



DBHDD

Georgia Department of Behavioral Health & Developmental Disabilities

ECRH Bulletin

VOLUME 10, ISSUE 15

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East Central Regional Hospital

Special points of interest:

- Employee of the Quarter
Noticed by the Gnome
US Post Office
Credit Union Info
Chapel Schedule
Dental Health Month

Don't wait for other people to be loving, giving, compassionate, grateful, forgiving, generous, or friendly...lead the way!

Steve Maraboli

Inside this issue:

Table listing contents: New Employees (2), HR Partners (2,3), Hospital Security (5), Infection Control (6), Training at a Glance (7,8), Pharmacy Update (8), Safety Shop (9,10), Out & About (13), Taking Flight (17)

From the Desk of the RHA - Nan M. Lewis



Perseverance and Fortitude, two words to describe ECRH related to the performance of staff and recent events. In the last Bulletin, the talk was about the snow storm, but that was just a preview of things to come. The ice storm challenged us with more severe weather for a much longer duration and staff again responded. Extended shifts, necessitated sleepovers, communication failures, power outages, all were challenges faced, well-tolerated, and overcome with exceptional leadership, creative staff that devised work-arounds for whatever obstacle came their way, and dedicated employees who did what was needed without complaint. This was a demonstration of FORTITUDE in the face of formidable challenges. Not only did they perform their own jobs, but they also stepped up to do whatever was needed, from creating an assembly line to make sandwiches for staff (just how many chicken salad sandwiches does 60 lbs of chicken make ?), to transporting people and food, to providing quality patient care under the most difficult of circumstances. And don't forget the backdrop.....every employee had family, homes, and possessions they left behind to be here. They put their responsibility for patient care first.....TRUE healthcare providers! I would like to name all the people who deserve special recognition and thanks, but there are just too many. Leadership Team, Professional staff, Direct Care staff, and Support staff...job well done! Thursday afternoon, Commissioner Frank Berry made the trip to Augusta to personally visit all the patient areas, expressing appreciation and a little amazement on how ECRH navigated this crisis. Once again, ECRH is proud. We did come away with some Lessons Learned and for the next 100-year ice storm....we will be even better prepared! We hope your clean-up efforts and personal hardships on the home front clear up quickly and that everyone remains safe and perhaps a little more thankful for the simple things in life. (Like warmth!)

So whoever thought that becoming CRIPA compliant would take second story to the weather? Yes, after 5 years of work, the DOJ agreed that the State of Georgia had met the terms of the settlement agreement. A long term effort that demonstrates PERSEVERANCE! This is not a race that is over or a mountain where we have reached a peak and the climb is finished, rather it is the achievement of a level of care and system development that we will continue to maintain and raise to even higher levels. Congratulations! You did it! You came so far and you should be very, very, very, proud. More on this later.....

Fortitude and perseverance....yep, that describes ECRH! Thanks all.

Sincerely, Nan M. Lewis

Tidbits of ECRH History

In the last issue of the ECRH BULLETIN, TIDBITS reported on the mules that worked the Gracewood farms for several years. Now, the question has been asked, " Just what is a mule?"

Here we go----- A mule is the hybrid that results from mating a female horse (mare) with a male donkey (jack). Rarely does a female mule (molly) give birth as most mules are sterile. A mule inherits its size and strength from the horse and the surefootedness from the donkey.

Any other mule questions?



Contributed by Brian Mulherin

## New Employees



**Front Row(L-R):** Laura Shields, Infection Control Nurse; Shay Fritz, LPN; Melissa Albea, LPN

**Back Row(L-R):** Roddy McDowell, HST 1; Kojo Sarfo, RN; Adan Morell, PHCW

# Welcome New Employees!

## HR Partners - Employee Assistance Program (EAP)



### Program Summary

#### Employee LifeWork Solution Program

<p><b>COUNSELING SERVICES</b> Counseling services are available for issues affecting employees and dependents. Members may speak with a professional counselor by phone, and the Employee Assistance Program will provide a referral to see a local counselor at no cost for issues such as:</p>	<ul style="list-style-type: none"> <li>• Anxiety and stress</li> <li>• Depression</li> <li>• Grief</li> <li>• Parenting</li> </ul>	<ul style="list-style-type: none"> <li>• Drug or alcohol abuse</li> <li>• Transition and change</li> <li>• Workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Relationships – individual, marital, and family</li> </ul>
<p><b>FAMILY CAREGIVING SERVICES</b> Referrals and information are available on a variety of family matters, including:</p>	<p><b>CHILD CARE AND PARENTING</b></p> <ul style="list-style-type: none"> <li>• Prenatal care</li> <li>• Daycare/summer camps</li> <li>• Special needs services</li> <li>• Preparing students for college</li> </ul>		<p><b>ELDER CARE</b></p> <ul style="list-style-type: none"> <li>• Assisted living</li> <li>• In-home care</li> <li>• Transportation services</li> <li>• Adult daycare</li> </ul>
<p><b>LEGAL SERVICES</b> A 30-minute phone or in-person consultation is available to help answer basic legal questions and simplify the process of obtaining legal help. Some common legal concerns include:</p>	<ul style="list-style-type: none"> <li>• Adoption</li> <li>• Bankruptcy</li> <li>• Child custody</li> <li>• Criminal issues</li> <li>• Divorce</li> </ul>	<ul style="list-style-type: none"> <li>• Estate planning</li> <li>• Immigration</li> <li>• Real estate</li> <li>• Tenant's rights</li> <li>• Mediation</li> </ul>	
<p><b>FINANCIAL SERVICES</b> A 30-minute consultation with a qualified financial consultant is available to assist with a variety of financial concerns.</p>	<ul style="list-style-type: none"> <li>• Bankruptcy alternatives</li> <li>• Budgeting and cash flow</li> <li>• Credit issues</li> <li>• Identity theft</li> </ul>	<ul style="list-style-type: none"> <li>• Education funding</li> <li>• Income taxes</li> <li>• Mortgages</li> <li>• Retirement planning</li> </ul>	
<p><b>CONVENIENCE SERVICES</b> The Employee Assistance Program includes complimentary referrals to convenience services to help members make the most of their money and free time.</p>	<ul style="list-style-type: none"> <li>• Repairs</li> <li>• Moving and relocation services</li> <li>• Cleaning services</li> </ul>	<ul style="list-style-type: none"> <li>• Car and hotel reservations</li> <li>• Sightseeing tours</li> <li>• Destination guides</li> </ul>	<ul style="list-style-type: none"> <li>• Dining</li> <li>• Personal shopping</li> <li>• Gift recommendations</li> </ul>
<p><b>MANAGEMENT CONSULTATION SERVICES</b> APS provides various services for those in leadership positions including unlimited telephonic consultation services that are available 24/7.</p>	<ul style="list-style-type: none"> <li>• Assistance in responding to an onsite accident or critical event</li> <li>• Performance concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Behavior concerns</li> <li>• Training consultation services</li> <li>• Substance misuse/DOT services</li> </ul>	
<p><b>ONLINE TOOLS AND INFORMATION</b> APSHelpLink.com is an interactive web-based self-service solution. The site provides a wide array of life management tools to help members with a variety of personal and/or work related issues in a private and convenient manner.</p>	<ul style="list-style-type: none"> <li>• 8,000+ research articles</li> <li>• Interactive wellness assessments</li> <li>• 92 self-paced online trainings</li> <li>• Monthly webinars</li> </ul>	<ul style="list-style-type: none"> <li>• Self-search locators for child, academic and adult care resources</li> <li>• Wellness center</li> <li>• Learning center</li> <li>• And much more!</li> </ul>	

 [www.apsheplink.com](http://www.apsheplink.com)

 1-800-293-0851



## HR Partners

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### ECRH Attendance Policy S-58

The regular, daily attendance of each employee of East Central Regional Hospital is essential to the successful delivery and support of consumer care. Employees are expected to report to work on time and work the hours that they have been scheduled. This policy sets forth standards of appropriate attendance and the required notification of absences and establishes corrective action standards for unacceptable attendance.

Employees who do not have internet access should contact their supervisor or a human resource representative for a printed copy of this policy.

Questions regarding this policy should be directed to: Supervisors or Human Resources/Personnel Representatives.

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## **Onsite Screening (Bio-Metric Screening)**

East Central Regional Hospital (Gracewood) will be having an **Onsite Screening** for eligible members and covered spouses.

Participant registration began the week of January 27, 2014. Participants can now go online to the self scheduler tool and schedule an appointment at [www.bewellshbp.com](http://www.bewellshbp.com) . All eligible members and covered spouses will be able to sign up for an onsite screening appointment at this time (**please print out your confirmation and bring to your scheduled appointment**).

For **Registration Assistance** please contact HRM at 706-792-7177.

\*\*\*There will be **Only One Session**\*\*\*

**Site Name:** East Central Regional Hospital Gracewood (Gymnasium)

**Screening Date:** June 17, 2014

**Start Time:** 7:00 a.m.

**End Time:** 1:00 p.m.

Screening dates, times and location will be scheduled and confirmed prior to event. Our office will update accordingly.

## Noticed by the Gnome

ECRH had eleven employees Noticed by the Gnome in January. We thank them for the outstanding job that have been doing for the hospital and the individuals that we serve.

**Keith Antoine**

**Ingrid Barker**

**James Fitts**

**Elaine Kelley**

**Bethany Nixon**

**Pauline Pacheco**

**Sonya Jackson**

**Glenn Aaron**

**Michael Vitacco**

**Amanda Pattillo**

**Willie Douse**



*"Dr. Michael Vitacco deserves to be noticed for the countless hours he spends behind the scenes. He does Forensic evaluations around the region and is always in a good mood, ready to serve the community. He was one of only a few employees to brave the inclement weather and icy roads in order to be here with the individuals. Dr. Vitacco goes above and beyond and it's time for some light to shine on his willingness to do what it takes to get the job done."*

*"During a Fire Drill on Gracewood's 76-5 all the staff did a great job and followed procedure, but there was one staff member who went above and beyond. Mr. Willie Douse actually carried an individual out to safety because she did not want to cooperate. He then went back and got another individual who was bedridden and pushed the bed to the evacuation area. If anything did happen on that unit, the individuals would be in the safe hands of Mr. Willie Douse and the 76-5 staff. Thanks for all the hard work that you do."*

*"Amanda Patillo is a counselor who cares more about the individuals than she does herself. She has created behavioral interventions for numerous individuals in Forensics II and is diligent in tracking the progress. She has established a strong rapport with every individual and co-worker she encounters. Her positive attitude really helps our individuals."*

*"As the leader of the PBS Team, I can think of no better group to work with individuals and staff on both campuses. They respond to crisis situations on a moments notice and not only help de-escalate volatile situations, but also educate staff to prevent such situations in the future. All the members go above and beyond the call of duty to make sure the individuals we serve and the staff working with them become engaged in ECRH's Recovery oriented environment. PBS members are the best example on campus for treating all individuals with dignity and respect. Finally, PBS technical assistance, Behavior Support Plans, and the accompanying trainings have been instrumental in reducing aggressive acts in some of our most volatile individuals."*

*"Ms. Sonya Jackson Wright serves with a smile to those she meets. She's a hard worker, loyal, a team player, and steps in when needed. She ensures that 76-4 has enough coverage to keep our individuals safe. Staff flock to her for instructions and assistance."*

*"I want to recognize Glenn Aaron for making sure we had adequate heat in Building 68 prior to the coldest day we've had yet. Squirrels had damaged wiring in the attic. He had cages put in to catch the squirrels, repaired the heating system, and followed up to make sure everything was working properly."*

## Noticed by the Gnome

Due to an oversight, there were eight staff members left off the December list. The *Bulletin* apologizes for the error.



Larry Hazel	Melanie Harris
James Evans	Stanley Stiles
Margaret Tuck	Lisa Kuglar
Teresa Crouch	Christina Hall

*"I watched GMH HST James Evans during the Christmas Tree Lighting ceremony and he did a great job making sure that the restroom was appropriately supervised, no matter what his distractions or how many people were coming and going. Sounds like a little thing, but when little things go wrong, big things can happen!"*

*"Larry Hazel is an AWESOME supervisor!"*

*"Wherever we found Stanley Stiles, we need to go back for more. What a wonderful attitude. Hope it is contagious because everyone could use his positive approach, work ethic, and customer service."*

*"Margaret Tuck has been absolutely super and I hear it over and over again from all disciplines and all units. She's been a delight, always helpful, attentive and committed. Thanks for all you do to help ECRH."*

*"Lisa Kuglar needs to have more than a brick in the wall...she's the mortar that holds a lot of us together. Fantastic Social Worker!"*

*"Christina Hall just finished her internship here and stayed on because she loved ECRH. Our individuals love her even more, as one was overheard commenting what an impact she had on her life. Christine, we're glad you stayed on as part of our team!"*

*"Teresa Crouch and Melanie Harris did a great job with the Charitable Contributions campaign. Made it fun!"*

## Hospital Security

Employees are reminded that all personal vehicles parked on our campuses must be registered and must display ECRH parking decals, as per the hospital Security Management Plan. Citations are issued for failing to display parking decals and corrective action may result.

Decals, as well as temporary parking permits for short term use, are issued at Gracewood Campus Building 13 and at the Augusta Campus Gatehouse, and are available on a 24/7 basis. If an officer is not present at the moment, simply call and we will be happy to accommodate you.



## Infection Control - Ringworm

### What is a Ringworm?

Ringworm is a skin infection caused by a fungus. The infection causes a rash that may have a ring shape with a raised edge. It is usually quite itchy and flaky. When the scalp is infected, there is often an area of baldness. Fungal infections of the feet are usually very itchy and cause cracking between toes.

### How is it spread?

You can get ringworm from people, animals or places. Ringworm spread from person to person by touch. When someone with ringworm touches or scratches the rash, the fungus sticks to the fingers or gets under the fingernails. The fungus is then spread when that person touches someone else. Ringworm can also be spread by used items such as clothes, towels, or hair brushes that were used by someone with a ringworm infection.

### What is the treatment?

Ringworm can be cured with medications taken by mouth or using ointments or creams.

### How to avoid spreading ringworm to others:

- Practice proper hand hygiene
- Keep your skin, hair and nails clean and dry
- Wash towels and clothing in hot soapy water to destroy the fungus.
- Stay away from common areas, such as community pools and gyms, until your infection goes away.
- Do not share clothing, towels, hair brushes or other personal items.
- Keep common use areas clean.
- Use a floor and bath cleaner that contains a fungus-killing agent, such as common household bleach.

*Source: publichealthgreybruce- Communicable Disease Fact-Sheets/Ringworm*

## Employee of the Quarter - 1st Qtr FY 2014 - Dona Brown

Dona Brown has given Gracewood treatment plans the final read for years. She has insisted upon the highest quality. She and her staff have ensured that these treatment plans pass the test with OSAH judges, not an automatic thing. No one outside of legal may have noticed, but this has helped ECRH tremendously in surveys ranging from ORS to HFR to DOJ.

Dona is also known at 2 Peachtree for her knowledge of the complicated legal status process. She has set up the process on both campuses ensuring that each non-forensic individual is at ECHR legally, a very complicated task. Problems have been virtually non-existent. She is the best in the state. She is retiring soon, and it will take more than one person to replace her.

As an example of Dona's skill and dedication, a recent vacancy left the Augusta Campus without anyone in charge of the legal status process on the Augusta Campus. She had set the system up, so when she was asked to return to the Augusta Campus to cover the vacancy, she was able to make that transition seamlessly, and the staff she had trained to run the legal status process on the Gracewood Campus were able to take over that process smoothly in her absence. Had she not set up an excellent process and

trained staff to follow it, this could have posed real problems for ECRH. Typical of Dona that no such problems have arisen. ECRH has been lucky to have her.



Dona Brown accepts Employee of the Quarter Award from RHA Nan Lewis.

## Training at a Glance - February

CLASS	DATE	TIME	PLACE
NEO Safety Care #1	2/19/2014 2/20/2014	8:30 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99F
NEO Safety Care #2	2/19/2014 2/20/2014 2/21/2014	8:30 a.m.-4:30 p.m. 8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
NEO Safety Care #2	2/19/2014 2/20/2014 2/21/2014	8:30 a.m.-4:30 p.m. 8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99B
Principles of Recovery	2/19/2014	8:00 a.m.-9:00 a.m. 9:00 a.m.-10:00 a.m.	BLDG 103-C Room C-23
Updated PNS End User	2/19/2014	10:00 a.m.-11:00 a.m. 11:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
Updated Incident Management	2/19/2014	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-C Room C-23
Defensive Driving	2/20/2014	8:00 a.m.-2:00 p.m.	BLDG 103-C Room C-23
Infection Control and Prevention+Handwashing	2/20/2014	2:30 p.m.-4:00 p.m.	BLDG 103-C Room C-23
Updated Safety Care Level #2	2/20/2014 2/21/2014	12:30 p.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 99F
NEO CPRA	2/21/2014	12:30 p.m.-4:00 p.m.	BLDG 103-C Room C-23
NEO CPRC	2/21/2014	12:30 p.m.-4:30 p.m.	BLDG 103-C Lab
First Aid	2/21/2014	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
Updated Incident Management	2/24/2014	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-D E&R
Updated Seizure Management	2/24/2014	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-C Lab
Updated Safety Care Level #2	2/24/2014 2/25/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
NEO First Aid	2/24/2014	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
CPRA	2/24/2014	1:00 p.m.-4:30 p.m.	BLDG 103-C Room C-23
NEO Medical Emergency Response System	2/24/2014	12:30 p.m.-4:30 p.m.	BLDG 103-D E&R
Safety Care #2	2/24/2014 2/25/2014 2/26/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99B
NEO Observation of Individual to Ensure Safety	2/25/2014	10:30 a.m.-1:30 p.m.	BLDG 103-D E&R
NEO Seclusion and Restraint	2/25/2014	1:30 p.m.-4:30 p.m.	BLDG 103-D E&R
CPRC	2/25/2014	8:00 a.m.-12:00 p.m.	BLDG 103-C Room Lab
Updated PNS Professional	2/25/2014	1:00 p.m.-3:00 p.m.	BLDG 103-C Lab
Infection Control and Prevention+Handwashing	2/25/2014	9:00 a.m.-10:30 a.m.	BLDG 103-C C-23

**Training at a Glance - February**

CLASS	DATE	TIME	PLACE
Updated Safety Level #2	2/25/2014 2/26/2014	12:30 p.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
Updated Safety Level #1	2/26/2014	8:00 a.m.-4:30 p.m.	BLDG 99F
Therapeutic Incentive Program	2/26/2014	8:30 a.m.-10:00 a.m.	BLDG 103-D E&R
NEO Seizure Management	2/26/2014	10:00 a.m.-12:00 p.m.	BLDG 103-D E&R
Updated PNS End User	2/26/2014	1:00 p.m.-2:00 p.m. 2:00 p.m.-3:00 p.m. 3:00 p.m.-4:00 p.m.	BLDG 103-C Room C-23
Principles of Recovery	2/26/2014	8:00 a.m.-9:00 a.m. 9:00 a.m.-10:00 a.m. 10:00 a.m.-11:00 a.m.	BLDG 103-C Room C-23
NEO PNS Professional	2/27/2014	8:00 a.m.-12:00 p.m.	BLDG 103-C Lab
NEO PNS End User	2/27/2014	12:30 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated Safety Care Level #2	2/27/2014 2/28/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
Updated Safety Care Level #2	2/27/2014 2/28/2014	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99B

Unit designated scheduler, please e-mail all CPR/First Aid request to Jackie Huff.

All other classes request to Runtha Giddens.

**Pharmacy Update**

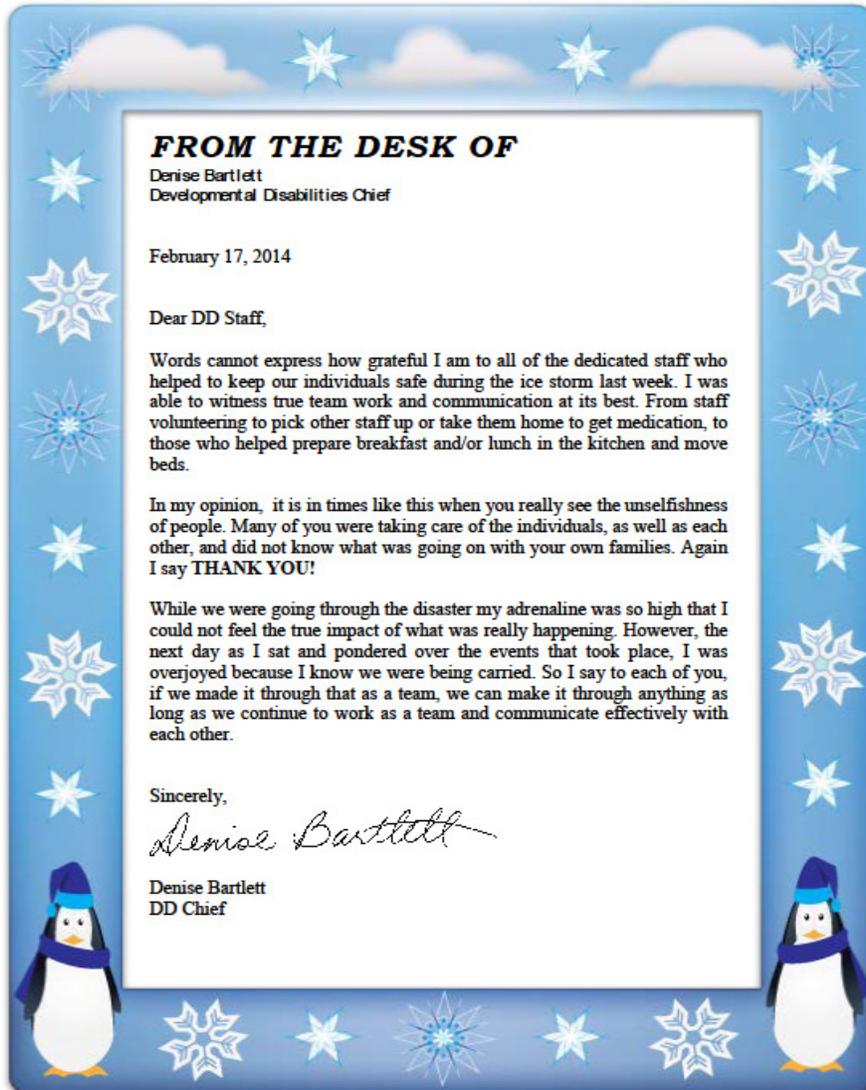


**Controlled Drugs**



Please be aware that **only DEA licensed Physicians and Dentists** are allowed to write **Schedule II (CII) Controlled drug orders**. Any CII orders entered into Avatar by anyone else will be processed as a **Medication Variance**.





## Safety Shop

In March 2008, a historic EF-2 tornado tore a 6-mile path through the heart of downtown Atlanta, severely damaging many landmark buildings including the Georgia World Congress Center, CNN Center, and the Georgia Dome. The next day, two people were killed and hundreds of structures were damaged when another tornado touched down, cutting a 16-mile swath through rural Polk, Floyd and Bartow counties.

In March 2007, a record 21 tornadoes touched down in east, middle, and south Georgia. The storms left nine people dead, nearly 100 injured, and hundreds of millions of dollars in damage. The 143-bed Sumter Regional Hospital in Americus took a direct hit from a violent EF-3 tornado with winds of up to 165 mph. The tornado that hit the hospital was a mile wide and cut an astounding 38-mile path through Webster, Sumter and Macon counties.

Tornadoes are nature's most violent storms. They can appear without warning and be invisible until dust and debris are picked up or a funnel cloud appears. Be prepared to act quickly. Planning and practicing spe-

*(Continued on page 10)*



## Safety Shop

*(Continued from page 9)*



cifically how and where you take shelter is a matter of survival. Tornadoes can occur at any time of the year, making advance preparation vitally important.

### **Prepare for a Tornado**

- Familiarize yourself with the terms that are used to identify a tornado hazard.
- A **tornado watch** means a tornado is possible in your area.
- A **tornado warning** means a tornado has been spotted in your area, and you need to take shelter immediately.
- Determine in advance where you will take shelter in case of a tornado warning. Storm cellars or basements provide the best protection.
- Here at ECRH we have a plan in place to let you know what to do in case of severe weather. It is in the Emergency Operation Plan(EOP) it's called the Severe Weather Annex

### **Plan to Take Shelter**

- If local authorities issue a tornado warning or if you see a funnel cloud, take shelter immediately.
- Stay in the shelter location until the danger has passed.

### **Stay Informed**

- Local authorities may not immediately be able to provide information on what is happening and what you should do. However, you should listen to [NOAA Weather Radio](#), watch TV, listen to the radio or check the Internet often for official news and instructions as they become available.
- After a tornado, be sure to remain out of damaged buildings and stay clear of downed power lines.
- Help injured or trapped people. Check on others who may require special assistance, such as the elderly, children, and people with disabilities.

## National Dental Health Month



Oral health is what we love and is what we do! The Dental Staff at ECRH strives to provide quality dental treatment and education to the individuals of ECRH, as well as to our growing community-based DD population. In honor of National Dental Health Month: Did you know...



- Over 20 million workdays are lost each year due to dental illness.
- In 2006 a study found that people who seek dental treatment were twice as likely to find jobs, and had higher self esteem than those who receive no dental treatment.
- Nearly 75 percent of American adults suffer from various forms of periodontal (gum) disease and don't know it, as it is often "silent" until advanced.
- Gum disease has been linked to life-threatening illnesses such as stroke, heart disease, diabetes, respiratory ailments, and oral cancer.
- Immature, extracted wisdom teeth are a low cost source of bankable stem cells! Who knows?.....a teenager today may truly one day be "saved by the skin of his teeth"!!!

February is National Dental Health Month

# Come to Thursday Night Worship!



**February 20<sup>th</sup>: Evangelist Judy Lawson**  
**February 27<sup>th</sup>: Vessels for Christ**

**All programs begin at 7:00 PM.**  
**Location: Chapel of All Faiths**







**24 Hour Computer Help Desk Number: 1-877-482-3233**

Use this number to report any computer issues such as with computers, network printers, monitors, mice, keyboards, laptops, GroupWise, Avatar, Worx, Sunquest Down and Network down. Helpdesk covers items that were previously working and are not working or not working properly. Always keep ticket number and the name of the person you speak with for necessary follow up. **NOTE: Broken Mice & Keyboards** are replaced by helpdesk. Please keep info and report any issues with this process to Service Delivery Staff. Desktop printer issues may be phoned into Service Delivery at **2444** but will not be serviced. Replacement or alternative printing options will be reviewed.

**Phone issues:** Contact Switchboard at **2011** or e-mail **Tomica Willingham** (Use this number for repairs, problems, requesting new lines or jacks) Include the following: Telephone # with trouble, Building #, Type of phone (name on the phone), Room #, Station # if phone has one, problem with phone, & contact person. When requesting LAN jack please place work order with Plant Operations to run the cable prior to requesting the jack be installed. Always request 2x2 when having new voice (phone) & data (LAN) jacks added.

**Avatar Password Resets:** Contact Unit Nurse Manager between 7:30 am & 5 pm or e-mail [dbhdditappsupport@dhr.state.ga.us](mailto:dbhdditappsupport@dhr.state.ga.us). After normal business hours, clinical staff may contact Admission Office at 7006 for Avatar password resets. **Note: Novell passwords** should be reset using the Password Change Icon located on your desktop or go to <https://password.dhr.state.ga.us>. **You may also contact Help Desk.**  
**\*Additional Avatar issues should e-mail [dbhdditappsupport@dhr.state.ga.us](mailto:dbhdditappsupport@dhr.state.ga.us)**

**New User Request or Computer Access Changes:** Continue to fill out Access form and mail signed form to Service Delivery. Call **2444** with questions. Access changes include access to new software of specific folders and drives on our network.

**Computer Equipment Moves:** Fill out Computer Move request and submit to Service Delivery Staff. Call **2444** or e-mail [EC\\_ServiceDelivery](mailto:EC_ServiceDelivery) with questions. This takes approximately 30 days so allow time in planning.

**Computer/Software Request:** Continue to fill out Request for new Technology form and submit completed signed form to Service Delivery. Call **2444** or e-mail [EC\\_ServiceDelivery](mailto:EC_ServiceDelivery) with questions.

**Avatar Reporting Needs:** If you are in need of specific data for reporting from Avatar please contact Hospital Reporting staff at **2568**.







**Gracewood Post Office**

**Window Hours**

**M-F 9:00 am-12:00 noon**

**1:30 pm-4:30 pm**

**Sat 9:00 am-10:45 am**



**Visit the Gracewood Post Office today and ask Frank Deas about renting a Post Office Box!**



**Corporal  
Carla J. Callahan  
Retirement  
2/19/14**

**11:00am to 1:00pm**

**Ryan's  
3034 Peach Orchard Rd  
Augusta, GA 30906**

Out & About

# Ice Storm Pax 2014



**Richmond  
Community  
Federal Credit  
Union**

**2048 Tobacco Rd.  
Augusta, GA 30906  
706-790-1776**

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Published Twice Monthly



DBHDD



**Our Mission**

The mission of East Central Regional Hospital is to provide safe, competent and compassionate services to persons with mental illness and/or developmental disabilities.

**Our Vision**

The vision of our Facility is to be a center of excellence in the provision of comprehensive, responsive and compassionate care for consumers and their families.

**Our Values**

East Central Regional Hospital is caring and therefore, responsive to our consumers, their families, stakeholders and our employees through commitment to our core values:

**I**ntegrity

**C**ommunication & Collaboration

**A**ccountability

**R**ecognition through Relationships

**E**mpowerment through Excellence



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**NOTICE**

Items for publication must be submitted in written form. The upcoming issue's deadline is February 21, 2014. All articles and notices submitted for publication in the East Central Regional Hospital Bulletin are subject to editorial discretion. Please contact the Bulletin editor if you have questions regarding editorial decisions.

**Campus Marquees**

Deadline for submission of

**MARCH MESSAGES**

**February 21, 2014**

Submit information to Teresa Crouch

Gracewood Campus

Extension 2030

**(Information must be submitted on or before the indicated date to be placed on Marquees for the following month.)**

## ECRH Jobs List

This is a list of job openings currently available at East Central Regional Hospital. For further information regarding these positions, please go to the DBHDD webpage at [www.dbhddjobs.com](http://www.dbhddjobs.com).

[Activity Therapist - Forensic Unit](#)

[Activity Therapist - Redbud Unit](#)

[Associate Nurse Executive - Augusta Campus](#)

[Behavioral Health Counselor - Forensic Treatment Mall](#)

[Certified Nursing Assistant 1 \(multiple shifts available\)](#)

[Clerical Worker - Hourly - communications](#)

[Clerk \(WL\) General Mental Health](#)

[Clinical Risk Manager](#)

[CNA 2](#)

[DD Shift Supervisor - Gracewood Campus](#)

[Food Service Worker \(WL\)](#)

[Health Care Worker](#)

[Health Service Technician 1 - Augusta Campus](#)

[Health Service Technician 1 - Gracewood Campus](#)

[Health Services Technician 2 - Augusta Campus](#)

[Health Services Technician 2 - Gracewood Campus](#)

[Housekeeper](#)

[Houseparent / Health Care Worker- Community Integration  
Home - Second Shift](#)

[Human Resources Manager - Augusta](#)

[HVAC Repair Technician](#)

[Landscape Gardener](#)

[Laundry Worker](#)

[Leave / Workers Compensation Coordinator](#)

[LPN - 1st Shift- Augusta Campus](#)

[LPN - 1st Shift- Gracewood Campus](#)

[LPN - 2nd Shift- Augusta Campus](#)

[LPN - 2nd Shift- Gracewood Campus](#)

[LPN - 3rd Shift- Augusta Campus](#)

[LPN - 3rd Shift- Gracewood Campus](#)

[MH Shift Supervisor](#)

[MH/DD Team Leader](#)

[Nurse Administrator-\(E/N\) Gracewood & Augusta Campus](#)

[Occupational Therapist](#)

[Pharmacist \(AL\) \(Part time hourly\)](#)

[Physicians Assistant](#)

[Program Assistant - Camellia Unit](#)

[Program Assistant - Communications](#)

[Program Assistant - Forensic Step Down Unit](#)

[Program Assistant - GMH 2](#)

[RN - Augusta Campus](#)

[RN - Charge Nurse - Augusta Campus](#)

[RN - Charge Nurse - Gracewood Campus](#)

[RN - Forensic Mall](#)

[RN -Gracewood Campus](#)

[Substance Abuse Counselor - Forensic Treatment Mall](#)

[Work Therapy Coordinator](#)

# Taking Flight

A Briefing from Project GREAT

Georgia Recovery-Based Educational Approach to Treatment

## A RECOVERY STORY

### “Brian’s Story”

In 1971, at the age of five the world that I knew came to a devastating end. We went from a seemingly stable home in the projects of Jersey City, New Jersey with a mother, father, big sister and two big brothers, to being on the road with my father and two older brothers with nowhere to go, nothing to eat, and only the clothes on our backs. There I was homeless, hungry, frightened, motherless and with no hope. Every now and then a family would have mercy on us and let us sleep on their floors or stay in one of their rooms for a time. But like clockwork it would all end way too soon and back in the car we would go. This went on for far too long, and as a result of being at the mercy of strangers I became a victim of molestation by the older daughter of a family that took us in at one time. Due the lack of hygiene products and clean clothes, I became the scum of every school I attended and the feelings of worthlessness and depression deepened. I developed a learning disorder in which I had difficulty with reading and spelling. So on top of being the dirty smelly little boy, wherever we went I was also the “dumbest” little boy. As a teenager I was introduced to drugs and alcohol, and man did they give me an out. I had gone through so much pain and loss in my life that I NEVER felt good about ANYTHING! But when I would use drugs it seemed to take all the pain away at least for the moment. My father was a pastor by now and he prayed for me, and though he didn’t believe in Psychiatry or Psychology

or the medications that came with it, he did everything that he knew to save his son. But nothing worked, and from 18 to 29 years of age, I was homeless, in and out of jail, drug addicted, mentally ill, and hopeless.

Martin Luther King Jr. once said, “If you knock me down it’s your fault, but if you come back 3 days later and I’m still down that’s my fault.” I love this quote because this is the same lesson I had to learn to begin my recovery. You see I was 5 years old when my Dad took me, I couldn’t do anything about that, “that was not my fault.” But here’s where I got it wrong. I continued to blame all my issues on my father and mother, and so I could not go forward in dealing with my drug addiction, depression and self-hatred. So it was me that refused to get the treatment I needed and that played the same sad tape over and over again in my head. Yet, when I realized that my life and my recovery were in my hands that’s when CHANGE took place. I was now open to receive hope from others, and I did just that. I took it and ran like crazy, and refused to stop running. The wounds are no longer open; they have turned into “BEAUTIFUL SCARS” the name of my first book about my journey to Recovery.

### Learning Points

“In this very moment, will you accept the sad and sweet, hold lightly stories about what is possible, and be the author of a life that has meaning and purpose...” (p.13)<sup>1</sup>

**By Brian Anderson**

<sup>1</sup> Wilson, K. & DuPrene, T. (2012) *The Wisdom to Know the Difference*. Oakland, CA: New Harbinger Publications, Inc.

Date: February 10, 2014

From: Commissioner Berry

To: All Staff

Congratulations on a job well done!

Last week, we learned that the U.S. Department of Justice has filed a motion in federal court to close the 2009 settlement agreement related to care provided in Georgia's state psychiatric hospitals.

The settlement of the Civil Rights for Institutionalized Persons Act (CRIPA) agreement is a significant accomplishment for the State of Georgia, the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) and our state hospital system. State hospitals play a critical role in Georgia's behavioral health system. We remain committed to continued improvement in our hospital system.

While this is an important milestone, the department recognizes that we still have work to do to ensure all citizens of Georgia have easy access to high quality care that leads to a life of recovery and independence. To help achieve those goals, we will build on this accomplishment in our hospitals while also making progress on the expansion of services and care available in local communities. In doing so, we will continue to make substantial progress in meeting the terms of the 2010 Americans with Disabilities Act (ADA) settlement agreement, which requires a shift from hospital-based care to a community-based system.

This accomplishment would not have been possible without the leadership of Governor Nathan Deal and the support of the Georgia General Assembly. However, we are most proud of the hard work and dedication of our hospital staff and what they have accomplished to resolve the CRIPA agreement. Their level of effort and compassion for those they serve has truly transformed the quality of care in our hospitals.

Congratulations again,

Frank W. Berry