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# Employee of the Year



*Pictured from left to right Heather Trail, Director of Rehab Services, Brittany Phipps, Employee of the Year, and Matt Woodlee, Clinical Director*


## Brittany Phipps, Centralized Rehab Services Supervisor named Employee of the Year

Brittany Phipps has been named the 2019 Employee of the Year. Brittany is a strong leader, has effectively managed several difficult situations, and appropriately sees supervision and collaboration as needed. She has been working with the Rehab Department for over seven years and consistently shows self-determination to do her best every day. Often times, Brittany goes above and beyond her leadership role to help assist other departments such as volunteering to be a TOVA/CPR/First Aid Trainer.

Brittany was the first staff member to respond to two patient medical emergencies that occurred recently, to include saving a female patient who was bleeding from a self-induced cut in the restroom during evening shift, and directly safeguarding a female having a seizure at Hungry Mother Park during a Regional Consumer Recovery Council meeting. Brittany's performance in this area is impeccable and impressive. Speaking of Regional Consumer Recovery Council, this is another special assignment that Brittany has volunteered to be a part of each month, representing the hospital and taking individuals we serve off-site to be involved in community outreach programs.

Longer than seven months, Brittany has been covering for two supervisors in CRS (Education and Wellness Coordinators). She has been willing to work an evening shift each week for over six months and effectively managing second shift schedule, which changes weekly for the other day shift staff who are helping to avoid cancellation of patient programming, which is important for the whole facility. Brittany not only provides extra supervisor coverage for CRS and for RRC supervisors while out for six weeks, but she

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



# Employee of the Year, continued

also helped manage the department when the director was out unexpectedly for three weeks, which is extraordinary considering that she fulfilled her duties, worked over to provide second shift coverage due to staff shortage, and began training two new staff all during the same time period. Brittany demonstrates the ability to manage her time very well, and prioritize accordingly, which helps the overall functioning of the Rehab Department. In addition, she independently planned great team-working activities during the department meeting in May, and received several compliments from staff who participated.

Brittany also chooses to facilitate active treatment with individuals we serve on a daily basis through Animal Assisted Activities/Therapy and volunteering to cover for staff to avoid cancelling any treatment groups, and to ensure patient/staff accountability through hall monitoring and escorting. Brittany constantly surveys and monitors the numerous group rooms and activity spaces that Rehab Department uses to actively improve safety for individual we serve and staff. She serves on the Safety Committee, and her feedback and initiative have been crucial factors in ensuring a safe working environment. Brittany has been a notable influence for our department and the hospital by assisting maintenance and management to ensure surveillance cameras were properly installed at all angles.



During the past year, the Rehab Department has undergone a variety of changes. Brittany is adjusting well with improved team working, which is essential. Cultural and operational changes are challenging, but Brittany has consistently worked diligently to meet the new requirements and assisting all staff with making needed adjustments as well. Brittany worked over to direct the organization of SWVMHI's participation in the Mental Health Awareness Day in Abingdon last May, which included a variety of tasks to bring together staff and willing individuals we serve to attend, which ended in a success with no incidents and lots of fun for all. She is also volunteering to be a super-user for the upcoming Millennium OneMind program, which is greatly appreciated and needed as we proceed.

It is clear that Brittany displays self-initiative, leadership, honoring day-to-day tasks, and has a positive impact on SWVMJHI's mission and values.



Thirty days hath September,  
April, June, and November,  
February has twenty-eight alone,  
All the rest have thirty-one;  
Excepting leap year, that's the time,  
When February's days are twenty-nine.



## Happy Holidays Provided by Rehab Department

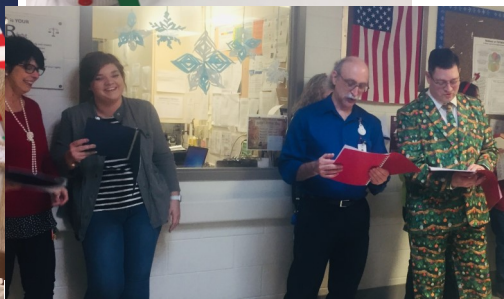
For the month of December, Rehab Department was very busy providing a variety of new and traditional holiday activities for individuals served and SWVMHI staff.

- \* SWVMHI Christmas Market
- \* Donation and Coat Drive
- \* Marion Downtown Christmas Market
- \* Celebrated National Cookie Day with the help of Food Services
- \* Christmas Caroling with volunteers from Lowman Valley Church
- \* Christmas Caroling with SWVMHI staff
- \* Christmas Caroling at MCTC
- \* Decorating hospital grounds and gift-wrapping
- \* Polar Express Special Event with card making
- \* Candlelight Christmas Communion provided by Facility Chaplain
- \* Merry Christmas Flower Bouquets made by Meditative Art Group
- \* Rehab Raffles for large craft items made by Individuals in Rehab Groups
- \* Shopping, sorting, wrapping, and delivering Christmas gifts for each individual

**A big "THANK YOU" to all SWVMHI employees for your assistance, support, and participation in the events listed above! HAPPY NEW YEAR!**



~ Heather Trail, LPC  
Director of Rehab Services



The door was shut, as doors should be,  
Before you went to bed last night;  
Yet Jack Frost has got in, you see,  
And left your window silver white.

He must have waited till you slept;  
And not a single word he spoke,  
But pencilled o'er the panes and crept  
Away again before you woke.

And now you cannot see the hills  
Nor fields that stretch beyond the lane;  
But there are fairer things than these  
His fingers traced on every pane.

- Gabriel Setoun, *Jack Frost*



## Santa's Elves for "No Shave November"

Seven SWVMHI staff members participated in "No Shave November" in 2019. They were able to raise a total of \$250 for the Smyth County Department of Social Services Santa's Elves program.

Officers participating included: Chief Sean Carrigan, Investigator Dave McConnell, and Officers Fred Cress, David Jerrell, Billy Wyatt, and Richard White. Daniel Eastridge, RN, also participated, and several staff donated to this worthy cause.

Thanks to all who donated. We look forward this again in 2020!



### Deferred Compensation Rep here 2/10/2020

ICMA-RC Representative Lauren Hand will be at SWMHI on February 10th and will be available to meet with employees with questions about the Deferred Compensation plan and/or the Hybrid Retirement Plan in the Human Resources department on the 2nd Floor of the Henderson Building. You can make an appointment by clicking this link <https://icmarc.secure.force.com/events?SiteId=a0lf1000006PaIdAAK> or you can drop by if she is free. Lauren Hand can also be reached at 800-338-5804 or by email at [lhand@icmarc.org](mailto:lhand@icmarc.org)

Lauren will be set-up to meet at the following times on the 10th.

0900 - 1200  
1400 - 1600

Please drop by to meet with Lauren Hand to ask questions, review your account, check beneficiary listings, and/or to change your contribution amount.

~ Kimberlee Hubbard  
Human Resource Analyst I





*Received recently by Staff:*

*Dear Dr. Mike Jones,*

*Thank you so much for your help and support during [our loved one's] stay here. We noticed how you returned our calls, and offered advice when we had nowhere to turn. We will not forget.*

*~ Signed by two family members*

Dear Staff (C/D unit),

I am writing this to thank all the staff and my team for their support in my recovery . I have gotten fairly close to some of the people that work here during my hospitalization. I have found inspiration to have a better quality of life when I leave here. I have found good people and I have found the self-confidence I needed to make my life better. Big thank-yous to nursing staff who all have went beyond my expectations of a hospital. I have met many nice and caring individuals since I've been here.

I would like to take this opportunity to thank my team, especially my social workers. Both of you have been so patient with me and I thank you for that. I went on an emotional roller coaster from the time I got here up until now, and you all have been there for me throughout it all. I thank you for the time you spent with me and for talking to me, especially my psychologist. Thank you. You are a really good person and thank you so much for the talks that we have had. I appreciate your input and support.

I hate that I spent as much time as I did here, but at least it gave me the time I needed to come to terms with all that I needed to. I feel much stronger now and more determined to do what I want to do. Thank you all for everything.

Sincerely,

An individual receiving services



## MONTHLY PATIENT CENSUS

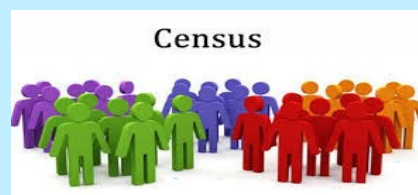
**December 2019**

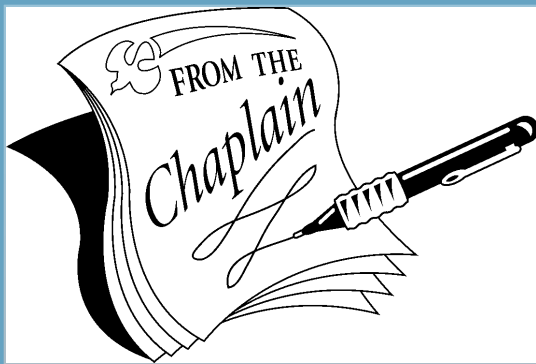
Admissions - 56

Discharges - 51

Passes - 13

Average Daily Census - 157





Our spiritual wellness groups at SWVMHI are grounded in the idea that life is a process of ongoing recovery, regardless of whether you are in a hospital or not. One of the most beautiful affirming statements of this belief comes from the ancient Japanese art form, Kintsugi – meaning “golden joinery.” In her article, “Kintsugi: What a Broken Bowl Can Teach Us,” Alia Hoyt explains the legend behind the art form as follows:

“...A Japanese shogun so wanted his broken Chinese tea bowl repaired that he sent it to China to be fixed. He was dismayed at the metal stitches used to piece it back together and asked a local craftsman to mend it. The result was a stunning new piece that emerged from fragments with golden seams tracing the places where the bowl had cracked... Unlike many other methods of repair, Kintsugi doesn't try to hide the damaged areas. In fact, [the process] draws attention to the cracks.”



Morty Bachar and Patty Storms describe the effect of Kintsugi as “giving life to damaged or aging ceramic objects by celebrating their frailty and history.” They see in the art form, an expression of the opportunity for us all in the on-going recovery called life to take to heart, “how we might live a Kintsugi life, finding value in the cracks, missing pieces and chips—bringing to light the scars that have come from life experiences, finding new purpose and through aging a loss, seeing the beauty of imperfection and loving ourselves, family, and friends despite flaws.”

Spiritual traditions remind us of our uniqueness and our beauty in the Creator's eyes. May you take a moment and learn more about Kintsugi and the lessons it offers.

Blessings,

Andy Parkey  
Chaplain

## SWVMHI is a Tobacco-Free Campus

SWVMHI Policy 6500 prohibits the use of tobacco products on its campus. The campus is defined as all SWVMHI buildings and areas surrounding the buildings, including grassy areas, sidewalks, parking lots, picnic area, and personal vehicles (while parked on SWVMHI campus.)

Cigarette butts have been found around buildings and parking areas on the SWVMHI campus very recently. This is a reminder that employees who use or possess any tobacco product(s) in violation of this policy are subject to the provisions of progressive disciplinary action according to guidelines set forth in DHRM Policy 1.60, Standards of Conduct. All employees, especially those who use tobacco, are encouraged to re-read this policy, which can be found on SharePoint. You can also obtain a copy from your supervisor or from the Human Resources Office.

Thank you for your cooperation and adherence to this policy.





## SWVMHI Culture of Quality and Safety:

# The TOVA Toolbox

## #7 Chokes



Chokes are extremely dangerous. These are rare, but when they happen, the target person is in serious trouble. Therefore, a choke release must be performed **quickly and assertively**.

### Front Choke

When a person uses this choke, it occurs somewhere in a sequence of other actions. For instance, the individual attacking may have already struck you. If we fail to perceive the attack coming and fail to pivot off the line, we can release the choke using a movement very similar to the Pivot Maneuver.

**Elements of this maneuver must be done simultaneously.**

As the person's hands close on our throat:

- ✓ Assume the Ready Posture.
- ✓ Make a "C" Shape with the fingers and thumb of the hand that corresponds to whichever foot is forward (if your right foot is forward, use your right hand).
- ✓ Place the "C" against the person's inside wrist, close to his hand.
- ✓ Assertively push the person's hand away from you as you pivot on your lead foot, just as you would during the Pivot Maneuver.
- ✓ The person's forward momentum should lead him to take a step forward, allowing you to move into his safety zone.





# meet our NEW HIRES

Please welcome the newest additions to  
the SWVMHI Team!

## New Hires for 12/10/19 and 12/25/19

- ◇ Trey Bloomfield, PCT, Ward C/D, first shift
- ◇ Emily Coulter, P14 Patient Registrar
- ◇ Autumn Hall, PCT, Ward C/D, second shift
- ◇ Pandora Kiser, RN, Ward E/F, second shift
- ◇ Breanna Umbarger, Food Service Tech
- ◇ Dr. Timothy Hsu, Psychiatrist



## New Hires for 01/10/20

- ◇ Stephanie Kell, PCT, Ward CD, first shift
- ◇ Todd Oakes, Grounds & Utility Tech
- ◇ Naomi Simpson, PCT, Ward CD, second shift



*Whose woods these are I think I know-  
His house is in the village though;  
He will not see me stopping here  
To watch his woods fill up with snow.  
Stopping by the Woods on a Snow Evening by Robert Frost*

## Training Department Upcoming Events

### JANUARY/FEBRUARY 2020

It's time for CPR Card Renewal. Make sure to attend your assigned CPR Renewal class this year.

We will also be planning Step Forward II, adding the next level of leadership training in the Step Forward Series.

### CAIs due in January and February:

#### January

- dLCV (disability Law Center of Virginia)
- BMEWS Refresher

#### February

- Civility in the Workplace
- SWVMHI LGBTQ+

Dr. Gillette presents:

"The Ethics of Sex and Gender"

**When:** February 6 , 1330 to 1500 hours  
**Where:** Dogwood Room of the B Building

Be sure to call Patricia Evans at Ext 854 to register







# National Wear Red Day<sup>®</sup>

*The First Friday in February*



*The National Heart, Lung, and Blood Institute and many groups around the country observe National Wear Red Day<sup>®</sup> each year on the first Friday in February to raise awareness about heart disease as the leading cause of death among Americans, especially women.*



**Risk factors for heart disease are:**

- Smoking
- High blood pressure
- High blood cholesterol
- Overweight/obesity
- Physical inactivity
- Diabetes
- Family history of early coronary heart disease
- Age (for women, 55 and older)

**Heart disease is largely preventable. Here's what you can do now to reduce your risk:**

- Don't smoke
- Eat for heart health
- Aim for 30 minutes of physical activity at least 5 days a week
- Ask your doctor to check your blood pressure, cholesterol, and blood glucose

**Show your support and wear red!**



National Wear Red Day<sup>®</sup> is a registered trademark of the U.S. Department of Health and Human Services and American Heart Association.

# Lunar Phases

## January

January 2 — First Quarter  
 January 10 — Full Moon  
 January 17 — Last Quarter  
 January 24 — New Moon



## February

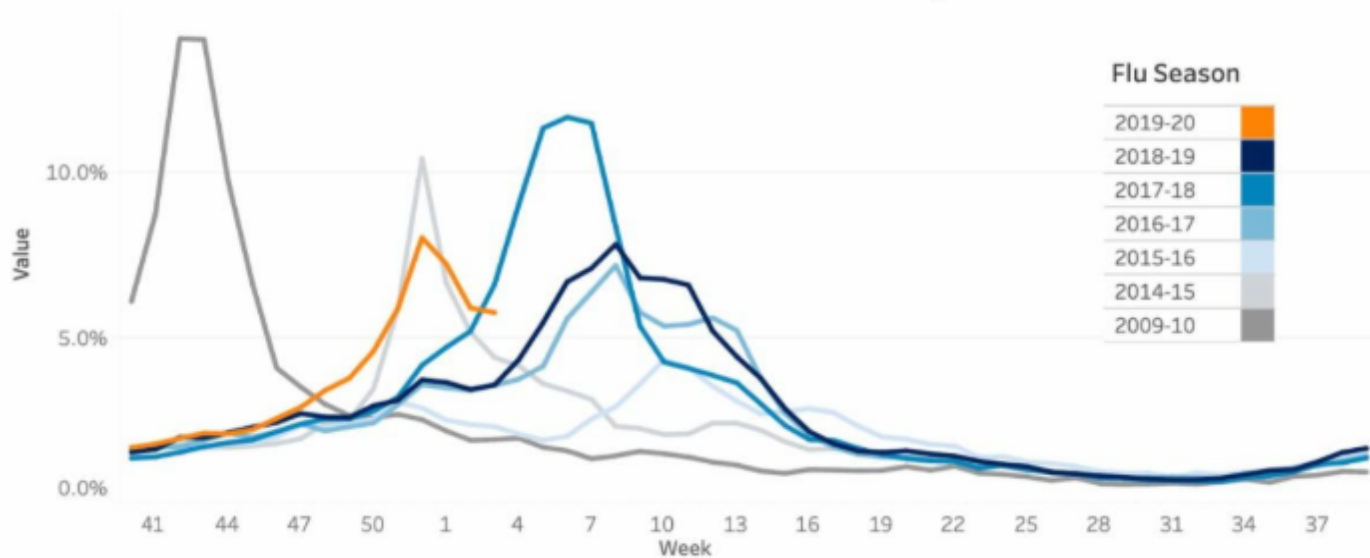
February 1 — First Quarter  
 February 9 — Full Moon  
 February 15 — Last Quarter  
 February 23 — New Moon




Report Generated January 23, 2020

## How many people are seeking care for an influenza-like illness (ILI)?

Percent of Medical Visits for Influenza-like Illness by Flu Season



 During the week ending January 18, 2020 (week 3), Virginia reported **5.7%** of ED and UCC visits were for ILI.

**Has flu-season peaked already?** The orange line above represents this year's percent of medical visits for flu-like symptoms. The latest data shows the third consecutive week of decline. You'll note 2014-2015 peaked around the same time. Only time will tell! Either way, flu season is not over - keep washing those hands!

**Virginia Weekly Influenza Surveillance Reporting**



# Word Search

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

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

January

Cold

Snow

Resolutions

New Year

Mardi Gras

President's Day

Shadow

Mittens

February

Hearts

Valentine

Winter

Super Bowl

Chocolate

Ground hog

Skiing

Coat

To appreciate the beauty of a snowflake, it is necessary to stand out in the cold.  
 ~ Aristotle





# The Quilt Connection



I was in a meeting not long ago, and someone mentioned the artwork up and down the L Hallway in the Bagley Building, as well as just outside the doors to the G Courtyard. These pieces of art are large, in wood frames, and bear name plates with names such as “Churn Dash,” “Log Cabin,” and “Grandmother’s Flower Garden,” just to name a few. Most folks in the room did not know what they were or how long they had been there, and couldn’t figure out how the names had anything to do with the seemingly random shapes painted in the various pictures. At the time, I couldn’t remember the exact year they were completed, but I knew exactly what they were, as I had helped paint one of them. Those works of art are barn quilts, which are quilt patterns painted onto plywood and attached to the side of a barn, garage, store, or wherever it will fit. If you take a drive through southwest Virginia, northeast Tennessee, or North Carolina, you can find them on .... well, the sides of barns. The name plates on each are the actual names of the traditional quilt squares depicted on the wooden background.

The project was called the Quilt Connection and it was the result of the Occupational Therapy Community Roles Group, and which was revealed in “quilt show” fashion during Family Day in September, 2007. Those present even voted on a People’s Choice Award. The group had several goals in mind with their project:

- They wanted to get to know and work with people from different staff and patient areas
- They wanted to complete a project that had a lasting benefit for the hospital community
- They wanted to spruce up the environment for visitors and themselves
- They wanted to help others feel connected

After presenting their idea to key people in the hospital community, the group sent out a call for volunteers interested in helping with the project. Applications were received from various departments across the facility, and each group was provided the necessary materials to complete a finished quilt block. Materials included 4’x4’ boards with the basic outline of the quilt drawn in pencil, paint, and paint brushes. Each volunteer group also had an OT group member as a mentor who would teach the volunteers how to complete their block, including traditional colors used for each part of the quilt block. The results were nine finished quilt blocks and countless connections.

The quilt square patterns chosen by the group were of Appalachian origin. Staff from Human Resources, Maintenance, Food Services, and various units, worked alongside individuals we serve to create the beautiful Appalachian Quilt Blocks still on display. Our very own Carpenter shop crafted all the framing and hung each in the L Hallway. The project took a total of 15 months to complete and thirteen years later, they still hang for everyone to enjoy.

So the next time you walk down the L Hallway, stop and look at each of the quilt blocks. You’ll see the name of the quilt block, and the name of the volunteer group who completed the block. Now you know. :)

~ Cheryl Veselik  
Executive Assist to the Facility Director



**“Off the cuff” January and February holidays to celebrate:**

Jan 5 Monopoly Game Day

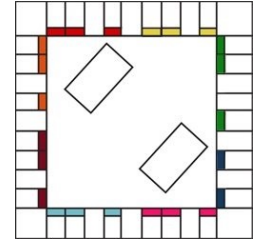
Jan 8 Bubble Bath Day

Jan 16 Appreciate a Dragon Day

Feb 2 Ground Hog Day





Feb 18 International Eat Ice Cream for Breakfast Day

Feb 28 National Tooth Fairy Day



# February 2020



Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	4 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	5 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	6 Chapel 6:15-8pm	7 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	8 
9	10 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	11 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	12 <b>Movie Night</b> 6:00 p.m.—8:00 p.m. 	13 Chapel 6:15-8pm	14 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	
15	17 <b>No groups or game room due to holiday</b>	18 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	19 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	20 <b>No afternoon groups 1:30-3:30 Special Event</b> Chapel 6:15-8pm	21 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	<i>Happy Valentine's Day</i>
23	24 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	25 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	26 <b>Birthday Party &amp; Gameroom</b> 6:15 - 8:00 p.m. 	27 Chapel 6:15-8pm	28 Gameroom ERS & E/F- 5:45- 6:35 ADMISSIONS- 6:40-7:45	



### 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

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

Please submit articles for the next newsletter to Cheryl Veselik by February 20, 2020.