masters degree from Eastern Carolina University (ECU) in Information Technology. She and Doug live in Chilhowie and she has worked at Chilhowie Elementary School and Hungry

Mother State Park. Melanie will be working as a Rehab Resource Coordinator on Ward D. Also, she used to volunteer on the Adolescent Unit in storytelling.

Penny Richards graduated from Virginia Highlands Community College in May of 2014 with a degree in nursing. She will be working third shift on geriatrics as an RN. Penny is married with a son who is a senior at Virginia Tech, twin girls and a younger daughter all in high school in Chilhowie, where they live. In the past, Penny worked at Wake Medical Center in Raleigh, North Carolina. Penny is looking forward to starting her nursing career.

Please welcome all of our new employees who started work in October!



Left to right: Preston H. Boone, Melanie Smith, Penny Richards



~ Training Department

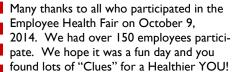
Get a Clue For a Healthier You!



- Kim Hall- Weather Radio-given by Nicole Lawson from Walgreens of Marion
- Denise Rashad- Candle from Common-Health
- Anastasia Harris- Candle from Common-Health
- Tiffany Hayton- CommonHealth Tote
- Peggy Armstrong-CommonHealth Tote

Please see Cindy Jones to pick up your prize.

Our community participants included:



The winners of door prizes were:

- Terri Buchanan Basket from the SWVMHI Pharmacy
- Alan McGee-Automatic BP monitor- Given by the Chilhowie Church of God
- Christy Hall-One Month free at Curves of Chilhowie
- Amy Doss- Gift set from Debbie Phillips, Arbonne Representative

- Food City of Marion-provided bottled water for everyone
- Kroger Pharmacy-Melissa Belcher
- Debbie Phillips-Arbonne Representative
- Lifetime Wellness Center-Patricia Crvich
- Boothe Chiropractic Office-Jill Woodard and Missy Boothe
- CommonHealth-Suzanne Meador
- Curves of Chilhowie
- Eye Physicians of SW VA
- JMH Cancer Center
- Walgreens-Nicole Lawson
- Blood Assurance
- Gentle Family Dentistry-Amber Hubble
- Angie Routh-Chilhowie Church of God
- Jennifer Donavan-Heartland Rehab
- MSHA Direct Access Testing

- Kay Ogle-Yoga instructor
- Jessica Taylor & ACP students
- SWVMHI Food Service-Coleen Walls
- SWVMHI Occupational Rehab-Stacy Brown
- CVC Campaign-Ginny Moorer & Becky Sparger

Please visit these participants and say thank you for their time and participation.

Many others were involved and contributed to the success of this health fair. Thanks to the following staff members for all their assistance:

Amy Taylor Vicki Copenhaver Betsy Perkins Angie Routh Ellen Tilson

Don Chisler & the Plant Operations staff Merle Obregon & the Training Staff

Norma Brickey

Alan Hubbard

Robbie Horne & the Food Service staff Nathan Shelton & Housekeeping staff

~ Cindy Jones RN CIC Infection Prevention and Control



Recovery Around the World



Over the past two years, Jan Barrom, Rehab Specialist on ERS, in conjunction with the Cultural and Linguistic Competency Committee and the CRS Staff, who assisted with events, produced a series of five skits. Each skit described and depicted the following cultures: Hawaii, Mexico, Cherokee, Asia, and Ireland. The skits were researched and produced by Jan, and individuals, while other individuals developed the art work and presented what they

learned about each culture in the skit. These were then presented as a Special Activity to individuals and staff. Each event also included activities/games and snacks representative of the culture being presented.

Family and Friends Day 2014 was the finale, in which individuals we serve wrote speeches about what they learned and liked best about the different cultures. They then presented their speeches to all those present: other individuals served, guests, and staff at the Annual Family and Friends Day event. Two individuals then volunteered to lead a discussion with guests and other individuals on "Bringing it Home to Appalachia," in which the Appalachian culture was discussed. As part of the presentation, Sue Eller, Peer Support Specialist, discussed WRAP around the world and told a recovery story.

The gym was decorated for Family and Friends Day with artwork from the previous skits. A canvas was decorated by individuals depicting what "Recovery Around the World" meant to them. The design for the center of the canvas was developed by "brain-storming" from the committee members, including Jan Barrom and Brandy Thomas Meadows, Rehab Director, and painted by Jennifer Snow, Psychiatric Aide on Admissions. This artwork was framed and now hangs in the front lobby of the Bagley Building. Please stop by the front lobby and to find out what Recovery Around the World means to the individuals we serve.

~ Debbie Boelte, LCSW Chair, Cultural and Linguistic Competency Committee

On This Date



November I

The Weather Bureau:

The United States Weather Bureau made its first forecast on this date in 1870. President Ulysses S. Grant had signed a joint resolution of Congress back in February of that year, allowing the Secretary of War to form a weather service within the Army. It was generally agreed that the military was the best bet for conveying accurate and

timely information; first called "The Division of Telegrams and Reports for the Benefit of Commerce," the service was part of the Signal Corps. At 7:35 a.m. on November 1, 24 government observers across the country made weather observations and transmitted them to Washington, D.C., and other cities via telegraph. A week later, the infant Weather Bureau issued its first "cautionary storm signal," warning of potential storms on the Great Lakes. The weather bureau eventually became a civilian enterprise, moving to the Department of Agriculture in 1890, and to the Department of Commerce in 19

First Medical School for Women:

The first medical school for women opened in Boston, Massachusetts, on

this date in 1848. It was started by Samuel Gregory, who named it the Boston Female Medical College. The first class — 12 women in all graduated just two years later, in 1850. Gregory's own formal medical training consisted of a summer lecture course that he had taken in anatomy and physiology. He wasn't remotely a supporter of women's rights, but he believed it was unseemly for male doctors to assist women in childbirth, so the college was mostly intended to serve as a school for midwives at first. In 1856, the school's name was changed to the New England Female Medical College; it named among its graduates Rebecca Lee Crumper, the first African-American to earn a medical degree, which she did in 1864.

Word Search

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



autumn	Black Friday	corn	cranberry sauce			
family	feast	football	gravy			
harvest	holiday	Mayflower	November			
parade	pilgrims	Plymouth	pumpkin pie			

stuffing Thanksgiving Thursday

turkey Wampanoag yams



PAGE II

Happy Thanksgiving



Influenza Prevention — Vaccine

Influenza Prevention Get a Clue

Flu season is just around the corner! To kick off our flu prevention program, a contest was held for employees to submit ideas for our 2014-2015 slogan. The Infection Control Committee judged and made the difficult deci- For employees who receive the flu vaccine sion. The winner is: Jonathan Johnson-Pharmacist for his submission, Get a Clue. Fight the FLU! Jonathan will receive a \$50 VISA gift card. We had 60 entries from 44 employees. Thanks to all who participated.

The SWVMHI flu prevention program began with a mandatory CAI (2014 Influenza Prevention CAI) discussing transmission and prevention of flu. Flu vaccines are considered to be the most effective means to prevent the transmission of the flu. Transmission of the flu in healthcare settings is considered a safety

issue for the individuals we serve. Flu vaccines are recommended for all persons age six months and over unless there is a medical contraindication.

Vaccines will be available to all staff free of charge. Please watch for e-mail and posting regarding date, time, and location for vaccines. Vaccines will be given as soon as they are received by the facility.

during the initial vaccine period, one hour of Comp Time will be given to P-3/Q-status employees. P-14's will receive a \$5 meal ticket. All flu vaccine recipients will be entered into a drawing for eight hours of Comp Time for P-3/Q-status or \$100 for P14's. If an employee receives a vaccine from another source, written documentation must be provided to the Infection Control Office.

If an employee chooses not to receive a flu vaccine, a declination form must be signed with the reason documented for refusing the

vaccine. During the flu season when high levels of influenza are noted in our area, as reported by the local health department and hospitals, employees who have not received the flu vaccine, will be required to wear a face mask at all times while at work (unless in a room alone with the door closed). The decision for this timeframe will be made by the Chief of Medicine. (Employees who do not have the #14 on the badge, regardless whether they have the vaccination or not, will need to wear a mask if there is a declared flu outbreak.)

Last year our compliance rate was 97 percent, which helped prevent transmission of the flu to the individuals we serve and employees. Our goal for flu vaccine compliance in 2014-2015 is 95 percent or greater.

Together we can make this happen!!

~ Cindy Jones RN CIC



As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.

~John Fitzgerald Kennedy

Kronos Workforce Update

Have you logged into Kronos workforce yet? If you have not yet logged on, or it has been a while since you last tried, we urge you to do so as soon as possible. The link from any COV computer is https://kronos.dbhds.virginia.gov/wfc/ logon/logonWFC.html. Please remember that your logon begins with 705 followed by the first initial of your legal first name (not your middle name), followed by your last name. For example, 705cveselik. Should you have any questions, you should first contact your timekeeper or your supervisor for assistance.

Keep in mind that it is YOUR responsibility to keep up with your own leave balances, so be sure to check your timecard periodically, or at least once each pay period or even once each week. Before you • request time off, it is also a good idea to check your leave balances so that you can request the appropriate leave type.

Helpful Hints

- If it is taking you several minutes or more to log into Kronos, it probably means that your computer's memory is full. What you need to do to fix this frustrating problem is simple: reboot.
- When you look at your leave balances, you will see all sorts of categories. These are based on DHRM leave policies. If you aren't sure what types of leave you should have, contact your timekeeper.
- You will also notice a category called Occurrence under leave type. This is not a leave type but a way of tracking how many attendance points employees have. Up until now, your supervisor has had to track that information with pencil and paper. If you see a balance here and are concerned about it, you should contact your supervisor.

If you see errors or you just don't understand what you are reading, be sure to contact your timekeeper or your supervisor.

~ Kronos Implementation Team

First Aid Tips: Flu



Mom and Grandma were right, chicken soup is good for the flu. In fact if you get the flu, fluids are a great treatment, along with bed rest. Influenza is caused by virus strains and therefore, antibiotics will not work, at all, on the flu, shorten the duration, or help in any

way. Colds are also caused by cold viruses and antibiotics will not cure them or make you feel better.

Of course, the best treatment is prevention. Prevention also means getting the flu shot which boosts your immune system by giving it a "heads up" to what flu virus strains may be present this flu season. Good hand washing is another excellent way to prevent the spread of flu or getting it. If soap and water are not readily available, an alcohol based cleanser will do until soap and water are available.

Additional ways to prevent the spread of flu are cover your cough and/or sneeze. Use disposable tissues and dispose of them after every sneeze or cough. Lastly, avoid, if possible, being exposed to persons with the flu.

Symptoms of the flu are as follows: fever and chills; muscle aches and pains; fatigue; coughing, especially coughing up phlegm; shortness of breath; runny nose; sore throat; and headache. Treat the symptoms. You can return to your activities, school, work, etc. after 24 hours without any fever.

The flu shot is recommended for almost everyone over age six months, except for those with severe, life threatening allergies to some of the components in the vaccine. Some people need to have a discussion with their physician prior to receiving a vaccine such as those with a history of an illness called Guillain-Barre Syndrome.

The vaccine injection is an inactivated or killed vaccine. The vaccine develops antibodies within two weeks to help protect you from the strains of flu that match the strains in the vaccine. The vaccine cannot give you the flu; however, you may experience some mild pain at the injection site or perhaps a day or so of achiness. The nasal spray vaccine is a live, attenuated or weakened strain of the flu. The recipient may experience some mild, flu like symptoms for a day or so.

If someone receives the flu vaccine and later develops the flu, it is likely that the person was already exposed to the flu or the strains of the flu in the vaccine were not the same as the strains to which that person was exposed.

Best advice to all, if you can get the vaccine, get it. If you can't get the vaccine, be aware of the next best forms of prevention.

This article incorporates information from the Centers for Disease Control (CDC).

~ Rebecca Sparger, RN, BSN Training Coordinator

November Lunar Phases

November 6

Full Moon, also called "Beaver Moon" by Native Americans of New England and the Great Lakes because at this time of the year those little beavers are industriously preparing for winter.



November 14 Last Quarter Moon

New Moon

November 29
First Quarter Moon





Clinician's Corner

This month's Clinician's Corner is from an online article titled "Coloring Isn't Just For Kids. It Can Actually Help Adults Combat Stress" by Elena Santos. It was posted 10/13/2014 7:33 am EDT Updated: 10/14/2014 10:51 am EDT

Coloring is an activity that we tend to associate with children. As we grow older, we put aside our crayons and colored pencils in favor of more respectable writing utensils like pens and highlighters. However, it turns out coloring can be beneficial for adults -- namely for its de-stressing power.

The practice generates wellness, quietness, and also stimulates brain areas related to motor skills, the senses, and creativity. In fact, publishers have lately been launching coloring books specifically for adults.

Does Coloring Really De-stress?

One of the first psychologists to apply coloring as a relaxation technique was Carl G. Jüng in the early 20th century. He did this through mandalas: circular designs with concentric shapes similar to the Gothic churches' rose windows. They have their origin in India.

When coloring, we activate different areas of our two cerebral hemispheres, says psychologist Gloria Martínez Ayala. "The action involves both logic, by which we color forms, and creativity, when mixing and matching colors. This incorporates the areas of the cerebral cortex involved in vision and fine motor skills [coordination necessary to make small, precise movements]. The relaxation that it provides lowers the activity of the amygdala, a basic part of our brain involved in controlling emotion that is affected by stress."

In simplest terms, coloring has a de-stressing effect because when we focus on a particular activity, we focus on it and not on our worries. But it also "brings out our imagination and takes us back to our childhood, a period in which we most certainly had a lot less stress."

"I recommend it as a relaxation technique," says psychologist Antoni Martínez. "We can use it to enter into a more creative, freer state," he assures. "We can also use it to connect with how we feel, since depending on our mood we choose different colors or intensity. I myself have practiced that. I recommend it in a quiet environment, even with calming music. Let the color and the lines flow."

Coloring Books for Adults

In countries like France or the UK, coloring books for adults are bestsellers. The French publisher Hachette even has a collection called <u>Art-Thérapie</u> with twenty de-stress volumes including all kinds of drawings from books of butterflies and flowers to cupcakes, graffiti, and psychedelic patterns. There's also the book <u>Secret Garden: An Inky Treasure Hunt and Coloring Book</u> (M & E Books) that has snuck into top selling lists. And we can't forget the aptly named

<u>Coloring for Grown-Ups</u>, released by comedians Ryan Hunter and Taige Jensen in the U.S.

The trend has struck Spain too. The Spanish cartoonist Antonio Forges, published Coloréitor, "a de-stress book," its publishing house proclaims. The psychologist Luis Rojas Marcos says in the preface that "coloring comforts us, gives us peace, and lets us enjoy ourselves -- it even temporarily frees us from daily pressures... Although coloring a couple of hours does not eliminate all problems and worries, it takes us away and relieves us from the stress that overwhelms us."



If you've yet to try coloring as a relaxation technique, Forges gave this tip for beginners: "Despite how highly stressed you may be, the most important thing is to not use pen markers with alcohol that go through the paper. The proper thing is to use crayons."

This article originally appeared in HuffPost Spain. Translation by Isaura Camós Gibert.



Give it a try — find a box of crayons and try your hand at coloring the parrot pictured above.



Dogwood Discussion

Ebola Virus Disease (EVD) **Preparedness for Healthcare Workers**

ETSU, in conjunction with Northeast Tennessee Regional Health Office (NTRHO), presented a Webinar on Ebola Virus Disease Preparedness for Healthcare Workers. This was a presentation by David Kirschke, MD, Medical Director/Health Officer of NTRHO, in response to the recent diagnosis of an Ebola infected man who presented at Texas Health Presbyterian Hospital Dallas. This person, on September 30, 2014, had a CDC confirmed case of Ebola through laboratory tests. His was the first case of Ebola Virus Disease (EVD) diagnosed in the United States, although he contracted EVD in West Africa. He did not have symptoms when he traveled from West Africa to the U.S. but developed them about five days after arrival.

At the time of the webinar, the patient was still alive but doing poorly. He died two days after the October 6 webinar. Since then, there have been two additional cases diagnosed in healthcare workers caring for the patient. One remains at the time of this writing at Texas Health Presbyterian Hospital Dallas and the most recent case has been flown to Emory University Hospital in Atlanta, Georgia.

EVD emerged in 1976 with outbreaks in the Democratic Republic of the Congo and South Sudan. Since then there have been 20

outbreaks plus 4 sporadic occurrences in 10 countries with over 3000 deaths. This current outbreak is the largest documented outbreak and the first in West Africa comprising the countries of Sierra Leone, Liberia, Nigeria, Senegal, and Guinea. To date, there have been over 4000 deaths and the World Health Organization (WHO) states that there could be 10,000 new cases a week within two months.

After initially having a fatality rate of about 50 percent, it has now risen to about 70 percent. Transmission is human to human through direct contact with bodily fluids of the infected person, including blood, urine, sweat, semen, saliva, and breast milk. It is currently thought to not be airborne, but healthcare workers should try to avoid aerosolgenerating procedures as much as possible. Transmission also occurs from exposure to objects that that been contaminated with infected material.

Symptoms of EVD include fever, headache, myalgias, and arthralgias (muscle and joint aches and pains), weakness, diarrhea, vomiting, abdominal pain, and hemorrhage.

Upon presentation to an Emergency Department (ED) with a fever, the first question should be where has the patient traveled recently or handled animals from endemic areas. Much of the content of this article is from the The ED should immediately isolate the person, and all who come in contact with the

person should don protective gear, gowns, gloves, eye protection and a face mask, plus additional PPE in certain situations, such as N95 respirators during aerosol-generating procedures. Also, the health department should be immediately contacted for assistance and disease control. If exposure occurs to an infected person, the exposed healthcare provider should be isolated and take their temperature twice daily for 21 days after exposure.

There is no cure or vaccine for EVD, so treatment is supportive. Additionally, an epidemiologic survey should be undertaken to determine with whom the infected person had contact, when, where, etc.

The disease is certainly very bad, but to put it in perspective, there were 108,000 cases of C. diff (Clostridium difficule) in 2012. The public is understandably very concerned about the spread of EVD, however, luckily the spread of EVD to the general public has not occurred, it is healthcare personnel who have become infected.

To help prevent the spread to healthcare workers, staff education is paramount along with meticulous use of PPE including contact and droplet precautions.

power point presented by Dr. Kirschke from the Webinar presented on October 6, 2014.

merican Diabetes Month



The vision of the American Diabetes Association is a life free of diabetes and all of its burdens. Raising awareness of this evergrowing disease is one of the main efforts behind the mission of the Association.

American Diabetes Month® (ADM) is an important element in this effort, with programs designed to focus the nation's attention on the issues surrounding diabetes and the many people who are impacted by the disease.

Here are just a few of the recent statistics on diabetes:

- Nearly 30 million children and adults in the United States have diabetes.
- Another 86 million Americans have prediabetes, a condition in which blood glucose levels are higher than normal but are not high enough for a diagnosis of diabetes.
- Type 2 diabetes develops most often in middle-aged and older adults but can appear in young people.
- The American Diabetes Association estimates that the total national cost of diagnosed diabetes in the United States is \$245 billion.

America Gets Cooking[™] to Stop Diabetes® is an initiative designed to inspire people to live a more active and healthier lifestyle, empowering all Americans to cook nutritious and delicious food, and be more active.

Join us this November—visit us online each week and get tips on staying healthy throughout the holiday season, learn how to host a special, food-themed event, and vote for your favorite recipes to help create the perfect holiday meal!

~ http://www.diabetes.org



Adult Education Program

Mount Rogers Regional Adult Education Program is providing a new class at Southwestern Virginia Mental Health Institute. The class is off to a wonderful start, allowing students the opportunity to work on Improving basic academic skills or I preparing for tests such as the GED© exam, Career Readiness Certificate, or college placement tests, depending on the individual's needs and interests.

The GED exam, which has recently been changed from a pencil-paper I test to one that is administered on I the computer, is recognized by most colleges and employers as equivalent to a high school diploma. and software lessons. Group work Subjects tested are language arts

(reading and writing), mathematics, science, and social studies. The Career Readiness Certificate (CRC) is a credential that provides a way for career-seekers to verify their skills in the areas of reading for information, locating information, and applied mathematics.

Individuals at SWVMHI are given the Virginia, so students returning to opportunity to request that this class be part of their schedule. The class meets on Tuesdays and Thursdays, and individuals set their own goals and progress at their own pace. Several publishers' textbook series are available in addition to teacher-made resources and online is also part of the program. Instruc-

tor Sharon Hutchinson has taught adult basic education classes for 16 years, and she welcomes the opportunity to serve new students.

The class is structured to be openentry, and to serve students of various levels. Adult education programs may be found in all areas of their home locality may connect with these programs to continue working toward their goals.

Please contact Sharon Neitch at Extension 108 if you would like to have further information about the class.

> ~ Sharon Neitch, OTR/L Occupational Therapist /



May the beauty and blessings of

Thanksgiving

Bring warmth and peace to your home this season.

Resources Reminder

This is a reminder that all staff are required to report arrests and convictions within five work days of the event. This includes traffic violations, speeding tickets, etc. From DI 506:

Disclosure of Subsequent arrests, convictions

- Workforce members shall notify their supervisors of any arrests, charges (to include pending), convictions, and motor vehicle violations (such as DUI and reckless driving) that could result in a suspended or revoked license within five workdays of the event.
- This duty to notify the supervisor of any arrests, charges, or convictions

subsequent to hire applies whether the event happened inside or outside Virginia.

- Upon receipt of such notification, the supervisor, human resource manager, and the agency head shall determine the appropriate action in accordance with the Standards of Conduct and state laws/ regulations.
- If a workforce member has been convicted of a crime not specified as a "barrier" by law, has a founded or relevant administrative charges, including a founded complaint of child or adult abuse or neglect, the process outlined in the "Guidelines for Determining the Significance of a Criminal History Record or

Other Background Check Results" shall be used to aid in this determination.

Don't forget to let your supervisor know in writing as soon as possible after any type of arrest, charge, conviction, etc. occurs! Workforce members who fail to disclose a charge, arrest or conviction within five workdays of the event may be subject to discipline under the Standards of Conduct, up to and including termination.

Questions about this policy should be directed to any member of the Human Resources Team.

> ~ Lee Osborne, PHR **Human Resources Consultant**



CVC Campaign

On October 31, 2014, the CVC Campaign held its kickoff event event in the Lobby of the Bagley Building. Other upcoming events include:

- November 19: \$5.00 Jewelry Sale from 0600 - 1800 in the lobby of the Bagley Building
- Week of December 8 12:
 Silent Basket Auction on Ward
 G. Please contact Ginny
 Moorer or Becky Sparger today if you'd like to donate an item or basket for the auction!

Flu Vaccines



Flu Vaccines will be given out starting in November, 2014. Be on the lookout for announcements via email regarding dates and times.

Questions about the flu vaccine should be directed to Cindy Jones, Infection Prevention and Control Coordinator at Ext. 231.

Hat Day



The Geriatric Unit celebrated "Hat Day" on October 27, 2014, as part of a week-long celebration. Each day had a different theme.

Pictured above from left to right are Dr. Kelly McKinnel, Dr. Everett Jones, Erin Powers, Leiann Smith, Zina Worley, Barbara Honaker, and Mary Dotson.

Fun Turkey Facts

- The average weight of a turkey purchased at Thanksgiving is 15 pounds.
- The heaviest turkey ever raised was 86 pounds, about the size of a large dog.
- A 15 pound turkey usually has about 70 percent white meat and 30 percent dark meat.
- The five most popular ways to serve leftover turkey is as a sandwich, in stew, chili or soup, casseroles and as a burger.
- · Turkey has more protein than chicken or beef.
- · Turkeys will have 3,500 feathers at maturity.
- · Male turkeys gobble. Hens do not. They make a clucking noise.
- · Commercially raised turkeys cannot fly.
- Turkeys have heart attacks. The United States Air Force was doing test runs and breaking the sound barrier. Nearby turkeys dropped dead with heart attacks.
- · A large group of turkeys is called a flock.
- Turkeys have poor night vision.
- · It takes 75-80 pounds of feed to raise a 30 pound tom turkey.
- A 16-week-old turkey is called a fryer. A five to seven month old turkey is called a young roaster.



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

	С													F			Т
	Ν	0	٧	Ε	М	В	Ε	R			Т	S	Ε	٧	R	Α	Н
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Please submit articles for the next newsletter to Cheryl Veselik by November 20, 2014.