



In this Issue

Honesty with Compassion	2
Chaplain's Corner	3
DSP Graduates	5
Norma Brickey retires	6
Rehab News	7
Housekeeping Week	10
Welcome Aboard	11
Flu Vaccines	14
Mindset List	15

Hidden

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



From the Director

Employee of the Quarter



Candy Lampkins, LPN

Candy Lampkins is an LPN who works day shift on Ward E/F. The following is from

the nomination submitted from one of Candy's peers, and is representative of the many ways in which Candy lives up to the Mission, Vision, and Values of SWVMHI:

"Every day that I have come to work with her, she has stepped up to help me in any way possible. Working a ward that you're not that accustomed to can be very hard and scary at the same time, because you don't know the routine of that ward. From the first time I had the pleasure of working with Candy, she jumped right in on letting me know the things that would help make my time on E/F better and less stressful. She put her things to the side to make sure that I was comfortable in what I needed to do before she would go on with her task. Every day that I have come in to work with Candy, she always first asks if I have any questions or need any help, then she goes on to let me know of any changes she thinks I need to know that have happened since I was last on E/F. She always has a smile on her face and a positive attitude, and shows the patients on Ward E/F the care, respect, and attention they deserve. One matter that caught my attention more than most for Candy

was when a man came in and was just sitting not eating his meals. Many other staff tried to encourage him to eat, but had no luck. Candy took it on her own to find out why this man wasn't eating, so she sat down and talked to him and asked about foods he liked and didn't like, thinking that would help. Many days passed that he would just nibble at his food, but Candy always checked on him trying to figure out why. Then one day she was sitting with him and noticed that his dentures just didn't fit quite right. That helped solve some of the issue, but he still wasn't eating well. Candy then figured out that if she sat down and talked to him and helped him eat, he would clean his plate. So every day, Candy comes in, starts medications, and goes out and sits down with this individual and feeds him, making sure he eats. To me, this shows the care she has for her patients. She took it on her own to step up and figure out the problems and find solutions, even if it meant using time she really didn't have if she knew the patient would benefit from it. Caring is the essence of nursing, and I feel Candy takes that above and beyond. There are many other things she does on a routine basis that makes her an excellent nurse and fellow co-worker. I always look forward to working with her and the smile she always wears!"

Congratulations Candy!!

~ Cynthia McClaskey, Ph.D.
Director



SWVMHI Mission

We promote mental health in Southwestern Virginia by assisting people in their recovery.

SWVMHI Vision

SWVMHI, in collaboration with Community Services Boards, will always be the region's center of excellence in the treatment of serious mental illness.

SWVMHI Values

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

- * Communication,
- * Honesty,
- * Trust,
- * Teamwork,
- * Self-initiative,
- * Leadership, and
- * Honoring day-to-day tasks.



The Value of Honesty with Compassion

HONESTY IS THE QUALITY
I VALUE MOST IN A FRIEND.
NOT BLUNTNESS, BUT HONESTY
WITH COMPASSION.

Brooke Shields



FACEBOOK/SPERITUALCHURCHOLEES

Tact, respect, and gentle humor are all very useful ingredients to add to our words to demonstrate

the SWVMHI Value of Honesty with Compassion. Honesty is very important in most relationships, and it correlates with Trust, another of SWVMHI Values. Honesty can be brutal however, and brutality is certainly not a SWVMHI Value.

“Honesty without compassion and understanding is not honesty, but subtle hostility,” wrote Rose N. Franzblau, a Viennese-born psychologist who provided wisdom

for millions of readers of the *New York Post* for 25 years until her death in 1979. It could be added that the hostility associated with honesty *is often not so subtle*.

We can all agree with Mary Pop-pins, “A spoonful of sugar helps the medicine go down.” This applies to our communications with others as well. If we include a spoonful of sugar (compassion) when we deliver a much-needed honest message, the message has a better chance of being heard. It is frequently the case that the recipient of that message will tell us through their actions and reactions how much compassion and understanding

was perceived. Our words communicate to others who we are, how we think, and what we value. Our words can be potent tools for health, healing, and hope. They can make a lifetime of difference. Like the bell that cannot be un-rung, our words once delivered, are impossible to recall. It is important to remain compassionate when delivering an honest message.

Honestly, a spoonful of sugar is much better than a whole bushel basket of apologies, explanations, and clarifications.

~ James Moon, Ph.D.
Psychology Supervisor

Got Drugs?

Turn in your unused or expired medication for safe disposal

Saturday, September 26, 2015
1000 to 1400



Local drop off sites include:
Michael's Pharmacy — Abingdon
Food City — Damascus
Galax Police Department — Galax
Glade Spring Pharmacy — Glade Spring
Woody's Pharmacy — Independence
Food City — Lebanon
Food City — Marion

For additional sites visit www.dea.gov or call 800-882-9529



23rd Annual Family and Friends Day

Save the Date



SWVMHI Will Hold 23rd Annual Family & Friends Day With Theme Recovery In Action!

On Thursday, September 24, beginning at 1300, SWVMHI will hold an Olympic-style, Recovery-oriented field day at the track/picnic area.

Families and friends of individuals receiving services at SWVMHI have already been invited and reminder calls will be made in order to encourage participation.

Our main speaker will be Bill Gilbert, who is the president of the Regional Consumer Empowerment Recovery Council. Other fun events will include a variety of Recovery-themed field events and games for individuals of all skill levels. There will be music and refreshments. We are also fortunate to have representatives from ___ of our CSBs who will have tables full of information about their services. They will bring individuals who are receiving services who will be able to talk to us from a firsthand perspective.

Look for details soon about a team competition with prizes awarded to the Team who has the biggest percentage of friends and families attend!

~ Family and Friends Planning Committee

2nd Annual "Talk of the Town: Stop the Silence About Domestic Violence"

What: Mark Wynn, speaker/facilitator. You can learn more about him by checking out his website: <http://www.markwynn.com/>

When: Friday, October 23rd from 8:30am to 5pm

Where: Holston Hills Community Golf Course Clubhouse

This event is FREE and lunch will be provided.

Additional Information will be sent out as the date gets closer, so watch for more details in the October edition of *A View From the Hill*.

Chaplain's Corner

WHAT DO YOU CALL AN ALLIGATOR IN A VEST?



AN INVESTIGATOR.

"What was the worm doing in the corn-field?" Answer: "Going in one ear and out the other!"

"What day does a lion prefer to eat people?" Answer: "Chewsdays!"

I'm sure you can almost hear the drum snap and cymbal from a cheesy comedy act of a bygone era. Amazing how something frivo-

lous, even silly, can make us pause from the seriousness of our lives and regroup our thoughts. Humor, at any level reminds us to step back, take a look at some absurd observation on life, and not take ourselves too seriously.

I am reminded of a spiritual story in which a wise man once sat in a crowd of people and told a funny joke... people laughed and smiled. After a few minutes, he told the joke again and got a few "polite" chuckles. He told the joke again and there was puzzled silence. He told the joke again and people began to shift nervously in their seats, whispering to each other... it was no longer funny, just annoying. After an uncomfortable silence, the man finally stood up in the crowd and said, "Isn't it interesting how quickly we tire of a funny joke that made us laugh out loud a few

minutes ago? Why is it that we find it easier to cry over the same thing over and over again and spoil our happiness for a lifetime?"

The little diversions we take that can help us see humor, taste something sweet, hear something inspiring, or see something beautiful can help us keep the balance we need to enjoy the life we are living.

It's no miracle cure for the ills of the world, but it may be just the thing we all need to help each other have a better day on the hill. Heard a good one (or bad one) lately? Let me know, we could all use a laugh!

~ Timothy Graham, D. Min.
Chaplain

School Safety Checklist

Whether children walk, ride their bicycle, or take the bus to school, it is extremely important that we teach them to take proper safety precautions. Here are some tips to make sure your child safely travels to school:

Walking to school

Review your family's walking safety rules:

- ✓ Walk on the sidewalk, if one is available. When on a street with no sidewalk, walk facing traffic.
- ✓ Before you cross the street, stop and look left, right, and left again to see if cars are coming.
- ✓ Never dart out in front of a parked car.
- ✓ Practice walking to school with your child. Cross streets at crosswalks when available.

Riding a bicycle to school

- ✓ Make sure your child always wears his or her helmet when leaving the house.

- ✓ Make sure the helmet is fitted and secured properly.
- ✓ Teach your children the rules of the road.
 - Ride on the right side of the road, with traffic, and in a single file.
 - Come to a complete stop before crossing the street. Walk bike across street.

Riding the bus to school

- ✓ Go to the bus stop with your child to teach them the proper way to get on and off the bus.
- ✓ Make sure your children stand six feet away (or three giant steps) from the curb.
- ✓ If your child and you need to cross the street in front of the bus, walk on the side of the road until you are ten feet ahead of the bus. You always should be able to see the bus driver, and the bus driver always should be able to see you.

Many school-related injuries are completely preventable. Follow these steps to ensure your child's safety at school:

- ✓ Choose a backpack for your child carefully. It should have ergonomically designed features to enhance safety and comfort.
- ✓ Don't overstuff a backpack; it should weigh no more than 10 to 20 percent of your child's body weight.
- ✓ Ask your child to use both straps when wearing their backpack to evenly distribute the weight on their shoulders.
- ✓ On playgrounds, your child, if under the age of four, should use climbing equipment with assistance and adult supervision. Older children should be watched by adults as well, especially when climbing or using monkey bars.

~ Safety Committee, adapted from www.nsc.org

RAM Comes to Groseclose



A Remote Area Medical (RAM) clinic will be held at the Mountain Empire Airport near the Smyth-Wythe county line on April 30 and May 1, 2016. RAM was founded in 1985 by Stan Brock, who may be familiar to many from Mutual of Omaha's Wild Kingdom television shows of the 1970s. Mr. Brock was inspired to start the RAM clinics after he experienced a personal injury when he was living in South America. He founded RAM "to address the pain and suffering caused by the lack of healthcare in impoverished, underserved and isolated areas." The program that began in less-developed countries eventually came to the United States. It is expected that Brock will be involved with this RAM event.

RAM Virginia is a relatively new non-profit organization. Under its umbrella, a RAM clinic was held in Lee County, where more than 1,000 people were treated. A three-day clinic in Wise provided 5,475 treatments to 2,670 patients. There is also a RAM clinic that takes place at the Bristol Motor Speedway which is organized out of a RAM group in Knoxville, Tenn.

Rev. Harry Howe, who helps lead the local Project Crossroads' missionary work and works as a medical care provider at the Mel Leaman Free Clinic in Marion, is serving as the event coordinator for the 2016 event.

RAM is funded through donations and relies on community and professional volunteers, including physicians, dentists, optometrists, nurses, pilots, and veterinarians, to provide care. Individuals who seek care in RAM clinics are seen on a first-come, first-served basis. Rev. Howe notes that individuals seeking care are expected to come not only from Smyth and Wythe counties, but also

much of Southwest Virginia as well as West Virginia, Tennessee, and North Carolina.

Committees have been formed to take on the variety of necessary tasks, including Medical Volunteers, Non-medical Volunteers, Finance/Fund Raising, Site/Set Up, Bio-Waste, Housing, Dental Volunteers, Vision Volunteers, Public Relations, Food Service, Take Down/Clean Up, Security, and Organizations/Booths.

If you are interested in volunteering or supporting this effort, you may write Rev. Howe at P.O. Box 945, Marion, VA 24354 or email him at hhowe54@yahoo.com. You can also contact Carolyn Cattle at cacattle@gmail.com, or Marcus Adkins at madkins@thehealthwagon.org.

Please include your name, profession, mailing address, email address, phone number, and



Direct Service Professionals Graduation 2015

Congratulations to the following SWVMHI Nursing employees who recently graduated with their Level II and Level III DSP Certificates:

Level II: Rebha Pennington (not pictured), Julie Garrick (not pictured), April Wyatt, and Missy Testerman

Level III: Debra Buchanan, Connie Cook, Donna Goodpasture, Laura Grinstead, Buddy Heath, Lynn Henderson, Katherine Hogston (not pictured), Tammy Jenkins, Irma Osborne, Virginia Parsons, Melissa Paschal, Lynn Skidmore, Liz Stamper, and Donna White.

Please enjoy these photos from the summer graduation ceremony at Wytheville Community College.



Left to right: Vicki Delp, WCC Program Coordinator; Dr. Lori Huffard, WCC Dean of Health and Occupational Programs; Jamie Edwards, WCC Interim Dean of Business and Transfer Programs; Karen Poe, DBHDS Community Resource Consultant; Cecilia Topping, SWVTC Direct Care Professional/Student; and India Sue Ridout, DHBDS Workforce Development Manager



April Wyatt



Laura Grinstead



Missy Testerman



Buddy Heath



Virginia Parsons



Liz Stamper



Debra Buchanan



Lynn Henderson



Melissa Paschal



Donna White



Connie Cook



Tammy Jenkins



Lynn Skidmore



Donna Goodpasture



Irma Osborne





Norma Brickey, Assistant Nurse Executive, Retires



At the end of July, Norma Brickey, Assistant Nurse Executive, retired from fulltime employment after almost 20 years of service at SWVMHI.

At her request, we did not have a retirement party for her, although she greatly deserved one. This article is partly in recognition of the incredible impact she has had for SWVMHI nursing and for the facility as a whole. Many things that are in place and functioning well had their beginnings with Norma's leadership.

We could go back to the end of the last century and recognize the involvement she had with transitioning the nursing organizational structure to the system we have now with the matrix of Nurse Coordinator and Head Nurse roles. She was instrumental with starting the Automated Nursing Scheduling Office System (ANSOS) and the nursing timekeeper roles as they are today. The 24-hour electronic nursing report had its beginning with Norma's involvement.

Norma promoted continuing skill development and education progression for nursing staff members. She organized several regional Psychiatric Nursing conferences sponsored by SWVMHI. As Administrator for SWVMHI Direct Service Profession Career Pathway (DSP), she achieved recognition at a statewide level for her advocacy and efforts at assisting Psychiatric Aides with three levels of competency achievement, college enrollment, and bonus pay reward.

A safe employee and patient safety culture was another priority Norma had in her role at SWVMHI. She developed

new policies (most recently on Clinical Alarm safety), ensured The Joint Commission National Patient Safety Goals were met, and started the interdisciplinary Falls Prevention Committee, which has implemented a number of best practices related to fall risk assessment/prevention. For a number of years she was co-chair of the Pandemic Biologic Preparation Committee and a nursing representative on the Safety Committee.

Norma was an advocate for the professional role of the nurse and provided a great deal of reports/data to the Nursing Recruitment and Retention Committee and Nurse Practice Committees. Many staff don't remember, but there was a time when we did not have competencies and could not demonstrate assessment of specific skills following training. Norma helped with the initiation of the competency program we have today. She always promoted special celebrations for Nursing Week. A few of the events that would not have happened without her are the Patient Cemetery Project and the first SWVMHI Backpack School Program collection.

As an interdisciplinary team member, Norma served as the fulcrum for coordinating nursing role with Centralized Activities, patient transportation services, and nursing implementation of Kronos timekeeping. There are many other examples to provide, but you get the picture. Not only has she been successful in starting up many new initiatives, but she succeeded in transitioning them into ongoing processes that will be sustained even after her retirement.

People have asked me about filling the vacant position she has left, and my response is that it is impossible to replace Norma in the same manner. She

has been an essential member of the Nurse Manager team for a long time, and she left things in excellent shape. Her position will not be filled with the same EWP. The nursing department will be assessing its most urgent needs and determining how best to move on toward the goals that Norma has shared with us for so long. The bad news is that she has retired (for her that's good news, I suppose!) but the good news is that because of her, the nursing department is in a better place than it was when she first arrived.

Here are contacts for some of the areas in which Norma was a key player:

- ▶ Falls Prevention Team – Ellen Bear, Unit Nurse Coordinator, Geriatrics
- ▶ Nursing Liaison for CRS – Angie Routh, Unit Nurse Coordinator, ERS
- ▶ Nursing Timekeeping – Cindy Jones, Coordinator for Infection Prevention/Control
- ▶ Nursing Safety Issues – Jim Lundy, Unit Nurse Coordinator Admissions, AB
- ▶ DSP Program – Josie Wade, Coordinator of Nursing Staff Development

Other changes/reassignments will continue to be determined. In the meantime, if you have questions that you don't know who to refer to – please contact Alicia Alvarado.

Thank you.

~ **Alicia Alvarado, RN, MS**
Chief Nurse Executive



112 Rehab Department News



Following the Rehab Department's quarterly Break Week, groups — both novel and classic — resumed in full swing with great excitement at the very start of August.

There has been some rearrangement in the schedule to maximize what we offer to the individuals we serve. These changes have been welcomed and are proving rather successful. We so very much appreciate everyone's hard work and dedication.

The department has added a couple new groups to our Central Rehabilitation Services (CRS) schedule. On Tuesdays/Thursdays from 1310 to 1420, "Music Melodies" has been instated to offer individuals we serve on Admissions the chance to meet for music appreciation and education. This group will allow for a balance between morning and afternoon

music groups, giving those on ERS a morning opportunity for a musical group session and those on Admissions an afternoon chance for hearing new melodies. Also on Tuesdays/Thursdays occurring from 1435 to 1545, an exciting new group has been created to help individuals prepare for discharge. "Taking Charge of Your Recovery" sits within the preparation/action stage of Prochaska's Stages of Change, offering individuals vital tools to help them continue their recovery, no matter the obstacles.

The New Day Café continues to offer coffee during weekday mornings to individuals we serve while on their break, and it is still growing in popularity. The café also offers SWVMHI staff members coffee in the mornings. Everyone is encouraged to come by and have a sip of hot joe. (Hours of operation are posted at the café entrance.)

On Thursday, August 20, the Rehab Department held its monthly special event from 1330 to 1500. This activity was an end of Summer celebration that prepared everyone to head towards Fall events. Activities included ring toss games, face painting, and a three-hoop game. Individuals were thoroughly excited to snack on cheesecake and ice cream, which offered some nice relief to the warm weather.

The entire department is gearing up for next month's "Friends and Family Day" celebration. Ideas are percolating, and all staff members are excited to make this day a fulfilling and enjoyable experience for all of the individuals we serve.

~ Emily Lockhart
Wellness Resource Coordinator Sr.

Kronos Workforce Questions and Answers

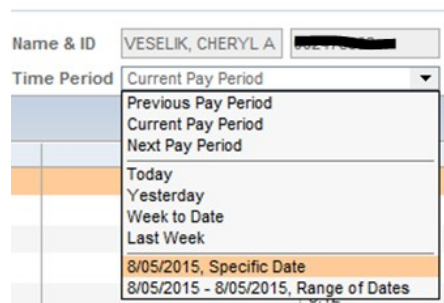
When was the last time you accessed Kronos to look at your timecard or your leave balances? If you can't remember, it has been too long! Employees are responsible for knowing their leave balances, and that includes how many leave hours you may be losing come the end of the leave year. Now is a great time to look.

Compensatory and Recognition Leave hours are tracked by the Fiscal Department. They send a list of those employees who are going to lose those types of leave several weeks in advance of the loss to supervisors and timekeepers, so if you think you may be losing either type of leave, check with your timekeeper.

Annual Leave hours, however, are easily found and tracked within Kronos. To find out how many Annual Leave hours you may lose, you will need two things:

1. The chart on page 3 of Policy 6011, *General Leave Policy*. This chart lists the number of hours you earn and the maximum number of hours you can carryover depending on your years of service. This policy is located on the Intranet under the SWVMHI Policies link.
2. Access to your timecard.

The easiest way to find your potential Annual Leave Loss is to look at the top of your timecard and find the "time period" display just under your name, click on the



down arrow button and chose "specific date." Change the date to January 9, 2016. You should see just one line on your timecard. Look down at your annual leave balance. This total is the total number of hours you will have on the last day of the leave year if you do not take any other time off.

Remember that chart from the policy we talked about earlier? Look at that chart and find the total number of hours you can carry over based on your total years of service.

Now, take the total number of leave hours from your timecard and subtract the total hours you can carry over. This number is the number of hours you must use between now and January 9. Any Annual Leave hours over your maximum carry over will be lost as of midnight. On January 10, your account will be reset to the maximum carryover plus whatever you accrued for the pay period ending January 9. (Accruals are always added on the first day of the next pay period to ensure you have worked the entire pay period).

So, you will take:

$$\begin{aligned} &\text{Total Annual Leave on 01/09} \\ &\quad - \text{maximum carryover} \\ &= \text{Annual Leave Loss} \end{aligned}$$

Leave should be scheduled with your supervisor according to departmental procedures, as far in advance as possible.

As always, questions regarding your time should be directed to your timekeeper or supervisor.

~ Kronos Implementation Team



Staff Development

Take advantage of Training Opportunities in September



When: Sept 1, 1515 to 1615
Where: Dogwood Classroom
What: Conflict Management for Employees

When: Sept 29, 1515 to 1615
Where: Dogwood Classroom
What: Performance Management

The Corporate Compliance and Flu Vaccine CAIs are both due during the month of September.

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

Lunar Eclipse



If the skies are clear, we should be able to see a total eclipse of the moon on September 27.

A lunar eclipse occurs when the Moon passes within Earth's umbra (shadow). As the eclipse begins, the Earth's shadow first darkens the Moon slightly. Then, the shadow begins to "cover" part of the Moon, turning it a dark red-brown color (typically - the color can vary based on atmospheric conditions). The Moon appears to be reddish because of Rayleigh scattering (the same effect that causes sunsets to appear reddish) and the refraction of that light by the Earth's atmosphere into its umbra.

The eclipse is expected to start around 2000 hours on September 27 and end around 0130 on September 28, but the best time for viewing the eclipse in its "total" state is expected to be between 2200 and 2330.

~ http://eclipsewise.com/lunar/LEprime/2001-2100/LE2015Sep28T_prime.html

Best Wishes

Steve O'Brien, Clinical Social Work Supervisor on A Team, bid us farewell on August 24, after 20 years of service to SWVMHI. He has taken another job at another state facility in the area. Previous to serving as Clinical Social Supervisor, Steve served as the Central Rehab Services Supervisor, as well as Social Worker on both the Admissions Unit and ERS, as well as a Clinical Social Worker on ERS.

We wish him well in his new position.



September Lunar Phases

September 5

Last Quarter Moon

September 13

New Moon

September 21

First Quarter Moon

September 27

Full Moon, also called "Harvest Moon" because this is one that falls closest to the autumn equinox. Most of the time, the Harvest Moon is in the month of September. Its name comes from the fact that farmers could harvest their crops late at night, by moonlight.





World Suicide Prevention Day



Reaching out to those at risk of suicide

According to the recently released World Health Organization (WHO) report: Preventing Suicide: A Global Imperative, over 800,000 people die by suicide across the world each year. The report notes that this estimate is conservative, with the real figure likely to be higher because of the stigma associated with suicide, lack of reliable death recording procedures, and religious or legal sanctions against suicide in some countries.

We may not be able to pinpoint the exact figure, but we do know that each individual suicide is a tragic loss of life. It is hard to imagine the extreme psychological pain that leads someone to decide that suicide is the only course of action. Reaching out to someone who is struggling can make a difference.

Preventing Suicide: Reaching Out and Saving Lives is the theme of the 2015 World Suicide Prevention Day (WSPD), an initiative of the International Association for Suicide Prevention (IASP) and the WHO, a co-sponsor of meetings and events related to WSPD 2015. Since 2003, WSPD has taken place on 10th September each year. It serves as a call to action to individuals and organizations to prevent suicide. This year, the theme encourages us all to consider the role that offering support may play in combating suicide.

The act of showing care and concern to someone who may be vulnerable to suicide can be a game-changer. Asking them whether they are OK, listening to what they have to say in a non-judgmental way, and letting them know you care, can all have a significant impact. Isolation increases the risk of suicide, and, conversely, having strong social connections is protective against it, so being there for someone who has become disconnected can be life-saving.

Reaching out to those who have been bereaved by suicide

Suicide is devastating for families, friends and community members who are left behind. They may experience a whole range of emotions, including grief, anger, guilt, disbelief and self-blame. They may not feel that they can share these overwhelming feelings with anyone else. Therefore, reaching out to those who have lost someone to suicide is very important.

As a result of the stigma surrounding suicide, those who are bereaved by suicide are often perceived differently from those who lose a family member through another cause of death. People who are bereaved may find that they are avoided by people who don't know how to broach the subject or offer their condolences. Or they may just feel that others do not understand the intensity of their emotional response to the death of their loved one.

Once again, a pro-active approach and offering a sympathetic, non-judgmental ear can make all the difference. Giving someone who has been bereaved by suicide the opportunity to talk about their loss, in their own time, on their own terms, can be a precious gift. Allowing them to express their full range of feelings can be cathartic, and can help them to take the first small step in moving through their grief. Starting the conversation may be difficult, but it will almost certainly be appreciated.

Reaching out to put people in touch with relevant services

Although the support of friends and relatives is crucial for people who may be at risk of suicide and for people who have

lost someone to suicide, it is not always enough. Often more formal help is also needed. Such help can take many forms, and is likely to vary from country to country. In high-income countries, it may include specialist mental health services and primary care providers, both of which offer clinical care. It may also include a range of community organizations which provide non-clinical support, as well as support groups and self-help groups. In low- and middle-income countries, the more clinically-focused services are less readily available, and there is a heavier reliance on community organizations. Part of reaching out to vulnerable individuals can involve helping to link them to relevant services.

Reaching out to the suicide prevention community

There is strength in numbers. Around the globe, many individuals and organizations are involved in efforts to prevent suicide. We can learn from each other, and strengthen the evidence base for effective interventions. Reaching out to those who are travelling the same road increases the likelihood that our collective efforts to reduce the numbers of people who die by suicide, and the numbers of people for whom these deaths have shattering effects, will be successful.

Reaching out on World Suicide Prevention Day

On September 10th, join with others around the world who are working towards the common goal of preventing suicide. Check in on someone you may be concerned about, listen to what they say, how they say it and show them kindness and support.

Please, reach out and save lives.

1 (800) 273-8255

National Suicide Prevention Lifeline

Hours: 24 hours, 7 days a week

Languages: English, Spanish

Website:

www.suicidepreventionlifeline.org



SWVMHI Celebrates Housekeeping Services Week

September 13—19, 2015



International Housekeeping week has been celebrated since 1981 and soon it will be time again to recognize those team members that maintain a safe and clean environment for our organization and the individuals we serve. September 13 through 19 is International Healthcare Housekeeping Services Week.

Housekeeping and Laundry personnel fill a large role in infection control, patient safety, and customer satisfaction. These workers certainly deserve a hearty dose of respect for the job they do.

Not only must staff work hard to clean the facility and maintain an environment that meets the needs and stringent demands of regulatory agencies, hospital personnel, individuals we serve, and visitors, they also bear the burden of knowing the health of others often relies on the effectiveness of their practices.

The environment is everything people see when they walk through our doors and everything the individuals we serve see during their stay, from the floors to the walls to the tables and everything in between, including the beds, linen, towels, and the washcloths they use. Not only does the environment have to have a clean appearance, but also must be maintained as germ free as possible.

Some facts about your Environmental Services staff:

- Staffing
 - 17 fulltime Housekeepers
 - 3 fulltime Laundry workers
 - 2 fulltime working Supervisors
 - 1 Administrative Assistant shared with the Security and Purchasing Departments
 - Environmental Services Manager/ Director
- All Housekeeping and Laundry employees are cross-trained and able to work all units as well as the Laundry.
- Each team member receives detailed department-specific training and completes competencies on: Infection Control, isolation cleaning, cleaning procedures for patient rooms and offices, using various housekeeping equipment, chemical selection, and use and project related skills.
- All team members also are required to complete specialized training on how to handle, store, package for shipment, and labeling requirements for Regulated Medical Waste (RMW).
- Housekeeping employees are responsible for the daily cleaning of all patient units and weekly cleaning of office areas in six separate buildings, as well as project-related cleaning such as refinishing of floors, washing walls and windows, etc.
- The Housekeeping staff clean 108 bathrooms daily in the Bagley building alone.
- Housekeeping staff wash approximately 140 beds each week.
- The Laundry staff sort, wash, dry, and fold approximately 28,000 pounds of laundry per month, with 4,000 pounds of that being clothing belonging to the individuals we serve.

Our Housekeeping and Laundry program has continued to evolve over the last sev-

eral years and we have been fortunate to have been able to have several patient groups working as part of our team. These groups are both productive and worthwhile for not only the individuals we serve, but for our department as well. Those individuals and the Vocational Rehabilitation staff members should also be commended for the great job they are doing.

Another very successful program that continues to evolve is the summer help program. The year, the young men and women completed a tremendous number of projects that included lots of furniture moving, pressure washing, floor refinishing, window washing, and other Housekeeping-related tasks. We were also able to help out other departments with such tasks as cleaning vents throughout the hospital, assembling furniture, moving offices, along with the normal housekeeping projects such as cleaning and refinishing floors. This group of employees were very professional in the way they interacted with all those they came in contact with, and we are very proud to have them on our team.

These facts are only a portion of the duties your Housekeeping and Laundry staff are responsible to complete on a daily basis, and as Environmental Services Manager, I can not say enough about our team. They are very dedicated to their job and each other. Anytime one of the team is down the others fall in to help them in any way they can. They continually demonstrate what a team should be. They take a lot and take pride in their areas and the facility.

I am very happy to be able to work with such a great crew and to recognize them for the hard work they do. We need to continue to recognize and show them they are appreciated not only throughout Housekeeping Services week, but throughout the year.

~ Nathan Shelton
Environmental Services Manager

Welcome Aboard!

Please welcome the newest additions to the SWVMHI team!



Left to right: Vickie Williams, Chelsea Cornett, Carol Johnson, Kerry Laino, Kristen Cardwell, Amber Belcher, Amanda Blevins

Vickie Williams joins us as a P-14 Patient Registrar. She will be working rotating shifts. Vickie has been married for 26 years and has a 21 year old daughter and an 18 year old son. She and her family live in Abingdon, Virginia. She graduated from Emory and Henry College in Emory, Virginia. Vickie also works at Marion Correctional and Treatment Center as Chief of Housing and Programming.

Chelsea Cornett will be working nights as a Psychiatric Aide. She lives in Rural Retreat with her two children, a seven year old daughter and four year old son. Chelsea

received her cosmetologist license and has worked in that field until joining SWVMHI.

Carol Johnson transferred from Food Services where she had been working as a P14 since April, 2015, to a full time job as a Psychiatric Aide on second shift on Ward H. Carol had 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, Virginia. She graduated from MSHS and is also an Emergency Medical Technician. Stan Maloskey in Maintenance is Carol's brother-in-law.

Kerry Laino is married with two grown children and one granddaughter and lives in Rural Retreat, Virginia. She is attending Smyth Career and Technology Center for an LPN degree. Previously, Kerry worked for Mountain States Health Alliance. She will be working Geriatrics on night shift as a Psychiatric Aide.

Kristen Cardwell lives in Broadford, Virginia, and graduated from Northwood High School in Saltville, Virginia. She is married and the mother of a young child who is currently teething. Kristen has

worked at Food City, Dollar General, and Kobia Fish Farm in Saltville, Virginia. She will be working third shift as a Psychiatric Aide. Kristen is especially grateful to be beginning her lifetime career.

Amber Belcher recently moved to Marion, Virginia, from Bristol, Tennessee, and is enrolled at Virginia Highlands Community College to obtain her RN degree. She has a four year old child. Previously, Amber worked at JC Penney, Wal-mart, and Bounce Bristol. She will be working on Ward J second shift as a Psychiatric Aide. Her soon to be sister-in-law is Danielle Frye in SWVMHI Food Services.

Amanda Blevins is a registered blood and organ donor. Way to go Amanda! She graduated from Chilhowie High School and has worked at Food City. Amanda will be working as a Psychiatric Aide on third shift. Her sister is Sandy Copeland who also works as a Psychiatric Aide at SWVMHI.

Sukhvinder "Sukh" Singh was born in Northern India and immigrated to

Continued on page 13

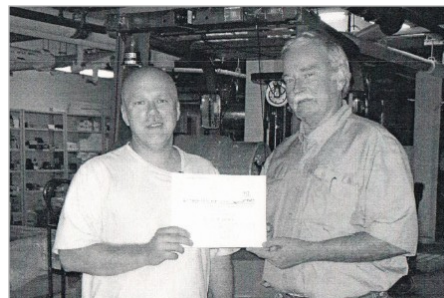
Recovery Hero



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

On several separate occasions, Steve Kiley, Storeroom Department Manager and Allen Hubbard, Storekeeper, have helped out tremendously in moving beds to and from wards when needed. On two separate occasions, due to the situation, they received no notice ahead of time. Without hesitation or question, Steve and Allen dropped what they were doing and moved the beds to help out in the crisis situations. Steve and Allen are always on their game to help out in any way they can to meet patient care needs.

Recovery is holistic and the array of services and supports available should be integrated and coordinated. Recovery isn't always being "hands-on" with patient care, but also being available to provide the items and supplies necessary for the individual to receive a safe and therapeutic living environment. Safe bedrooms and



equipment also help to address trauma. Services and supports should be trauma-informed to foster safety (physical and emotional) and trust, as well as promote choice, empowerment, and collaboration. Steve and Allen are the selected Recovery Heroes for this month! Steve has been employed as the Manager over the storeroom since March of 2008 and Allen has worked in the storeroom since April of 1998. We are glad that Steve and Allen are part of our Recovery Team at SWVMHI! Please remember to congratulate Steve and Allen when you see them, for a job well done!

~ Julie Stoots, RN, MSN,
Unit Nurse Coordinator
Ward CD



PERSONNEL CHANGES*

New Employees

Kerry Laino, Psychiatric Aide	Aug 10
Amanda Blevins, Psychiatric Aide	Aug 10
Vickie Williams, PI4 Patient Registrar	Aug 10
Kristen Cardwell, Psychiatric Aide	Aug 10
Chelsea Cornett, Psychiatric Aide	Aug 10
Amber Belcher, Psychiatric Aide	Aug 10
Sukhvinder Singh, RNCA	Aug 25
James "Jamie" Mabe, Temporary Electrician Assistant	Aug 25

MONTHLY PATIENT CENSUS

July
2015

Admissions 74
Discharges 79
Passes 14
Average Daily
Census
158



* As of the time the newsletter was printed for distribution

Promotions/Role Changes

Carol Johnson, PI4 to full-time Psychiatric Aide	Aug 10
Matthew Surber, full-time to PI4 Food Service Technician	Aug 10

Thank you!

The Housekeeping Department wishes to thank all those who purchased chances to win the wagon shown to the right. Thanks also to all who supported us at the SWVMHI Yard Sale and Bake Sale. Proceeds from the wagon tickets and the Housekeeping tables were donated to a co-worker who has a serious health condition.



The winner of the wagon was Pat Scott. Congratulations!

Special Gym/Game Room Activities

Consumer Empowerment
Recovery Council (CERC)

NO MEETING IN
SEPTEMBER



Patient Activity Council
(PAC)

NO MEETING IN
SEPTEMBER



Movie Nights
Sept 8, 9, 14, 15, 21, and
22, 2015
1830 - 2000

Birthday Party
September 23, 2015
1830- 2000
No Café



Family and Friends Day
September 24, 2015
1330 - 1600



Church Services
held each Thursday from
1830 - 1930. New Day
Café open prior to
Church Services

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



Thank you from all the animals

On behalf of the Smyth County Humane Society, I want to thank everyone who brought in food for this food drive. You all collected over 150 pounds of dry dog/cat food, 60 cans, and treats. This will be distributed through the food pantries in Marion, Atkins, and Sugar Grove. Special thanks to the employees in dietary for the extra effort in promoting this food drive.

~ Mike Snavelly,
Smyth County Humane Society

September Days to Celebrate

“Off the cuff” September holidays to celebrate:

September 5

Bacon Day

September 7

Great Bathtub Race Day

September 12

National Iguana Awareness Day

September 13

Scooby-Doo Day



September 16

Play-doh Day

September 18

National Cheeseburger Day

September 22

Ice Cream Cone Day

September 24

Punctuation Day

September 27

Ancestor Appreciation

Day

September 29



National Coffee Day



I LOVE BACON!



Welcome Aboard, continued

New York City in 2004. In India he was an English teacher. He obtained his Associates RN degree and then obtained his Bachelor of Science Degree in Nursing from the College of New Rochelle, New Rochelle, New York. He is a certified diabetic educator and an insulin pump trainer. Sukh is married and the father of a six year old daughter and one and a half year old son. He and his family live in Abingdon, Virginia. Previously he worked for Visiting Nurse Services of New York. Sukh stated that living in this area "is like being on vacation." He will be working third shift on Ward AB.

sociates Degree in Electrical Technology. Previously he worked at Merrilat and Jefferson Apparel. He will be working with Building and Grounds as a P-14 electrician assistant but hopes to become a full time employee of SWVMHI.



Left to right: Sukh Singh and Jamie Mabe






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

~ Training Department

James "Jamie" Mabe likes the outdoors, hunting, and fishing. He lives in Marion, Virginia, and has two daughters, 21 and 26. The younger daughter is at Appalachian State with a desire to become a pediatrician. Jamie graduated from Mt. Rogers High School and obtained his As-



Flu Vaccine Information

As the temperatures turn cooler,  the leaves turn fall colors,  football games are on, 
scary figures in the stores,  we know that influenza season is just around the corner. 

Flu vaccines are considered to be the most effective means to prevent the transmission of seasonal flu. Transmission of flu in healthcare settings is considered a safety issue for the individuals we serve. Influenza vaccines are recommended for all persons age six months or above.

To begin our Influenza Prevention Program, a contest is underway to choose a theme for our season. The winning contestant will receive a \$50 gift card. An influenza CAI will be mandatory for all staff. For all employees who receive the vaccine, a thank you will be given in the form of comp time or cafeteria meal tickets. Vaccines will be offered when our supply arrives. So be watching for more information via e-mail or flyers so you can be the first in line to promote a positive culture of safety and prevent the flu at SWVMHI!

~ Cindy Jones RN CIC
Infection Prevention & Control/Employee Health Coordinator



Understanding Others' Perspectives

And now an introduction to:

The Mindset List for the class of 2019



Every year since 1998, Beloit College in Beloit, Wisconsin, has prepared a summary describing the incoming freshman class and the milestones that they have experienced and that have shaped them. This Mindset List is a reminder to the Beloit faculty and staff that the younger generation sees the world differently than those who have come before. From the introduction: "Members of the entering college class of 2019 were mostly born in 1997 and have never licked a postage stamp, have assumed that Wi-Fi is an entitlement, and have no first-hand experience of Princess Diana's charismatic celebrity."

The MindSet List now comes with a discussion guide and participants are encouraged to use the list to generate discussion and reflection about values and experiences. For more information, please see <http://www.beloit.edu/mindset/>

It is a good reminder for us at SWVMHI that we are working together in teams with people (both staff and individuals receiving services) of all ages. Experiences that we take for granted might be unrelatable to others! The SWVMHI Values reflect that we seek to understand others and communicate clearly. Have fun with this list and maybe there is some food for thought.

Here are some excerpts from this year's list:

Students heading into their first year of college this year are mostly 18 and were born in 1997.

Among those who have never been alive in their lifetimes are Princess Diana, Notorious B.I.G., Jacques Cousteau, and Mother Teresa.

Joining them in the world the year they were born were Dolly the sheep, The McCaughey septuplets, and Michael "Prince" Jackson Jr.

Since they have been on the planet:

1. Google has always been there, in its founding words, "to organize the world's information and make it universally accessible."
2. They have never licked a postage stamp.
3. Email has become the new "formal" communication, while texts and tweets remain enclaves for the casual.
4. They have grown up treating Wi-Fi as an entitlement.
5. The announcement of someone being the "first woman" to hold a position has only impressed their parents.
6. Cell phones have become so ubiquitous in class that teachers don't know which students are using them to take notes and which ones are planning a party.
7. If you say "around the turn of the century," they may well ask you, "which one?"
8. They have avidly joined Harry Potter, Ron, and Hermione as they built their reading skills through all seven volumes.
9. *Carry Me Back to Old Virginny* has never been the official song of the Virginia Commonwealth.
10. When they were born, cell phone usage was so expensive that families only used their large phones, usually in cars, for emergencies.
11. Teachers have always had to insist that term papers employ sources in addition to those found online.
12. In a world of DNA testing, the Tomb of the Unknowns at Arlington has never included a Vietnam War veteran "known only to God."
13. Playhouse Disney was a place where they could play growing up.
14. Surgeons have always used "super glue" in the operating room.
15. *The Lion King* has always been on Broadway.
16. At least Mom and Dad had their new Nintendo 64 to help them get through long nights sitting up with the baby.
17. First Responders have always been heroes.
18. Sir Paul and Sir Elton have always been knights of the same musical roundtable.
19. CNN has always been available *en Español*.
20. *Splenda* has always been a sweet option in the U.S.
21. The Atlanta Braves have always played at Turner Field.
22. TV has always been in such high definition that they could see the pores of actors and the grimaces of quarterbacks.
23. The proud parents recorded their first steps on camcorders, mounted on their shoulders like bazookas.
24. They had no idea how fortunate they were to enjoy the final four years of Federal budget surpluses.



**Be patient with others. They are just living their lives
from the perspective they understand.**

Word Search

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



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

- | | | | |
|-----------|----------|---------------|-----------|
| apples | autumn | blackberries | cider |
| corn | fall | football | frost |
| harvest | hayrides | hot chocolate | Labor Day |
| leaves | orange | red | school |
| September | soccer | | |
| sweater | yellow | | |



"There is a harmony in autumn, and a luster in its sky, which through the summer is not heard or seen, as if it could not be, as if it had not been!"
 - Percy Bysshe Shelley



Human Resource Corner



at least age 59 ½, permanently disabled, or the assets are being paid to your beneficiaries following your death, and it has been five years since January 1 of the year you made your first Roth contribution.

What are the advantages of making Roth 457 contributions?

allows you to choose the source of funds most advantageous to your tax situation at the time of the distribution.

Beginning July 1, 2015, you will be able to set up Roth contributions by logging into [Account Access](#) or calling Investor Services at 1-877-327-5261.

The Roth option is not available for the Hybrid 457 Deferred Compensation Plan.

If you have any questions, please contact any member of the Human Resources Department.

~ Rick Delp,
Human Resources Analyst

What Exactly Is the Roth 457?

The Virginia Retirement System announced that effective July 1, 2015, you will be able to choose a Roth contribution option if you participate in the [Commonwealth of Virginia 457 Deferred Compensation Plan](#).

Roth contributions are after-tax contributions to your Commonwealth of Virginia 457 Plan. When you withdraw the Roth contributions and any associated earnings, they are tax free, as long as you are

- *Higher after-tax contribution limits than Roth IRAs:* The Commonwealth of Virginia 457 Plan allows for greater after-tax savings, up to the [annual 457 contribution limits](#).
- *Eligibility at all income levels:* Unlike Roth IRAs, everyone with earned income is eligible to make Roth contributions to the 457 plan.
- *Tax planning:* Having both pre-tax assets and Roth after-tax assets available in retirement

Contributions

I was reminded this week that even though we are not the same, we are all valuable contributors to the Mission of SWVMHI to “promote mental health in Southwestern Virginia by assisting people in their recovery.” There is an apocryphal story about a visit to NASA by a US President, maybe President Kennedy or Johnson, or maybe it was a Senator who was opposed to funding the space center. Months or years earlier, on May 25, 1961, goes the story, President Kennedy addressed Congress. He stated, “I believe that this nation should commit itself to achieving the goal, before this decade is out, of landing a man on the moon and returning him safely to the earth. No single space project in this period will be more impressive to mankind, or more important for the long-range exploration of space.” This became NASA’s mission for

the next eight + years: to land a man on the moon and return him safely to earth.

The story continues that the President or another important personage visited NASA. He noticed a janitor carrying a broom, walked over to the man and said, “I’m Jack Kennedy. What are you doing?” The man replied, “Well, Mr. President, I’m helping to put a man on the moon.” Obviously, this individual understood the importance of his role in NASA’s mission. He truly felt he was part of a team, of something bigger than himself, and his attitude created a feeling of self-confidence in his role.

This anecdote illustrates what most of us know: by working together and by being part of a strong team, we can achieve even

greater things. It also shows that he felt respected by the other members of the NASA team. We realize that the way we treat each other significantly influences the quality of our results and thus how successful we are. Evidence shows that when working relationships flourish, results improve!

Just like NASA, our work at SWVMHI relies on the Values of communication, honesty with compassion, trust with accountability, teamwork, self-initiative, leadership, and honoring day-to-day tasks. In order for us to fulfill our mission and our vision, everyone must learn, follow, and lead our Values.

~ Cynthia McClaskey, Ph.D.



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

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

Please submit articles for the next newsletter to Cheryl Veselik by September 21, 2015.

The next newsletter will be published October 1, 2015.