



From the Director

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Hidden

There is a blue flower on every page in this edition, just like the one pictured here. Can you find all 1 of them?



"How many of you have ever gotten up on the wrong side of the bed?" I was recently in a group that was asked this question and I raised my hand. The speaker laughed and called out, "Was that the right side or the left side?"

The speaker was Gil Gadson and the event was the Regional Consumer Empowerment Recovery Council. Gil, a Recovery Coach and author/editor, had come to town from Philadelphia to speak at R-CERC and to students at Emory & Henry College. His theme was the power of a positive attitude: "An Attitude of Gratitude." As to waking up on the wrong side of the bed, Gil asserts that WE make that happen!

Two men, he told us, were walking in a desert and they see an old plastic cup. One man grumbles, "old dirty cup, no water here any way." grumble, grumble grumble. The second man picks up the cup and, don't you know, they come across a pool of water. The first man is still grumbling and the second man is enjoying a cool drink out of his cup. What made him pick up that cup? Gratitude, the audience shouted, Hope, Faith!

Gil reminds us that gratitude gives you power in recovery. Gratitude is an action word. If you are

grateful, you need to do something to show that feeling. For Gil, being 15 years in recovery makes him grateful and he shows it. Monday is the best day of the week for Gil because he gets to go to back to work. He's got a whole new week to make a difference in someone's life. He challenges us to take this back to where we work and live, and he lives and preaches a message of recovery and discovery.

For Gil, taking action out of a feeling of gratitude led to further recovery and discovery (and re-discovery) of his talents and strengths. "There's a You you haven't met yet! By making new connections in your life and by stopping stress in your existing connections, it changes your response." Gil gave us an example from his own life. He was on his way home from a job that involved manual labor. A homeless woman challenged him on the bus, "Why you so dirty?" He explained that he had been working, and he kept talking with her. His response did not focus on the fact that not only was she dirty, she smelled bad. He told her about himself and asked about her. By the time she reached her stop, she was polite and wishing him a good evening. Three other people on the bus began prais-

ing Gil and thanking him for treating her as a person instead of stigmatizing her.

As a result of that interaction, Gil began to recognize his own gift for showing humanity to others and he was validated. It changed him, he said. "The way we treat each other and the people we serve is what changes people. Recovery teaches you that when you focus too much on yourself you need to take yourself out of the equation and do something for someone else."

In our SWVMHI Values, we call this Honoring Day to Day Tasks - where each interaction is a moment of truth. Gil challenges us all to not focus on the past, but on the future, on what we can do with and for others. He asks us to not focus too much on negativity or the mental illness or the symptoms we may be having (or our "got up on the wrong side of the bed" attitude!) by doing three things for others. These are: validating three people today, setting a three month goal, and working on a Crisis

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SWVMHI Values: Do We Understand What We See?

We are privileged to help people recover from their mental illnesses. Every position at SWVMHI helps in this process in direct and indirect ways. In other words, every position is inextricably linked to our Mission: *We promote mental health in Southwestern Virginia by assisting people in their recovery.*

At times, it might be very difficult to understand how the individuals we serve are recovering. It might be very difficult to understand why the individuals we serve engage in the behaviors we see. The path forward seems so clear to us, and we patiently try to share our thoughts with those we serve. Yet, it appears as if our efforts are for naught. We see the individuals we serve repeat their struggles; sometimes getting better it seems, but only to return in a few months or a few years with similar problems.



It is tempting to conclude that the individuals we serve are not learning from our wisdom, our medications, and our concerted efforts to assist them in their recovery. We see them seemingly to engage in repetitions of maladaptive behavior, reluctant to learn, and reluctant to assist themselves in their own recovery.

It is tempting to conclude that the individuals we serve do not understand. But is it possible it is we who do not understand? Karl Menninger, a highly influential American psychiatrist and founder of the renowned

Menninger Clinic in Topeka, Kansas, was instrumental in his insistence that psychiatry is a science and that the mentally ill are only slightly different from other individuals.

Karl Menninger put it this way, “An individual having unusual difficulties in coping with his environment struggles and kicks up the dust, as it were. I have used the figure of a fish caught on a hook: his gyrations must look peculiar to other fish that don’t understand the circumstances; but his splashes are not his affliction, they are his effort to get rid of his affliction and as every fisherman knows these efforts may succeed.”

~ James Moon, Ph.D.
Psychology Supervisor

The Appalachian Man



On Thursday, March 26, 2015, ERS individuals and Rehab staff presented a program entitled, “The Appalachian Man.” This program was intended to celebrate the contributions of Appalachian culture in American life.

Participants shared some background information about the unique qualities of Appalachian life that shaped the men of this region. A rather personal story was shared by one individual who regarded his experience of living in

Appalachia as a time of healing and opportunity that contributed to his mental health support and recovery.

A Jack Tale was told by Melanie Smith, Rehab Resource Coordinator, in the style of Appalachian storytelling, celebrating ingenuity and self determination.

An individual from ERS spoke about Frank Beamer of Virginia Tech, a man he considered to be a great success story from southwest Virginia.

Dr. Tim Graham, Chaplain, discussed the importance of religion as an ongoing source of strength and inspiration to the people of Appalachia.

There were 39 individuals who attended the event and took part in several different activities that all related to Appalachian culture. Spice cake and apple cider were served at the end of the event.

Thank you to all who assisted and attended this event. Please stay tuned for future events.

~ Jan Barrom
Direct Service Associate III





Mental Health First Aid



Most everyone has a good idea of what first aid encompasses. Basically it is aid or care rendered to victims of physical trauma, illness, or injury. It is a first response and usually does not involve advanced medical care. First aid is rendered until someone with more advanced training can take over.

The basic tenets of first aid are to preserve life, which is the major component of all medical care; prevent further harm or danger of further injury ("make sure the scene is safe"); and, to promote recovery. However, do we ever think of what the after effects of that an injury, illness, or trauma may cause to our mental health?

Mental health first aid has been defined as "the help provided to a person developing a mental health problem or in a mental health crisis. The first aid is given until appropriate professional treatment is received or until the crisis resolves."¹

Physical help or medical first aid is nearly universally known in all countries, and many people are aware of the Red Cross in all its incarnations as rendering help during times of crises, war, natural or manmade disasters, etc. Mental health first aid evolved from that as an extension of first aid recognizing that wounds may

heal but the psyche can still be traumatized.

Mental health first aid is relatively new and the training was developed in Australia by Betty Kitchener, RN, and Anthony Jorm, Psy.D. in 2001. They are a husband and wife team who worked together to develop a tool to help those with mental health issues. Currently one percent of Australians have taken the course. According to the Mental Health First Aid® USA manual the aim is to "teach the members of the public how to respond in a mental health emergency and offer support to someone who appears to be in emotional distress."

"Mental health first aid training has been included in the Substance Abuse and Mental Health Services Administration's (SAMHSA) National Registry of Evidence-based Programs and Practices."²

After the Newtown, Connecticut, school shooting, President Barack Obama reached out to the American Psychiatric Association and others to encourage those with mental health problems to seek help. In addition, President Obama called for Mental Health First Aid training in his plan to reduce gun violence. He also announced his plan to launch a "National Dialogue on Mental Health." This initiative will try to reduce the stigma associated with mental disorders and to encourage those who need mental health care to seek treatment.

Tipper Gore said, "The last great stigma of the twentieth century is the stigma of mental illness."

Former President Bill Clinton said "Mental illness is nothing to be ashamed of, but stigma and bias shame us all."

Position Statement 37, Mental Health America states, "The provision of mental health support services by persons

who have experienced mental and substance abuse condition make use of empathy and empowerment to help support and inspire recovery."

Rachel Naomi Remen, Clinical Professor of Family and Community Medicine, UC, San Francisco School of Medicine stated, "The most basic and powerful way to connect to another person is to listen. Just listen. Perhaps the most important thing we ever give each other is our attention...A loving silence often has far more power to heal and to connect than the most well-intentioned words."

You know these are words we use every day in our treatment model here at SWVMHI....recovery, empathy, empowerment, support, attention.....

Southwestern Virginia Mental Health Institute has already had a one-day training last December for Mental Health First Aid. SWVMHI, in conjunction with Academy West, will host another one-day training scheduled for Tuesday, May 26, 2015, at Academy West. If you are interested in attending the Mental Health First Aid, please call or email Patricia Evans, Ginny Moorner, or Rebecca Sparger in the Training Department to sign up for this amazing training.

¹Langlands, R.L, Jorm, A.F., Kelly, C.M. & Kitchener, B. (2008). First aid for depression: A Delphi consensus study with consumers, careers and clinicians. *Journal of Affective Disorders*, 105, 157-165.

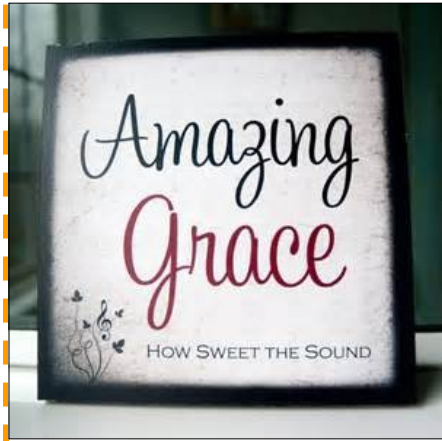
²SAMHSA. "Intervention Summary Mental Health First Aid". Retrieved 2 November 2013.

~ **Rebecca Sparger, RN, BSN**
Training Coordinator



Chaplain's Corner

T'was Grace that taught...my heart to fear. And Grace, my fears relieved. How precious did that Grace appear...the hour I first believed.



A while ago, I attended a funeral and I recall people who were attending talking about the struggle we all have in finding the right words to say at such a time. Sometimes people assume that a minister or chaplain may have the magic words to console us in grief, or help us make sense out of disappointment, but we don't. I guess I missed class on the day in seminary when they gave us the answers to all of life's mysteries. Still, we know that the right words or gesture at the right time can make a lifelong difference in an individual's life. Sometimes we get it right and those moments are inspired by the divine presence within all of us.

I have a wonderful book that has inspired me lately entitled, "The Right Words at the Right Time." It is a compilation of reflections by celebrities who are friends of Marlo Thomas. The book project was designed to raise funds for St. Jude's Hospital founded by her father Danny Thomas.

I like the book because it shows the reflective, spiritual side of people we may not associate with those issues. One entry I particularly appreciate is by Willie Nelson, songwriter, actor, and singer. He wrote about the positive influence the hymn "Amazing Grace" had on his life:

"There's a reason for that that maybe we can't completely explain. It strikes a tone, hits a chord that cuts right through the BS of the day and goes right to the bone. The world and melody have a healing quality. It brings people peace, lets them know there are other people in the world going through the same thing."

Believe it or not, Willie and I share a spiritual connection. His signature is on my seminary diploma. He was a board member of United Theological Seminary in Dayton, Ohio, where I received my Master of Divinity degree. His appreciation of "Amazing Grace" inspired a lifelong benevolence that has benefitted farmers and struggling musicians, as well as seminary students. I believe there is often a deep spiritual component in each of us that we express in different ways. For some it is outward and obvious, for others more subtle and subdued. Spiritual awareness and expression however, is our own and we get to decide what works best for us. It is from that wellspring of hope that gives each of us "the right words at the right time" to help each other along the pathway of life.

~ Timothy Graham, D. Min.
Chaplain



May is Mental Health Month

Each year millions of Americans face the reality of living with a mental health condition. During the month of May, NAMI and the rest of the country are bringing awareness to mental illness. Each year we fight stigma, provide support, educate the public and advocate for equal care. Each year, the movement grows stronger. In 2013, President Obama proclaimed May as National Mental Health Awareness Month and brought the issue of mental health to the forefront of our nation's thoughts.

We believe that these issues are important to address year round, but highlighting these issues during May provides a time for people to come together and display the passion and strength of those working to improve the lives of the tens of millions of Americans affected by mental illness.

For more information, please visit the National Alliance on Mental Illness website at www.nami.org.

Motorcycle Safety Awareness Month

 **CAUTION**



DRIVE AWARE. RIDE AWARE.

Motorcyclists have all the same rights and privileges as any motor vehicle driver on the roadway. During **Motorcycle Safety Awareness Month** in May - and during the rest of the year - drivers of all other vehicles and all road users are reminded to safely "share the road" with motorcyclists, and to be extra alert to help keep motorcyclists safe. Motorcyclists are reminded to make themselves visible to other motorists. For more information on motorcycle safety, please visit <http://www.nhtsa.gov/Safety/Motorcycles>.



May 3rd-9th is **Public Service Recognition Week**, and in honor of our employees, the Recognition Committee will be hosting special events at the facility throughout the week that we hope everyone will enjoy.

Monday, May 4
Ice cream tickets
 Will be given to all staff; they will be redeemable all week, on all three shifts, in the employee cafeteria. Tickets will be printed and delivered to department heads by Friday, May 1.

Tuesday, May 5
Employee of the Quarter and Employee Service Awards Presentation, 1330 pm in the first floor rotunda, Henderson Building
 The awards for employee of the quarter and service awards will be presented to the respective employees. The honorees will be receiving an invitation for them and their families to the ceremony, and ET members/department heads are encouraged to attend. Refreshments will be provided by Food Service.

Wednesday, May 6
Wacky Wednesday
 Crazy shirt/scrub top day.



Thursday, May 7
Red/White/Blue Day
 Wear red, white, and blue.



Friday, May 8
Team Day
 Wear your favorite jersey/team shirt.
All-staff giveaway:
 All staff will receive a special surprise.



Questions? Call Human Resources at Extension 204.

Staff Development

Human Resource Corner

Take advantage of the training Opportunities in May

When: May 5 | 100 to 1600
Where: Bagley Building Lobby
What: JMH Blood Mobile

When: May 7, 1400
Where: Dogwood Training Room
What: VRS Presentation: Retirement — Are you Ready?

When: May 21, 1330—1500
Where: Dogwood Training Room
What: Dr. Gillette Ethics Presentation

When: May 26, 0830—1700
Where: Academy West
What: Mental Health First Aid

The Human Rights/DI 201 CAI is due during the month of May.

Please log into the Knowledge Center and take your CAI today. Questions should be directed to any member of the Training Department.



Have you heard about Employee Direct?

Employee Direct is a system that employees can use to update information regarding health benefits, personal information, and to check to see if they are receiving their premium rewards.

What is Employee Direct?

Employee Direct provides registered account holders with secure, quick, and easy on-line access to a variety of personnel, compensation, and benefits resources. It allows you to review and make certain changes to your personal information 24 hours a day from any computer with Internet access.

Is Employee Direct secure?

Employee Direct uses Secure Socket Layer (SSL) technology, the highest level of security available over the Internet, to protect your personal information. All information provided to you is scrambled enroute

and decoded once it reaches your browser.

Why should I use Employee Direct?

Using Employee Direct saves time and improves efficiency. It only takes minutes, eliminates paper enrollment forms, and automatically notifies your agency when you make certain change requests. It also gives you direct links to Payline, Health Benefits Plan Administrators, the Virginia Retirement System, and your agency's Benefits Administrator. Employee Direct has earned a 99 percent overall satisfaction rating with users.

How do I get started using Employee Direct?

Go to www.DHRM.virginia.gov, click on the Employee Direct link, and register an account. This may take 10 – 15 minutes to complete.

If you have any questions, please contact any member of the Human Resource Team.

~ Kimberlee Hubbard
 Human Resources Assistant

I would like to thank all of you for the support and kindness you all showed me while I was there. If it wasn't for your support I would still be in a drug induced haze. For that, I'm truly grateful. For the first time in 10 years, I can feel all of my body, am mowing, and cleaning my own home. If you hadn't helped me, I would still be in bed unable to get up, not knowing what was going on around me. I thank God every day I'm alive. Thank you all. God Bless all of you.

~ Individual served by SWVMHI

National Nurses Week



National Nurses Week begins each year on May 6 and ends on May 12, Florence Nightingale's birthday. These permanent dates enhance planning and position National Nurses Week as an established recognition event. As of 1998, May 8 was designated as National Student Nurses Day, to be celebrated annually. And as of 2003, National School Nurse Day is celebrated on the Wednesday within National Nurses Week each year.

The nursing profession has been supported and promoted by the Ameri-

can Nurses Association (ANA) since 1896. Each of ANA's state and territorial nurses associations promotes the nursing profession at the state and regional levels. Each conducts celebrations on these dates to recognize the contributions that nurses and nursing make to the community.

During National Nurses Week and throughout the year, ANA is proud to celebrate the role nurses play in delivering the highest level of quality care to their patients. The National Nurses Week 2015 theme "**Ethical Practice. Quality Care**" recognizes the importance of ethics in nursing and acknowledges the strong commitment, compassion and care nurses display in their

practice and profession. The theme is an important part of ANA's 2015 Year of Ethics outreach to promote and advocate for the rights, health, and safety of nurses and patients.

SWVMHI recognizes and thanks each member of the Nursing Department, including Nurse Managers, Head Nurses, RNs, LPNs, Psychiatric Aides, Ward Clerks, and other support personnel such as timekeepers and administrative assistants. **Thank you for the work you do every day for SWVMHI and the individuals we serve!**



Signs - What Are They Good For?

We have signs here at our facility in different colors such as red, black, and yellow. The trick is to not let them become mundane and meaningless.



A door that has a red sign that reads "EMERGENCY USE ONLY"

should not be used for every day travel nor for convenience. For example, if a staff member opens an exit door marked with an "EMERGENCY USE ONLY" sign, the locked perimeter is considered breached and the risk that an individual may try to exit through that door has increased.

The exit doors that are considered "EMERGENCY USE ONLY" include all the external gated areas, particularly those outside the courtyards near each ward, Door 135, the exit door in the patient cafeteria that leads to the back steps; Door 102, the exit door at the end of the L hallway; and door P-109, the exit door inside the gym, which also leads to a stairway. Each of these exits, if left unlocked, lead straight to the "street."

Another type of sign you may see is attached to entrance doors. Some simply read "CHECK DOOR UPON ENTERING AND EXITING," which are posted on all of the Ward doors.



Others read "USE CAUTION WHEN PATIENTS PRESENT." So while you can use

these doors, caution is required - be aware of individuals who may be near these doors, especially if they are high risk for attempting to exit through that door.

The key is to not let signs become invisible after a short while or even constant use. By reading and adhering to every caution sign, we can all help keep the individuals that we serve safe.

~ Safety Committee



Rehab Department News



The New Day Café continues coffee sales for the individuals we serve during morning break period and it still continues to be quite a successful endeavor.

One special activity for April was a Spring Bash and was held on April 23, 2015. Various games were offered, such as, slopes, basketball, and tic tac toe. A special snack of banana splits and root beer floats was served.

“Keys to Recovery,” Mental Health Awareness Day 2015, will be held on May 28, 2015, from 1000 - 1400 at the Higher Education Center in Abingdon, Virginia. Individuals we serve and staff are encouraged to attend this wonderful event. There will be various activities to participate in, including a walk. Lunch will also be provided.

Preparations continue in groups for items to be sold at this year’s annual Arts and Crafts Festival at Hungry Mother Park. It will be held July 17 through July 19, 2015. The department will have a tent at the park

with our handcrafted items for sale. Please mark your calendars for this exciting weekend.

Break week was held April 27 through May 1, 2015. The Rehabilitation Department staff updates its training, plans new groups based on referrals and attendance, and prepares for the next quarter during break week. We look forward to sharing new ideas with staff and the individuals we serve.

The R-CERC meeting was held April 15, 2015, at the Hungry Mother State Park with staff and individuals we serve participating. Gil Gadson, a person in recovery, was a special speaker from Philadelphia, Pennsylvania.

Promotions: Emily Lockhart was promoted to Wellness Rehabilitation Coordinator from P14 Rehabilitation Specialist. She began her new role April 27, 2015.

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

*Gratitude
turns what we have
into enough, and
more. It turns denial
into acceptance,
chaos into order,
confusion into clarify
... it makes sense of
our past, brings
peace for today, and
creates a vision for
tomorrow.*

~ Melody Beattie

Kronos Workforce Update

It is hard to believe, but we have been working in Kronos Workforce Central for just over a year now. What a difference a year makes!

For timekeepers, most will probably agree, that timekeeping in general, and keeping up with leave balances for staff has become a lot easier. This is especially true now that we have gotten used to the new look and feel.

For staff, probably the biggest improvement is that we can see our leave balances in real time and be able to keep up with them easily. We can also quickly see if we earned overtime or comp time, how many hours we worked that qualify for shift differential, and, if we took time off, how many hours we need to put on our leave slips.

Please remember 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.

DISREGARD ANY MESSAGES YOU RECEIVE FROM PAYLINE PERTAINING TO LEAVE. Payline leave balances are not accurate and therefore, should not be used when determining your actual leave balances. Payline is only used to provide you with your W-2s and your paycheck information.

Helpful Hints

Lots of people have been accessing Kronos, and that is a good thing! How do we know? We’ve been getting a lot calls

from folks who cannot remember their password and want to learn how to check their leave balances. Don’t forget, you should always try the “forgot my password” link before asking for your password to be reset. We cannot see your password, but if we reset it, you’ll be required by the system to not only reset your password again, but also your three security questions as well.

Once you get in the system, 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





Welcome Aboard!

Please welcome the newest additions to the SWVMHI team!



Left to right: Brenta Gerasimova, Tonya Hurley, and Celise Mills. Not pictured: Bryan Taylor

Brenta Gerasimova is new to SWVMHI and also will be working as a P-14 on second shift. Brenta received a Psychology degree from Virginia Tech and her RN degree from Virginia Highlands Community College (VHCC). She is currently pursuing her BSN from King University. Brenta lives in Bristol and has worked at Frontier Health, Florida Department of Agriculture, and Highlands CSB.

Tonya Hurley is a U.S. Navy Veteran where she saw the world! Well, basically the US in San Diego, California. Tonya has a background as a CNA. She has three children and two grandchildren whom she loves, along with her cat. Tonya is originally from Ohio but currently lives in Marion, Virginia. She attended Dalton State College. Previously

Tonya worked at General Dynamics. She has 31 credit hours towards her RN degree and is looking forward to finishing her degree someday soon. Tonya will be working on Ward C/D on second shift.

Celise Mills will be graduating with her BSN from King University next month! Way to go, Celise! She has been married for 35 years, has three children and currently lives in Chilhowie, Virginia. Previously, Celise worked at Johnston Memorial Hospital, Select Specialty Hospital, and National Health Care (NHC), a nursing home in Bristol. She will be working on Ward C/D as an RNCA on second shift.

Bryan Taylor lives in Chilhowie, Virginia, and has worked at the Virginia Employment Commission and Smyth County Education Center of WCC where he will be obtaining his CNA. Bryan will be working as a psychiatric aide on third shift.



Left to right: Carol Johnson, Connie Blizzard, Kathy DeBord, Kimberly Olinger

Connie Blizzard, LPN is in a P-14 position on second shift. Connie has been a nurse since 1975 and has worked in geriatrics for over 20 years. She is married to Charles Blizzard and they have two children, a son and a daughter, as well as several grandchildren. Connie graduated from Marion Senior High School (MSHS) and received her LPN through Smyth County Technical School. She and her husband live in Marion. Previously, Connie worked at Smyth County Community Hospital, Wythe County Community Hospital, many nursing homes, and currently is an Assisted Living Administrator. Connie loves working with people of all ages. Besides her daughter Crystal Smith, who works here as a psychiatric aide, Connie has many cousins working at SWVMHI.

Kathy M. DeBord is also new to SWVMHI and will be working as a P-14 RNCA on a rotating basis. She has been an RN for 25 years and currently works full time at Bristol Regional Medical Center. Kathy graduated from MSHS and then Virginia Highlands Community College. She has two grown children and lives in Marion, Virginia.

Carol Johnson has been a dental assistant for Dr. Dave Demaree for 22 years and has volunteered with the Marion Life Saving Crew for 20 years. Carol and her husband live in Marion. She graduated from

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Recovery Hero

A Spotlight on Our Employees Using TOVA Skills and Assisting People with Their Recovery

An individual living with a mental illness doesn't automatically get up, take a shower, and get dressed every day. This could be related to symptoms they are currently experiencing or from a traumatic event that happened years ago. Whatever the reason, this is a daily challenge for some individuals.

Recently an individual on Acute Admissions, Ward AB, has been experiencing that challenge. It is difficult to get this individual to get out of bed, bathe, or go to meals. One psychiatric aide has taken it upon herself to spend extra time each day with this individual to encourage her to complete her activities of daily living.

Tammy Markle has worked extensively with this individual and the individual has responded well to Tammy's direction. So well in fact, that the individual will soon be ready for discharge.



Because she has worked extensively with this individual and goes above and beyond her job duties, Tammy Markle is our Recovery Hero this month.

She has been employed at SWVMHI since November 10, 2012, and we are glad that she is a part of our team. Please remember to congratulate Tammy when you see her.

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



PERSONNEL CHANGES*

New Employees

Celise Mills, Registered Nurse Clinician A	Apr 10
Brenta Gerasimova, PI4 Registered Nurse	Apr 10
Tonya Hurley, Psychiatric Aide	Apr 10
Bryan Taylor, Psychiatric aide	Apr 10
Brandy Davidson, PI4 Registered Nurse Clinician A	Apr 25
Kimberly Olinger, PI4 Registered Nurse Clinician A	Apr 27
Kathy Debord, PI4 Registered Nurse Clinician A	Apr 27
Connie Blizzard, PI4 LPN	Apr 27
Carol Johnson, PI4 Food Service Technician	Apr 27

Promotions/Role Changes

Roxanne Evans, RNCA to RNCA Baylor	Mar 10
Kim Hall, Patient Registrar to Lead Patient Registrar	Mar 25
Angela Smith, RNCA to Staffing Nurse Coordinator	Apr 10
Emily Lockhart, PI4 Rehab Specialist to full-time Wellness Rehab Coordinator	Apr 25
Brittany Blevins, Ward Clerk to Office Service Assistant	Apr 25
Tim Sturgill, Security Officer Sr to Security Supervisor	Apr 25

MONTHLY PATIENT CENSUS

March
2015

Admissions 59

Discharges 52

Passes 9

Average Daily

Census

154

* As of the time the newsletter was printed for distribution

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**“Howl at an ambulance or fire siren every chance you get.
Run around the room in circles with a sock in your mouth.
Eat a messy meal without using your hands or utensils.
Ask a friend to scratch your belly...”**

Special Gym/Game Room Activities

Consumer Empowerment
Recovery Council (CERC)
May 21, 2015
1515 - 1545

Birthday Party
May 27, 2015
1800 - 2000
No Café



Patient Activity Council (PAC)
May 21, 2015
1545 - 1615

Mental Health Awareness Day
May 28, 2015
1330 - 1500

Church Services
held each Thursday
from 1830 - 1930
No Café

Movie Nights
May 4, 5, 18, & 19, 2015
1830 - 2000

**There will be no CRS Programs held on May 25,
Memorial Day.**



May Derby
May 21, 2015
1330 - 1500



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.



I Wandered Lonely As a Cloud

*I wandered lonely as a cloud
That floats on high o'er vales and hills,
When all at once I saw a crowd,
A host, of golden daffodils;
Beside the lake, beneath the trees,
Fluttering and dancing in the breeze.*

~ William Wordsworth

May Days to Celebrate

"Off the cuff" May holidays to celebrate:

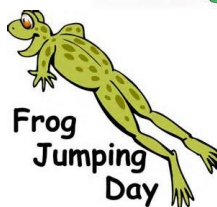
- May 2**
Kentucky Derby Day
- May 4**
Intergalactic Star Wars Day
- May 9**
National Miniature Golf Day
- May 11**
Root Canal Appreciation Day



- May 13**
Frog Jumping Day
- May 18**
I Love Reeses Day
- May 21**
Hummus Day
- May 23**
National Polka Day
- May 29**
Hug Your Cat Day



May the Fourth be with you!





Tips on Working with an Interpreter

Even though we recognize that the best way to communicate with the individuals we serve is face-to-face, sometimes we need to work with interpreters over the phone. This may be because emergency situations arise or because limited English proficient individuals are few and far between. Following are some tips on working with an interpreter:

1. **Brief the Interpreter** - provide specific instructions of what needs to be done or obtained.
2. **Speak directly to the individual** - You and the individual being served can communicate directly with each other as if the interpreter were not there.
3. **Speak naturally, not louder** - Speak at your normal pace, not slower, speak in one sentence or two short ones at a time, and pause to make sure you give the interpreter time to deliver your message. If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or clarify what the statement meant.
4. **Ask if the individual understands** - Don't assume that limited English-speaking individuals understands you.
5. **Do not ask for the interpreter's opinion** - The interpreter's job is to convey the meaning of the source language, and under no circumstances may he or she allow personal opinion to color the interpretation.
6. **Everything you say will be interpreted** - Whatever the interpreter hears will be interpreted. Avoid interrupting the interpreter while he/she is interpreting.
7. **Avoid jargon or technical terms** - Use jargon, slang, idioms, acronyms, or technical medical terms as little as possible.
8. **Length of interpretation session** - When you're working with an interpreter, the conversation can often take twice as long compared with one in English.
9. **Reading Scripts** - When you are reading a script, prepared text, or a disclosure, slow down to give the interpreter a chance to stay up with you.
10. **Culture** - Professional interpreters are often familiar with the culture and customs of the limited English proficient (LEP) customer. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to rephrase to help you in getting the information in a more appropriate way.
11. **Closing the call** - The interpreter will wait for you to initiate the closing of the call. It is always nice to thank the interpreter for their work as well!

Adapted from Language Line Services, 2005
<http://www.language.com/>

From the Director, continued

Plan or a Life Story. This gives us something to look forward to.

Gil's message touched on many other important themes, but it all came back to our perspective and how we approach life. Gil reminded us, "I can sit here and choose to think about my condition, or I can choose gratitude. Choose gratitude!"

Thanks for all you do each day!

~ Cynthia McClaskey, Ph.D.

Gil is the editor and author of "Expressions in Recovery: A Digest for People in Recovery Describing their Current States of Mind, Progress, and Future Outlook" sponsored by the City of Philadelphia Department of Behavioral Health and Intellectual disAbility Services, www.dbhids.org/expressions-in-recovery


I AM

*I believe I am much more than what I think,
 and so much more than what you see.
 A passing thought in my mind or yours,
 does not define me,
 or give others a clue to who I could be.
 I smile, I laugh and sometimes cry-
 and as life unfolds, I'm still finding out why.
 So walk with me, be you friend or foe,
 and as my dignity and courage grows,
 I'll let you know-
 ...just who I am in this space and time,
 as I live in this world of yours and mine,
 ...wanting in my soul...to just be me...
 ...emerging from my chrysalis,
 as free as I can be!*



~ Gil Gadson

The Keys to Recovery

You Hold the Key to Recovery!  This year's Mental Health Awareness Day will take place on Thursday, May 28, 2015, at the Higher Education Center in Abingdon, Virginia, from 1000 to 1400.

The theme this year is "The Keys to Recovery," with the keynote speaker being Susan Austin, who will speak on Pet Therapy.

Other activities planned include the TACO Choir, clowning and balloon making, and a mental health walk, all led by Marty Grizzle and Kristie Jones. Becky Sterling from the DBHDS Office of Recovery Supports will also be in attendance.

A box lunch will be provided for all those in attendance; bottled water will also be provided.

For additional information on this year's event, please contact Brandy Meadows, Ext. 494 or Robyn Anderson, Ext 827.

Welcome Aboard, *continued*

MSHS in 1977 and is also an Emergency Medical Technician. Carol will be a P-14 in Food Service working first shift. Stan Maloskey in Maintenance is Carol's brother-in-law.

Kimberly Olinger is busy. She is a mom to two small children, works full time as an RN at Marion Correctional Treatment Center, and is in graduate school at King University pursuing a degree to become a

Family Nurse Practitioner. She received her BSN from King University as well. Kimberly graduated from Grayson County High School in 2008 and she and her family live in Chilhowie, Virginia. She worked previously at Johnson Memorial Hospital in Abingdon, Virginia. Kimberly will be rotating on all shifts in all areas as a P-14 RNCA.

Please give our newest employees a warm welcome to the SWVMHI family.

~ Training Department

Cinco de Mayo

Cinco de Mayo means enjoying Mexican food and probably a few margaritas as well. But Cinco de Mayo, which means May 5 in Spanish, is probably one of the most misunderstood Mexican holidays.

This day is not Mexico's independence day. Mexican independence is celebrated on September 16. Cinco de Mayo commemorates the Mexican army's unlikely victory over the French forces of Napoleon III on May 5, 1862, at the Battle of Puebla. Mexico had troubles paying back war debts to European countries, and France had come to Mexico to collect that debt.

Today Cinco de Mayo has become more of an American holiday than a Mexican one.

"But most non-Mexican Americans have no idea about the day's history," said Carlos Tortolero, president of the National Museum of Mexican Art in Chicago.

For Tortolero, Cinco de Mayo is a reminder of how many times Mexico has been invaded by other countries. "This one day, Mexico won the battle," he said.

<http://www.usatoday.com/story/news/nation-now/2014/05/05/cinco-de-mayo-history-mexico/8713403/>



Travel plans for 2015

I have been in many places, but I've never been in Cahoots. You have to be in Cahoots with someone. I've also never been in Cognito. I hear no one recognizes you there. I would like to go to Conclusions, but you have to jump and I'm not too much on physical activity anymore. I have also been in Doubt. That is a sad place to go and I try not to visit there too often. I've been in Flexible, but only when it was very important to stand firm. Sometimes I'm in Capable and I go there more often as I'm getting older. One of my favorite places to be is in Suspense! It really gets the adrenalin flowing and pumps up the old heart! And, sometimes I think I am in Vincible but life shows me I am not. People keep telling me I am in Denial but I'm positive I have never been there before.



Word Search

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

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

Biology is the least of what makes someone a mother. ~Oprah Winfrey

Mother's Day is a holiday honoring motherhood that is observed in different forms throughout the world. The American incarnation of Mother's Day was created by Anna Jarvis in 1908 and became an official U.S. holiday in 1914. While dates and celebrations vary, Mother's Day most commonly falls on the second Sunday in May and traditionally involves presenting mothers with flowers, cards, and other gifts. Celebrations of mothers and motherhood can be traced back to the Greeks and Romans, who held festivals in honor of the mother goddesses Rhea and Cybele. Today, Mother's Day in the United States has become one of the biggest holidays for consumer spending. Families might also celebrate by giving mothers a day off from activities like cooking or other household chores. At times Mother's Day has also been a date for launching political or feminist causes. In 1968 Coretta Scott King, wife of Martin Luther King Jr., used Mother's Day to host a march in support of underprivileged women and children. In the 1970s women's groups also used the holiday as a time to highlight the need for equal rights and access to childcare.

Code Blue Tips



As part of SWVMHI’s continuing and ongoing Performance Improvement, a series of Code Blue Drills has been held on all shifts and will continue to be held. The focus of the latest drills has been seizures. At SWVMHI, seizures make

up a large percentage of the reasons for calling a Code Blue. This held true for the first quarter calendar year 2015.

During SWVMHI’s annual CPR Competency, biennially during AHA CPR recertification, and in AHA CPR certification classes, the Medical Emergency Response System (Code Blue) Policy 3022 is reviewed with all CPR trained staff. The policy is reviewed in depth and the CPR Competency PowerPoint correlates with the emergency scenarios in Policy 3022, as well as reviewing CPR techniques.

This Policy review has resulted in a better understanding by staff of their roles and what can be done to help the process go more smoothly.

Examples of what staff can do in responding to a Code Blue are as follows:

- Make sure the scene is safe

- Evaluate individual’s need regarding the type of medical emergency or need for other medical measures
- Protect the airway
- Obtain vital signs, including blood sugar
- Begin appropriate interventions
- Obtain individual’s chart and MAR
- Open ward doors for crash cart
- Direct incoming staff to code
- Control traffic, redirect other individuals, move furniture
- Communicate the medical situation to oncoming staff
- Communicate vital signs to the SNC; speak loudly
- Be available for debriefing or after code processing
- Know how to obtain and operate the Stryker Stretcher Cot
- Volunteer to make chart/MAR copies if the Ward Clerk is not present, and
- Go back to your work area, if you are not needed

Saving lives depends upon everyone knowing his or her job, doing the job and doing it well.

~ Rebecca Sparger, RN, BSN
Training Coordinator



Most people do not listen with the intent to understand; they listen with the intent to reply. ~ Anonymous

May Lunar Phases

May 3

Full Moon, also called “Flower Moon” by Native Americans of New England and the Great Lakes because this time of the year flowers are all over.

May 11

Last Quarter Moon

May 18

New Moon

May 25

First Quarter Moon





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Comments, Suggestions or Ideas?

SHARE THEM!

Please send any comments, suggestions, or ideas you have regarding the newsletter to the Office of the Director.



This Month's Word Search Answer Key

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

Please submit articles for the next newsletter to Cheryl Veselik by May 20, 2015.

The next newsletter will be published June 1, 2015.