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### Hidden

There are snowflakes on every page in this edition, just like the one pictured here. Can you find all of them?



## From the Director

### Mock Survey Feb. 7, 8 & 9

On Tuesday—Thursday February 7, 8, & 9, SWVMHI will be undergoing an extensive Mock Survey conducted by three expert surveyors, Dr. Richard Fields, Barbie Pantoski, and Annie Menz. The survey is being conducted by consultants retained by DBHDS in an effort to provide consultation to us prior to the unannounced Joint Commission survey that we expect will occur within the next several months. Two DBHDS Central Office staff, Mindy Conly and Suzanne Mayo also plan to be in attendance. Please welcome them all as you see them on the units.

**The Joint Commission** is an independent, nonprofit organization which accredits and certifies nearly 21,000 healthcare organizations in the United States. Their mission is to “continuously improve healthcare for the public, in collaboration with other stakeholders, by evaluating healthcare organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.” Their vision is that “All people always experience the safest, highest quality, best-value health care across all settings.”

The unannounced Joint Commission surveys occur every three years and we last had our triennial survey in April, 2014, and there is a 6-month ‘survey window’ on either side of that date so you can see our surveyors

may arrive any morning before 8 am ready to spend time with us.

### What to expect from the survey.

Both the Mock Survey and the real survey team will include one building engineer. This engineer will spend most of her time conducting the building tour to assure that we are in compliance with the latest Life Safety Codes. There will also be extensive reviews of planning and record-keeping in the event of emergency situations of various types.

The other two surveyors are clinically oriented, and usually are a nurse and a psychiatrist. They will be reviewing compliance with SWVMHI and DBHDS policies/Departmental Instructions, as well as Joint Commission standards. They review quality management data, infection control data and practices, falls, pain and medication management and the ways that we assure that staff are qualified and competent. You can expect them to spend a lot of time on the units. Their method is to ask about a particular issue and then follow this issue where it leads them, often asking to view the OneMind record. Please share your knowledge of the patient and his/her treatment as you are asked

**How can you prepare for a survey?** First, be sure that your license/certification, if required for

the job, is up-to-date, as is your required training. Second, be knowledgeable. If your job is nonclinical in nature, be knowledgeable of the policies/procedures of your department, such as Material Data Sheets. If your job is clinical in nature, be knowledgeable about the individuals we serve. Third, in advance, check all of your required documentation, including all checkboxes, assessments, timely notes, and so on. Treatment plans should be individualized and current. During the 3-day survey, it is likely that a surveyor may speak with you and ask you questions. Don't be afraid if you don't know the answer to the question! Do your best and your teammates can help you. It is ok to say that you will check on something and get right back to them.

Many of you have been through this type of survey before and we hope that this will provide a great learning experience for you and for the facility.

Thank you  
Cynthia McClaskey, Ph.D.  
Director





# Employees of the Year



Pictured left to right: Joey Sword, Human Resource Manager, Mike DeBord, Willie Rich, Shaun May, Cynthia McClaskey, Facility Director, and Don Chisler, Physical Plant Services Director

An email was recently received from the Smyth County Humane Society:

On behalf of the Smyth County Humane Society, I wish to express our thanks for the recent food drive conducted by Kim Hunt in Dietary. The drive resulted in 50 pounds of dog food, 20 pounds of cat food, and 15 cans of pet food.

Thanks so much for this donation. May you and your employees have a wonderful holiday and a happy new year!!

~ Mike Snavely, Vice President  
Smyth County Humane Society



On behalf of the Recognition Committee, we would like to announce that our **2017 Employees of the Year** are **Mike DeBord, Shaun May, and Willie Rich!!**

This team accomplishment was nominated for Employee of the Quarter in July 2016. When it was found that the mixing valve handles in the showers in the Bagley Building were a patient safety concern, the Plumbing shop personnel conducted research to find an anti-ligature solution. Several anti-ligature mixing valves were found to be available, but access to and replacement of the valves would be time consuming, disruptive to the patient care environment, and expensive! After much research, modification, and testing of various possibilities, the Plumbing shop personnel found a valve handle, trim ring, and stem adapter that could be used with our existing mixing valves with minimal time, effort, and disruption to the patient care environment. And it was at a greatly reduced price!!

The “can do – will do” work ethic of these shop employees has accomplished the following:

- ✦ Minimized risk to patients when using the showers;
- ✦ Saved the Commonwealth/SWVMHI several thousand dollars;
- ✦ Minimized disruption to the patient care environment;
- ✦ Prevented potential infection control issues; and
- ✦ Enabled corrective action to be taken promptly upon identification of a potential hazard.

This project was undertaken and completed at a time when these employees were also working short-staffed due to the retirement of an HVAC technician. These individuals are true models of SWVMHI’s mission and values through their contributions made in honoring day-to-day tasks.

This award was announced at a department meeting on Wednesday, December 21, 2016. Please join me in congratulating Mike, Shaun, and Willie on this significant recognition milestone!!!

~ Joey C. Sword  
Human Resource Manager



## Checking Ward Doors



It has been noted numerous times that the entrance doors to units from the L Hallway have been found not to be secure. I want to urge everyone to be diligent in checking the entrance doors to all wards upon entering and exiting, as air pressure differences and other circumstances do sometimes keep the doors from latching firmly. It is imperative that the doors be **PHYSICALLY CHECKED** each time you enter and/or exit a ward. This is vital to the ongoing safe-

ty and security of all the individuals we serve.

Unsecured doors are a safety and security risk and create a great deal of work for nursing staff due to patient counts and location verifications that have to occur when doors are found unsecured.

Please check all doors when entering and exiting locked areas.

~ Ron Parsons, M.S.  
ERS Programs Director

## Operation Gratitude Donations



On behalf of Operation Gratitude and the heroes who receive our care packages, I thank you for your generous donation of socks, video games, assorted items, and for your collection drive for donations and letters to the Troops to coincide with a 2nd annual, special Veterans Day event held at your facility on November 9th. Your contribution will enable us to send over **200,000 'chock full' Care Packages** this year to the tens of thousands of brave men and women still deployed overseas in harsh and remote areas; to their children anxiously awaiting their return; and to Veterans, New Recruits, First Responders, Wounded Heroes, and their Care Givers.

To read all the current letters of thanks from our recipients and to see their photos with your Operation Gratitude care packages, please "like" us on Facebook: [www.facebook.com/OperationGratitude](http://www.facebook.com/OperationGratitude) or follow us on Twitter: [www.twitter.com/OpGratitude](http://www.twitter.com/OpGratitude), Pinterest: <http://pinterest.com/opgratitude> or Instagram: <https://instagram.com/opgratitude/>.

Thank you again for your thoughtfulness and wonderful patriotic spirit. Every single donation we receive furthers our mission of saying "Thank You" to those who serve. The recipients of your generosity will remember your kindness forever. And I will always be appreciative of your support and encouragement for Operation Gratitude.

Fondly,

Carolyn Blashek, President  
Operation Gratitude  
[www.OperationGratitude.com](http://www.OperationGratitude.com)

### ATTENTION SMOKERS



Effective January 1, 2017, Smyth

County buildings and grounds are going to be tobacco-free. Thus, the location known as the "tree of knowledge" will become a smoke-free location on that date as well. County employees will be allowed to smoke in their personal vehicles so they will only be allowed to smoke on county property if in a personal vehicle.

**REMINDER:** SWVMHI does NOT allow smoking on SWVMHI property, which includes personal vehicles parked on the SWVMHI property.



# Wellness at SWVMHI Initiative

## Eight Dimensions of Wellness "Social Dimension"



What better time than the start of the New Year to begin taking a look at wellness and how it is important to each of us and to those we care about and care for.

As many of you know, the Cultural and Linguistics Competency (CLC), Diversity & Learning (D & L), and Employee Recognition Committees have partnered up for a "Wellness at SWVMHI" initiative for Staff and the individuals we serve. The initiative will offer lots of opportunities for everyone at SWVMHI to learn more about SAMHSA's Eight Dimensions of Wellness in a variety of ways.

Be on the lookout for information on posters to keep you up-to-date on events and activities that will be happening over the next two years. The first area of wellness we will focus on is the **Social Dimension**. We will focus on this dimension during January, February, and March, 2017. Staff who participate in any of the activities offered will be entered to win prizes at the end of each quarter. There will be opportunities to participate in hands-on activities, online activities, and in-person events. Check your email and the posts for updates on how you can participate!

The first activity is to decorate your own puzzle piece. This will illustrate how we are all unique, but still nicely fit and work together. The pieces will go on display in the L Hallway. Questions can be directed to the CLC Committee by calling Ext 168.

~ Ginny Moorer-Shields, M.A.Ed, Chair, CLC/D&L Committee

## Rehab Department News



Winter is here and has brought with it the holiday season. The Rehab Department has used its many resources from groups and those from donations to host some in-house fundraising. These efforts have made possible Operation Santa Claus.

One such fundraising effort, the annual Christmas Market Sale, took place on Thursday, December 1, from 0230 until 1530 in the auditorium gymnasium. We sold woodcrafts, handmade items, baked goods, and ceramics to first,

second, and thirds shifts. It was an astounding success! The department received over \$1,400.00 from sales and donations, and we thank all of those who had a hand in this marvelous effort.

The money raised from the Christmas Market Sale went on to fund Operation Santa Claus, which took place on Thursday, December 15, from 0900 until 1530. Individual we serve were able to do their "own shopping" and could choose from items such as games, hygiene products, notebooks, and clothing. This is a tradition that means a great deal to those that we serve, and it is our pleasure to offer such services each year.

*Continued on page 7*



*I would like to thank everyone for their prayers, encouragement, food, and monetary support during the illness and death of my wife, Heather. I will always remember your kindness.*

*Sincerely,*

*Dennis Hall, PCT*



## Knife Safety Tips



If you spend any time in the kitchen, chances are, you use a knife to prepare your food. Following are some helpful safety tips when it comes to knives:

- Concentrate on what you're doing when using a knife. Do not engage in conversation when using knives; pay attention to the task underway.
- Always use a cutting board. Use color-coded plastic or glass cutting boards for different types of food. Avoid using wooden cutting boards because they can retain harmful bacteria.
- Always use sharp knives. Dull blades cause more accidents because they are harder to work with and require more pressure. Sharp knives do not slip as easily and cut easier.
- Choose the correct size knife and appropriate blade for the job. Using a small knife for a task that requires a chef's knife can be dangerous. Using the correct knife can be more efficient.
- Do not hold food in your hand while you cut it. Always cut on the cutting board. Always keep fingers on top of the blade in case it slips.
- Keep knife handles free of grease or other slippery substances. Clean knives are safer to use and help prevent cross-contamination.
- Keep knives away from the edge of the counter to lessen the chance of being knocked off. Step out of the way if a knife is dropped. Never try to catch a falling knife or blade.
- Use knives for their intended purpose. Do not use knives as can openers, screwdrivers, staple removers, or box cutters.
- Wash knives immediately after use. Do not leave knives in a sink of soapy water where they cannot be seen. Keep the sharp edge of the knife away from you when washing.
- Store knives in a knife rack or knife drawer when not in use. Do not store knives with other small objects or leave them lying around.
- Carry a knife by the handle with the tip down and the blade turned away from your body.
- Place a damp cloth under the cutting board to prevent it from sliding.
- Keep the point of the knife on the cutting board while you chop.
- Cut downward and away from your body.
- Use your free hand to firmly hold the food item against the cutting board, making sure fingers are out of the way of any slips that might occur.

~ **Safety Committee**

Snowflakes are one of nature's most fragile things, but just look what they do when they stick together.



~ Verna M. Kelly





# Welcome Aboard New Hires

Please welcome the newest additions to the SWVMHI Team!



Left to right: Brandi Hilbert, Betty Sexton, Danielle Perry, Maggie Carter, Cyndy Umberger, Alexa Mabe, Brittany Newberry, Donna Musick, Kandy Fields, Becky Clark, David Mumpower, and Richard Clark

## New Hires Dec. 10, 2016

**Brandi Hilbert** is married with two children. She graduated from Marion Senior High School and attended classes at Wytheville Community College. Brandi and her family live in Atkins. She has worked at Mountain States Health Alliance and at the Blue Ridge Job Corps in Marion. Brandi will be working on Ward A/B as a PCT on night shift.

**Betty Sexton** loves family time, vacation time with her grandkids, and church time. She is married with two daughters and lives in Marion. Betty graduated from Chilhowie High School and from Virginia Highlands Community College with a nursing degree. She worked at Kenna Metal in Chilhowie for 21 years and previously worked at Johnston Memorial Hospital in Abingdon and Francis Marion Manor in Marion as a nurse. Betty will be working on Ward E/F on evening shift. Her cousin Kathy Lewis is an RNCA at SWVMHI.

**Danielle Perry** is an animal lover and has been a nurse for three years. She is married and lives with her husband in Meadowview. She graduated from Northwood High School in Saltville and from Virginia Highlands Community College with her nursing degree. She has worked in Roanoke; at the Iron Skillet; and, at Johnston Memorial Hospital. She will be working

second shift on Ward C/D. Her sister, Carrie Boone, also works at SWVMHI as a Psychiatric Care Technician (PCT).

**Cynthia (Cyndy) Umberger** likes to hunt, fish, and raise chickens. She is married with step-children and twin eight-month old step-grandsons. Cyndy and her husband live in Wytheville. She received an Associate's degree in Medical Office Systems Technology from Southwest Virginia Community College and graduated from Richlands High School. Cyndy has worked in various health care offices and at Volvo in Dublin, Virginia. She will be working as a PCT on Ward H on day shift.

**Alexa Mabe** graduated from Chilhowie High School and Appalachian State University in Boone, North Carolina with a B.S. in Exercise Science. She has a chocolate lab puppy. Her plans are go to on to Physician's Assistant school. She lives in Marion and will be a float PCT on evening shift.

**Brittany Newberry** has been a CNA for eight years. She is married with children and she and her family live in Mouth of Wilson. She graduated from Grayson County High School. Previously Brittany worked at Grayson Nursing and Rehab and for Dr. Benish in his office. She will be working second shift on Ward J as a PCT.

**Donna Musick** returns to SWVMHI after working at River North Correctional Center. She loves photography, reading, and her basset hound, Beauregard, who is currently undergoing treatments for cancer. Donna has four furry kids, Beauregard, Scout, Kara, and Furby. She and her fur kids live in Marion. Donna graduated from Morristown East High School, Morristown, Tennessee and from Emory and Henry College (with a degree in Psychology). Her cousin's wife, Sarah Musick, works at SWVMHI as a pharmacy technician.

**Kandy Fields** was adopted at 13 years of age and has 13 adopted and biological siblings. She was born in Ohio but raised in Russell and Washington Counties. Kandy graduated from Abingdon High School in and Virginia Highlands Community College. She has worked at Wendy's and Team

Nurse. Kandy will be a PCT on Ward J, evening shift.

**Rebecca (Becky) Clark** loves to read and travel and calls herself a homebody. She is married with two daughters and also has been raising her niece; they live in Meadowview. She graduated from Liberty University with a degree in Early Childhood Education. Becky also graduated from Patrick Henry High School. Previously she worked in Child Support Enforcement, Soundz Hearing Centers in Bristol and ABF Freight in Blountville, Tennessee. Becky will be working as a P-14 patient registrar and hopes to gain full time employment.

**Richard Clark** is the CEO and Executive Director for the Ohana Center and works there as a Personal Recovery Coach. He is married and has combined 12 children and 10 grandchildren. Rich spent many years in the military receiving a B.S. in Mechanical Engineering, an M.A. in Business Management, and a Ph.D. in Theoretical Physics. He has worked in the Air Force and Army. Among his many interests include music, musical theater, and writing. Rich has authored one book and is currently working on a second. He will be working in Food Services.

**Kyra Shumate** returns to SWVMHI as a part-time cosmetologist. Previously she worked for nine years in the housekeeping department. Kyra loves working in her flowers and spending time with her grandkids. She is widowed with two children and four grandchildren. Kyra lives in Chilhowie. Her daughter, Michelle West, works at SWVMHI as a cashier.

## New Hires Dec. 27, 2016



Left to Right: Carol Fallon, Beth Surbaugh

**Carol Fallon** enjoys baking, cake decorating, painting, and crafts. She is married with three children. She and her family live in Rural Retreat. She was born in Upstate New

Continued on page 7

## Welcome Aboard *continued*

York, and graduated from Lavrens Central High School from Morrisville State College, Morrisville, New York, with a degree in Business Administration. Carol has lived in New York, Florida, and now Virginia since 2005. She owned and worked at Fallon Family Day Home; has been owner/operator of Fallon Trucking; and was an accounting clerk at Seacoast Supply. She will be working in Food Services.

very excited about her new position in Food Services.

Please welcome the newest additions to the SWVMHI Team!

~ Training Department

### Mary Elizabeth "Beth" Surbaugh

enjoys her family, exercising, and learning to make greeting cards. She has a daughter and three grandchildren, and she lives in Glade Spring. She graduated from Patrick Henry High School, Virginia Highlands Community College, and Virginia Intermont College. Beth has worked at Hardees and Food City, both in Chilhowie, and she is still employed at Food City. She is

**Welcome Aboard!**



## Census



## MONTHLY PATIENT

### CENSUS

#### November 2016

Admissions 67

Discharges 66

Passes 13

Average Daily Census

161

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#### December 2016

Admissions 62

Discharges 59

Passes 11

Average Daily Census

160

## Rehab News, *continued*

The new and sparkling year of 2017 has started off wonderfully. A lingering mix of holidays stayed with us after our Yuletide spirit had calmed, and the Rehab Department began this exciting New Year with some fresh beginnings.

"New Year; New Beginnings," our department's monthly special activity, was held on Thursday, January 19, in the early afternoon until 1500 hours. During this event, we explored creating New Year's resolutions to better our recovery journeys, and had a small snack of cheese balls with an assortment of sodas.

With a new year have come some changes. All afternoon groups will be picked up and dropped off in the auditorium gym, instead of the patient cafeteria.

### New Staff

The Rehab Department would like to extend a very hearty (and overdue) welcome to Donna Musick, who joins us as an ERS Rehab Resource Coordinator. Good to see you back again, Donna!

~ Emily Lockhart,  
Wellness Rehab Coordinator

Happy Valentine's Day

About 1 billion Valentine's Day cards are exchanged each year. This makes it the second largest seasonal card sending time of the year.



# What is an Activity Director (ADC)?



- ✓ Possess a passion for improving residents' quality of life
- ✓ Effective communication skills
- ✓ Understanding of residents' culture
- ✓ Knowledge of state compliance requirements for conducting activities (imperative on our Geriatric unit)
- ✓ Compassionate, creative, and encouraging professional

hours of documented training from within the Approved Body of Knowledge. These topics can include, among others, working with clients, programming, management/personnel/legal, and ethical issues. Only a small percentage of continuing education may be from in-services at the workplace.

Each state association usually holds an annual state conference at which enough hours may be earned to retain certification. There are also regional associations, which will often have trainings and contact hours available to attendees. Appalachian Regional Association of Activity Professionals (ARAAP) is our region's group, serving far Southwest Virginia. This is a small, but active group, who are passionate about those we serve and plan a high quality, annual training that is open to many disciplines who work with elders in our area. This is done to assist us in earning our recertification as well as to serve the community.

The current ADCs at our facility are: Angie Anderson, Lesu Cole, and Laurie Goral. If you'd like more information on the world of Activity Directors, feel free to contact any of us.

~ Lesu Cole, ADC  
Activity Director

You may see some of the Rehab staff sign with the credentials ADC, especially those who serve on treatment teams. Have you ever wondered what that means? Activity Directors are generally found in the employment of nursing homes and Rehab facilities. Their duties very much resemble those of a Recreation Therapist in their scope of practice, which is how this certification fits with our facility's needs on Treatment Teams.

A sampling of skills needed for ADCs looks like this:

- ✓ Strong experience in planning, organizing and conducting recreational and therapy programs for residents
- ✓ Excellent understanding of monitoring and executing skill-based programs and activities
- ✓ Ability to evaluate/assess residents' needs and conduct group activities

Activity Professionals are certified through National Certification Council of Activity Professionals (NCCAP). Several routes may be taken to earn certification. The two most popular are:

Bachelor's Degree or above **PLUS** 4000 hours of activity experience in last five years **PLUS** 30 clock hours from Approved Body of Knowledge in past five years **PLUS** Completion of MEPAP (Modular Education Program for Activity Professionals) **PLUS** National Exam.

**-OR-**

Associate's Degree **PLUS** 6000 hours of activity experience in last five years **PLUS** 30 clock hours from Approved Body of Knowledge in past five years **PLUS** Completion of MEPAP **PLUS** National Exam.

Renewal of certification is required every two years, and includes obtaining 30 clock



## Somewhere Over the Rainbow

Photo taken by Debbie Kiser, Administrative Assistant to the Chief Nurse Executive on January 3, 2017. The location is from Bagley Circle over the Morrison Building (now the Smyth County Office Building.)





## Employee Peer Support



SWVMHI has experienced the unexpected loss through the death of a valued RN, Crystal Hall. Since then, her work family has been dealing with different elements of the grieving process. There have been meetings and opportunities for immediate types of employee support, informally in small groups, in work team groups, and formally through Employee Assistant Program (EAP) services. However, not everyone who has been touched by

this sad event has been able to participate in this “family” support. With loss and death, just as with the recovery process, each individual has a unique journey and process. Reactions to this event and subsequent coping may take weeks or months, or even longer.

Flyers from EAP services are available to read from Human Resources. For those of you who would like to talk with someone, EAP services may be contacted toll-free at **1-855-223-9277**, if you are a health plan member.

Please feel encouraged to let your Executive Team member know of a related need, or call Human Resources to inquire about help.

For Employee Peer Support, the following have offered to be available:

- Amanda Currin, Assistant Director, Administrative, Extension 202
- Ellen Bear, Unit Nurse Coordinator, Geriatrics, Extension 259
- Timothy Graham, Chaplain, Extension 522
- Chris Carusi, Clinical Psychologist, Extension 858
- Robyn Anderson, Clinical Social Work Director, Extension 827

Thank you for your support and care of each other during difficult times. If I may be of any assistance, please let me know.

~ **Alicia Alvarado, Chief Nurse**  
Extension 491

## Regulated Medical Waste



The subject of Regulated Medical Waste (red Bio-Hazard bags, Sharps container,

and Bio-hazard specimen bags) mixed into regular trash has appeared again at our facility. Specifically, the Bio-hazard specimen transport bags.

These bags may be “clean” and thought to be suitable for general trash; however the markings on these bags indicate a Bio-hazard is present and if found in our landfill trash, could make us unable to use the landfill in the future. **Any item that has the Bio-hazard symbol must be handled as regulated medical waste, even if the item is new and has never been used.**

Containers are provided in the Soiled Linen Rooms on all Units for any Regulated Medical (potentially infectious) Waste. **All Biohazard bags, including the specimen transport bags, even if “clean,”** must be placed in these containers.

Small non-reusable sharps containers are also placed in the containers found in the Soiled Linen Rooms. The large three-gallon reusable sharps containers will be changed out by housekeeping staff as they become full. All regulated medical waste is to remain in the soiled linen room until trained housekeepers dispose of the waste (**at no time should any other department employees remove regulated medical waste from the Soiled linen room**).

Any general trash mixed with regulated medical waste must be handled as regulated medical waste. **NEVER** put Biohazard waste bag or Sharps containers in any other color liners/bags.

If this happens, even if just one Bio-hazard specimen transport bag is found in the general trash, the entire container of trash must be disposed of as Regulated Medical Waste.

Thank you for helping us maintain our Regulated Medical Waste according to appropriate standards. Any questions can be directed to Nathan Shelton, Director of Environmental Services at Extension 551.

~ **Safety Committee**



“Teamwork is the ability to work together toward a common vision.” –Andrew Carnegie

# Telephone Communication Improvement Project

## Nursing SNC Office



Difficulty reaching someone in the Shift Nurse Coordinator (SNC)/House Supervisor (HS) Office was an issue that came up in several

Nurse Forums, Nursing Staff Committee, and other avenues. This was considered important to improve because the SNC/HS office coordinates staffing, scheduling, patient care, trips, emergencies, employee incident reporting, and many other facility wide operations issues during a shift. Diann Marshall, Angel Smith, and Jean Pierce, the three full-time SNCs, used the problem solving approach during Fall 2016 to identify possible solutions. They asked more staff for more details of the complaints received.

The nature of the problem became clearer when identifying root causes, most significantly:

1. There are two office phones (a distance apart) and one cell phone on which the SNC receives incoming calls.
2. The majority of the time over a 24 hour period, only one person is in the SNC Office, especially during evenings, nights, weekends, and holidays.
3. SNC/HS make rounds or help cover on the units during each shift, leaving

no one in the office for significant amounts of time.

4. If SNCs are in meetings, coverage is often provided by a Head Nurse who stays on a patient care unit.
5. The cell phone that the SNC/HS carries when out of the office experiences “dead spots” in numerous places.
6. Calling-in when sick and possibly having to make several phone calls on different phone numbers to reach the SNC/HS was the most significant reason that employees expressed frustration with regarding this issue.

Ideas that were discussed but not followed through included having the SNC/HS carry a radio or walkie-talkie to avoid cell phone dead spots (do not transmit enough distance/require SNC/HN to call back when arriving at a phone) or having someone physically in the SNC/HS office all the time (not efficient use of staff).

Consultation with the Electrician who supervises telephone service at the hospital confirmed that only one of the phones in the SNC office has the capacity to record messages.

Two ideas have been implemented:

1. A phone headset was obtained in December and is used by the SNC/HS when in the office. This allows one phone to be answered if the SNC/HS is either on the other phone and can put someone on hold, or if the SNC/HS cannot physically reach the ringing phone quickly.

2. The call-in policy for nursing staff was revised from requiring staff to “speak in person” to the SNC/HS if calling-in to being able to leave a recorded message with details of the call-in. An email was sent Friday, January 13, 2017, informing all nursing employees of the policy change. Directions were given regarding which phone number to use to leave a message, and what type of information is required in the message. If the SNC/HS is in the office, the incoming call will be picked up in person, but if no one is in the office, the message can be left.

Feedback from nursing staff regarding the impact of these two new processes will be obtained during the first quarter of 2017, and an assessment made at that time as to whether the objective for this project has been attained: *To facilitate more effective communication and customer service between the SNC/HS office and nursing employees.*

Acknowledgement to Diann Marshall, Angel Smith, and Jean Pierce is given for their dedication to look further into the initial problem, identify possible solutions, implement the identified interventions, and follow up with assessment.

*Article written by Alicia Alvarado, Chief Nurse, from a report submitted by the three SNCs.*



“Away in a meadow all covered with snow  
The little old groundhog looks for his shadow  
The clouds in the sky determine our fate  
If winter will leave us all early or late.”

– Don Halley

# Special Gym/Game Room Activities



Consumer Empowerment  
Recovery Council  
(CERC)  
NO MEETING



Movie Nights  
Feb 3, 6, 7, 8, 13, 14,  
and 16, 2017  
1830 to 2000



Patient Activity Council  
(PAC)  
NO MEETING

Birthday Party  
February 22, 2017  
1830 to 2000  
No Café



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

Valentine's Party  
February 16, 2017  
1330 to 1500



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.



To all those who donated your personal vacation time to me, let me say thank you from the bottom of my heart. Because of your generosity, I was able to stay at home and recuperate after my shoulder surgery. I will be forever in debt of gratitude for the **Thank You!** kindness you have shown me. Thank you and may God bless you.

~ Jean Elmore, Ward Clerk, Ward C/D

## January & February Days to Celebrate

**"Off the cuff" January and February holidays to celebrate:**

**January 7**

Fruitcake Toss Day

**January 11**

Learn Your Name in Morse Code Day

**January 14**

Dress Up Your Pet Day

**January 16**

Appreciate a Dragon Day

**January 24**

Belly Laugh Day

**January 28**

Visit Your Local Quilt Shop Day

**January 30**

Bubble Wrap Appreciation Day



**February 4**

Ice Cream for Breakfast Day

**February 9**

National Pizza Day

**February 11**

Make a Friend Day

**February 17**

Champion Crab Races Day

**February 26**

Daytona 500

**February 27**

International Polar Bear Day

**February 28**

National Tooth Fairy Day



Appreciate a Dragon Day



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

**Dress Up Your**



**Pet Day**





# Staff Development



## Mandatory CAIs due

**January:** dLCV

**February:** Workplace Violence & Harassment

Log onto the new Virginia Learning Center (VLC) by going to <https://covlc.virginia.gov> and use your Knowledge Center username and password.

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



## February Lunar Phases

**February 3**  
First Quarter

**February 10**

Full Moon also called "Snow Moon" by Native Americans of New England and the Great Lakes because this time of year experiences heavy snowfalls. It's also called the "Hunger Moon" because of the meager hunting during this time of year too.

**February 18**  
Last Quarter

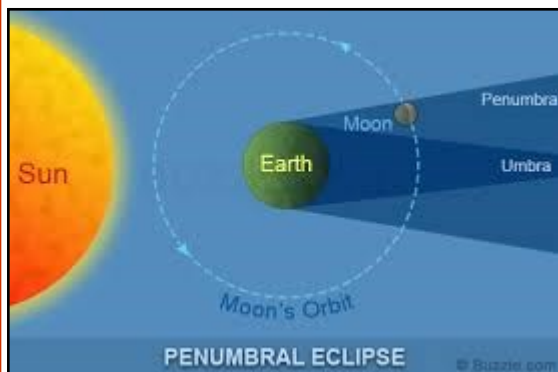
**February 26**  
New Moon



*"Out of the bosom of the Air,  
Out of the cloud-folds of her garments shaken,  
Over the woodlands brown and bare,  
Over the harvest-fields forsaken,  
Silent, and soft, and slow  
Descends the snow."*



*- Henry Wadsworth Longfellow, Snowflakes*



## Penumbral Lunar Eclipse

The next penumbral lunar eclipse takes place February 10—11, 2017. A penumbral lunar eclipse takes place when the Moon moves through the faint, outer part of the Earth's shadow. This type of eclipse is often mistaken for a normal full Moon. A penumbral lunar eclipse occurs when the Sun, Earth, and Moon align in an almost straight line. When this happens, the Earth blocks some of the Sun's light from directly reaching the Moon's surface, and covers a part of the Moon with the outer part of its shadow, also known as the penumbra. The rest receives the same amount of sunlight as usual and is as bright as a full Moon.

The best time to see the penumbral lunar eclipse will be on February 10 at 1943. The eclipse will begin at 1734 and will end at 2143, reaching a full eclipse at 1943. It will last for 4 hours and 19 minutes.



# Word Search

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



“Individual commitment to a group effort – that’s what makes a team work, a company work, a society work, a civilization work.” Vince Lombardi

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

Blizzard

Coat

Earmuffs

Frost

Hibernate

Hot chocolate

Icicle

Scarf

Skiing

Slippery

Snowball

Snowman

Blanket

Cold

Fireplace

Hat

Hockey

Ice skating

Mittens

Shovel

Sled

Snow

Snow day

Snow plow



# Be Red Cross Ready

## Winter Storm Safety Checklist

Winter storms can range from a moderate snow over a few hours, to a blizzard with blinding, wind-driven snow that lasts for several days. Some winter storms are large enough to affect several states, while others affect only a single community. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing sleet, and freezing rain.

### Know the Difference

**Winter Storm Outlook:** Winter storm conditions are possible in the next two to five days.

**Winter Weather Advisory:** Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.

**Winter Storm Watch:** Winter storm conditions are possible within the next 36 to 48 hours. People in the watch area should review their winter storm plans and stay informed about weather conditions.

**Winter Storm Warning:** Life-threatening, severe winter conditions have begun or will begin within 24 hours. People in a warning area should take precautions immediately.

### What should I do

- Dress in several layers of light-weight clothing, wear mittens and a hat (preferably one that covers your ears).
- Wear waterproof, insulated boots to keep your feet warm and dry and to maintain your footing in ice and snow.
- Minimize travel. If travel is necessary, keep a disaster supplies kit in your vehicle.
- Winterize your vehicle and keep your gas tank full. A full tank will keep the fuel line from freezing.

- Maintain heating equipment and chimneys by having them cleaned and inspected every year.
- Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water.
- Running water, even at a trickle, helps prevent pipes from freezing.
- **Frostbite** and **hypothermia** are two dangerous and potentially life-threatening emergencies. Learn how to care for these emergencies by taking a first aid class.

### What Supplies do I Need?

- At least a three-day supply of water; one gallon per person per day.
- At least a three day supply of non-perishable, easy-to-prepare food.
- Flashlight.
- Battery-powered or hand-crank radio (NOAA Weather Radio if possible).
- Extra batteries.
- First Aid kit.
- Seven-day supply of medications and medical items such as hearing aids with extra batteries, glasses, contact lenses, syringes, cane, etc.)
- Multi-purpose tool.
- Sanitation and personal hygiene items.
- Cell phone with chargers.
- Family and emergency contact information.
- Baby supplies such as bottles, formula, baby food, and diapers.
- Pet supplies including collar, leash, ID, food, carrier, and bowl.
- Sand, rock salt, or non-clumping kitty litter to make walkways and steps less slippery.
- Warm coats, gloves or mittens, hats, boots, and extra blankets and warm clothing for all household members.
- Ample alternate heating methods such as fireplaces or wood or coal burning stoves.

### What do I do After a Storm?

- Go to a designated public shelter if your home loses power or heat

- during periods of extreme cold.
- Avoid driving when conditions include sleet, freezing rain, snow, or dense fog.
- Protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors if possible.
- Before tackling strenuous tasks such as shoveling the walkway, especially in cold temperatures, consider your physical condition, weather factors, and the nature of the task.
- Help people who require special assistance such as elderly people living alone, as well as people with disabilities and children.

### Caution

- Never use a generator, grill, camp stove, or other gasoline, propane, natural gas, or charcoal-burning device inside a home, garage, basement, crawlspace, or any partially enclosed area.
- Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door immediately.
- Call for help from the fresh air location and remain there until emergency personnel arrive to assist.

### Let Your Family Know You're Safe

If your community experiences a severe winter storm, or any disaster, register on the American Red Cross Safe and Well Website available through [redcross.org](http://redcross.org) to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

~ American Red Cross  
([redcross.org](http://redcross.org))  
Submitted by the Safety Committee

February Weather Lore  
Winter either bites with its teeth or lashes with its tail.



# Mountain View UMC Christmas Party Success

The Christmas party that Mountain View United Methodist Church held for the individuals we serve on the Geriatric Unit was enjoyed as much as anything I have ever seen! So many of the individuals we serve were out in the dayroom engaging with the visitors, staff, and each other. They proudly showed off their gifts, sang, requested Christmas carols, and enjoyed the snacks they had brought. It is always an event that warms the heart.

I want to thank the staff here that helped this wonderful activity come to fruition. Without you, it would have been a painstakingly long process, and I am so grateful for the help that each of you provided.

**Robert Farmer's** real name should be Santa Claus. He had all the papers to list each

individual's belongings tamped and alphabetized, so that made the listing easier. He also spearheaded the labeling of all the packages, and has this task down to science. Thank you Robert!

**Angie Anderson** is a good elf. She helped list all the packages, which had to be done in a room off the unit, and made things a little more time consuming. Thank you, Angie!

**Barbie Honaker** stepped up and purchased some items for patients who arrived after the lists were distributed to the church, and helped ensure everyone had something to open at the party. Thank you, Barbie!

**Nursing staff** who labeled all the packages

were lifesavers. I appreciate nursing staff getting all of that done, so the individuals could keep their gifts after they opened them. Thank you to all of you who labeled gifts. You are appreciated!

The team work on this unit is awesome. The way everyone works together, it makes light work of jobs that could be overwhelming.

Thank everyone. Hope you had a Merry Christmas and a most prosperous of New Years!



~ Lesu Cole, ADC  
Geriatric Unit

## Appropriate Laundry Submissions



Over the last month or two, the Laundry Department has noticed that our facility has had to buy a put into use a tremendous amount of new linens because

our inventory is not getting back to us. In short, what the Laundry sends to the Units is not coming back. Isolation (linen/clothing) must not be placed in red bags. Items placed in red bags are handled as infectious medical waste, and are sent for destruction. (Please see page 9 of this edition for more information on infectious medical waste.)

In December, Nathan Shelton was asked to look at what was in the trash compactor at the Bagley Building. He pulled out eight towels and several washcloths. During December Environmental Rounds, one of the housekeeping staff showed Mr. Shelton that she had emptied the trash can and inside the clear trash bag was about eight smaller brown bags filled with

towels and wash cloths. Also in the trash cart was a bag with sheets and a bedspread. Most of the items were soiled with feces or were wet. Do not throw away linens, towels, or wash cloths. Send them to be washed. **The washers in our laundry and our processes are designed to take care of this type of laundry.**

Just because laundry has feces or even blood on it does not mean that they are trash. During the wash process, all dirty laundry is put through specialized machines that are designed to wash and rinse everything several times to remove soils at the beginning of the wash, then everything is chemically treated/disinfected and rinsed again. Afterwards, laundry is inspected prior to placing it in the dryers.

After being dried, they are all hand folded and any stained laundry or laundry that did not come completely clean is pulled and sent through additional process or discarded if needed. Normally, we are able to save almost all of these items.

Over the last few months, our Laundry Department has put in over 90 dozen new regular towels, not counting the number of larger bath towels, and are averaging over 60 dozen wash cloths per month. In addition, sheets, bedspreads, and all the other types of linen are being replenished. The SWVMHI Laundry budget cannot continue to put in new linens at this rate, and need your help in solving this problem. We want to be able to provide all the linens the units need, but this amount of waste cannot be absorbed. In addition, the laundry gets stacks of linens back to be laundered that have never been used, contributing to the overall costs to operate. Please be mindful of these cost saving measures going into 2017.

Thank you for helping us maintain high laundry standards as well as helping out the budget!

~ Nathan Shelton,  
Environmental Services Director



# Workplace Violence Prevention

## Strategies for Protecting Employees

*Excerpted from "The Innovator," an MCI Publication, January 2017*

Violence in the workplace has devastating effects for the organization, the employees involved, and those left to process the event while continuing on with "business as usual." Protecting employees goes beyond providing security officers and locked doors. Though these precautions are important, training employees to respond appropriately in a potentially violent situation is equally important.

Within the Commonwealth of Virginia (COV) from fiscal year (FY) 2013 to FY 2016, there were approximately 4,445 workers' compensation incidents involving acts of violence that resulted in \$15,927,674 in total incurred costs. These incidents included being struck/injured by a fellow worker, a patient, or other person; gunshot claims; and people in the act of committing a crime.

Employees should begin to prepare for the possibility of Workplace Violence (WPV) by availing them-



selves of training provided by DHRM and SWVMHI, such as the February CAI, 2017 Workplace Violence and Harassment; an in-depth review of primary risk categories, potential danger signs that could indicate increased risk, and appropriate responses when encountering a violent or potentially violent situation. Additional resources are available through the National Institute of Occupational Safety and Health (NIOSH), including a WPV Prevention Course for Nurses. The Department of Homeland Security has additional resources relating to preparing for and responding to active shooter events.

Whether at home, at work, or traveling between the two, everyone should be very aware of their surroundings. If a person suspects

an act of violence has occurred or will occur, they should also know the proper method for communicating that information to the appropriate authorities or organization.

### Here are a few tips to keep in mind when encountering a WPV situation:

- Stay calm
- Assess whether you should Run, Hide, or Fight, and take action quickly
- Listen for details and document them as soon as possible (background noises, etc.)
- Try to signal for help as soon as possible
- Never try to disarm a perpetrator
- Be extremely attentive ... watch for the moment to escape
- Contact law enforcement as soon as you are able

Remember, applied knowledge in a WPV situation can equate to the power to save lives. Violence Prevention strategies work better when employees are equipped with the information they need to respond appropriately.

~ Safety Committee

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





**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**

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

**Please submit articles for the next newsletter to Cheryl Veselik by February 20, 2017.**

**The next newsletter will be published March 2017.**