



Special points of interest:

- *Blood Drive*
- *Incident Management Neglect Flyer*
- *Language Line Access*
- *What's in a Month*
- *New Stamps @ Post Office*
- *Taking Flight*

"Too often we enjoy the comfort of opinion without the discomfort of thought."

John F. Kennedy

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From the Desk of the RHA - Paul Brock



Management Academy Graduation

On July 17th, Dr. Linda Vitacco and I had the opportunity to attend the 2nd Management Academy ceremony to participate in the recognition and graduation of emerging DBHDD leaders for their successful completion of the six-month program. Of course, two of those talented leaders included Tiffany Snow and Candace Walker from ECRH.

The Carl Vinson Institute of Government has partnered with DBHDD's Office of Learning and Organizational Development (OLOD) to provide this management training across all divisions of the agency. Using core components from other management programs, the Vinson Institute and OLOD has developed a curriculum that addresses needs and challenges specific to DBHDD.

The program features classroom-style lectures and seminars, led by the Vinson Institute. Coursework includes supplemental reading and a capstone project. The class is



(Continued on page 2)

Tidbits of ECRH History

On July 1, 2009, the DEPARTMENT OF BEHAVIORAL HEALTH & DEVELOPMENTAL DISABILITIES (DBHDD) came into being. This was the first time mental health services in Georgia ranked DEPARTMENT status with its own COMMISSIONER. Prior to that, the rank was DIVISION with a DIRECTOR. Here's the history:

In the 1950's, mental health services were rendered by the DEPARTMENT OF WELFARE.

In the 1960's, mental health services were rendered by the DEPARTMENT OF PUBLIC HEALTH.

In the 1970's, and up to 2009, mental health services were rendered by the DEPARTMENT OF HUMAN RESOURCES. Today, COMMISSIONER FRANK BERRY leads the way for DDBHDD.

Contributed by Brian Mulherin

New Employees



Front Row (L-R): Jamie Carr, Agency HST; Connie Robinson, Agency LPN; Sylvia Johnson, Agency CNA; Mary Beth Castleberry, Legal Status Manager

Back Row (L-R): Jennifer Outlaw, Professional Social Worker; Jennifer Stanford, Agency LPN; Kimberly Henderson, HST; Shanika Williams, Agency CNA

Front Row (L-R): Brittany Gamble, Agency LPN; Teresa Taylor, Agency CNA; Amber Tucker, HST; Carmen Preston-Brown, Social Worker

Back Row (L-R): Femi Olowosayo, Agency CNA; Kiara Trammell, Agency LPN; Jeanette Lewis, HST 1; Brandon Reaves, Agency CNA



Front Row (L-R): Michael Richardson, HST 2; Mary Ross, RN/Charge Nurse; Lisa Towns, Agency CNA; Charles Winters, Director of Maintenance

Back Row (L-R): Jonathan Jordan, Agency HST; Jeronda Yarbrough, Agency RN/Staff; Anquanet Dishmond, Agency HST; Antravena Williams, Agency HST



Not Pictured: Christina Harvey, Agency RN

Welcome!

From the Desk of the RHA - Paul Brock

(Continued from page 1)

divided into groups of 3 to 5 members, across disciplines, and tasked to design a project which examines an aspect of management that applies to DBHDD. The sessions allow some time to work on the project, but many groups meet between sessions. As a result, each group shared exceptional presentations with the audience and made formal recommendations to Frank Berry, DBHDD Commissioner, Judy Fitzgerald, DBHDD Chief of Staff, and other leaders all prior to the formal graduation ceremony.

*Each of these committed and dedicated Management Academy graduates received a certificate in leadership from the University of Georgia. **Hats off and Congratulations** to Tiffany Snow and Candace Walker for this brilliant professional achievement.*

*Sincerely,
Paul Brock*

HR Partners

Employee Benefit Eligibility Changes

As you are likely aware, there was a U.S. Supreme Court ruling on June 25, 2015, regarding same sex marriage and related rights. The decision requires states to recognize same sex marriages to the same extent that they recognize marriages between a man and a woman when the marriage is lawfully licensed in Georgia or another state. That has a number of implications for our employee benefits program including health insurance, flex benefits, retirement plans and Family Medical Leave (FML).

The change in law is considered a qualifying event which permits changes to employee benefit elections. This would include extending benefits to an employee's same sex spouse and/or their eligible dependent(s). For those previously married in another state, June 26, 2015, is the designated date of the qualifying event. And where date sensitive elections are involved (i.e. Health Insurance), affected employees will need to make the election/change within 30 days of the qualifying event.

Attached is a joint document forwarded by the Department of Administrative Services/Human Resources Administration (DOAS/HRA), and prepared by enterprise-serving agencies which administer employee benefits for the State of Georgia. It's designed to address any questions employees may have, and provides basic instructions/contact information to assist in making desired benefit changes associated with the ruling.

Thank you in advance for your review/attention to this matter, and please contact your local Human Resources Office should you have questions.

**Human Resources Department
ECRH**

Main Office Telephone Number- 706-792-7177
Main Office Fax Number 706-792-7328
Office: Gracewood Campus Building 103-A



**ECRH Human Resources Team
Doug Fine - HR Manager**

Elaine Biley - HR Generalist/Operations Manager- Oversees HR Operations, Payroll/Kronos, and Personnel Records Management. Assist with Leave-keeping Issues/ Audits, Benefits, Management Training, Workers' Compensation program and Special Projects

Rhonda Vivor - Employee Relations Specialist- Coordinates Employee Relations including : employee/manager issues and concerns, HR Investigations, Grievances, Unemployment, Performance Management , Management Training and EAP information, oversees criminal background process.

Carsha Mumpfield - Recruiter- Oversees the local Recruitment Process: Maintains/updates job vacancy website. Coordinates Resume Review, Phone Screens, Reference Checks, Selection/New Hire Processing, HR Training, and supports Criminal Background Process

Brenda Fedrick - Benefits and Leave Coordinator- Coordinates and assists with: Employee Benefits, Leave of Absences (LOA), Family and Medical Leave (FMLA), Retirement, HR Training

Bonita Wilson - Benefits and Leave Coordinator- Coordinates and assists with: Employee Benefits, Leave of Absences (LOA), Family and Medical Leave (FMLA), Retirement, HR Training

Melanie Harris - Recruitment Technician- Coordinates and assists with: Selection/New Hire Processing, Hire Packet Processing Pre-Employment Processing and HR Training. Assists and supports the Recruiter as a back-up as needed. Facilitates Criminal Background Check Process

Dameka Garner - HR Transactions and Payroll Specialist- Coordinates Payroll and Transactions, Kronos, HR Training, Performs audits and special projects.

Nadine Williams - HR Transactions and Payroll Specialist- Coordinates Payroll and Transactions, Kronos, HR Training, Performs audits and special projects.

Jassica Speer-Cater - HR Assistant- Manages the HR Front Desk/Lobby Area, Assistant to the HR Team and HR Manager, Faithful Service Awards.

Sharyle Courtney-Garrett - HR Assistant- Random Drug Screening Coordinator, Salary Analyses, Critical Hires Verifications, Position Management, PeopleSoft Queries, Faithful Service Awards support, HR Training Class Registrations, Primary backup team member at the Front Office.

Pharmacy Update



"Pharmacy for Nurses" Class

All nurses are encouraged to attend the "Pharmacy for Nurses" class:

Gracewood Campus - Building 103B:

during Nursing Orientation

July 31, 2015

1:30pm – 2:30pm



Topics Discussed in Classes Include:

1. The Availability of "After Hours" Medications
2. Medications Available in Code Carts
3. Online Floor Stock Ordering Process
4. Controlled Drug Documentation/Delivery Process
5. High Risk Medications
6. Pharmacy Hours of Operation

Please contact Casandra Roberts
in the Pharmacy for more information (ext. 2496)



Multi-dose Vials



All multi-dose vials expire 28 days from the date the medication is opened.

Examples of multi-dose vials include, but are not limited to: Insulin, PPD, Prolixin HCl, Prolixin Decanoate, and vaccines. When dispensing multi-dose vials from the pharmacy, the pharmacy staff will place an expiration sticker on each vial's packaging. Each sticker will provide a space for the nursing staff to document the expiration date of the vial. **Nurses must date all injectable medications immediately upon opening the vial with a 28 day expiration date.** Opened vials should be kept in the refrigerator, unless the medication's package insert specifically recommends against such storage. Consult the package insert prior to use.

The nurse should check the medication refrigerator at least monthly and return expired medication to the pharmacy for disposal. The pharmacists and technicians will check for expired drugs as part of their monthly medication station inspection.

(Continued on page 5)

Pharmacy Update

(Continued from page 4)

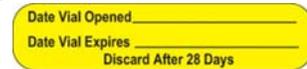
All undated multiple dose vials found during the monthly pharmacy inspection, will be returned to the pharmacy for disposal and the Nurse Manager will be notified. If the vial is a floor stock medication, the Nursing Staff will need to order the medication through the online floor stock ordering system.

Single dose vials must be discarded immediately after use.

For insulin:



For all other multi-dose vials:



What is Victoza®?

Victoza® is an injectable prescription medicine that may improve blood sugar (glucose) in adults with type 2 diabetes and should be used along with diet and exercise.

- Victoza® is not recommended as the first choice of medicine for treating diabetes.
- It is not known if Victoza® can be used in people who have had pancreatitis.
- Victoza® is not a substitute for insulin and is not for use in people with type 1 diabetes or people with diabetic ketoacidosis.
- It is not known if Victoza® can be used with mealtime insulin.
- It is not known if Victoza® is safe and effective for use in children.

What is the most important information I should know about Victoza®?

Victoza® may cause serious side effects, including:

- **Possible thyroid tumors, including cancer.** Tell your health care provider if you get a lump or swelling in your neck, hoarseness, trouble swallowing, or shortness of breath. These may be symptoms of thyroid cancer. In studies with rats and mice, Victoza® and medicines that work like Victoza® caused thyroid tumors, including thyroid cancer. It is not known if Victoza® will cause thyroid tumors or a type of thyroid cancer called medullary thyroid carcinoma (MTC) in people.

What should I tell my health care provider before using Victoza®?

Before using Victoza®, tell your health care provider if you:

- have or have had problems with your pancreas, kidneys, or liver.
- have any other medical conditions or severe problems with your stomach, such as slowed emptying of your stomach (gastroparesis) or problems with digesting food.
- are pregnant or breastfeeding or plan to become pregnant or breastfeed.

How should I use Victoza®?

- **Do not** mix insulin and Victoza® together in the same injection. You may give an injection of Victoza® and insulin in the same body area (such as your stomach area), but not right next to each other.
- **Do not share your Victoza® pen with other people, even if the needle has been changed.** You may give other people a serious infection, or get a serious infection from them.

(Continued on page 6)

Pharmacy Update

(Continued from page 5)

What are the possible side effects of Victoza®?

Victoza® may cause serious side effects, including:

- **inflammation of your pancreas (pancreatitis).** Stop using Victoza® and call your health care provider right away if you have severe pain in your stomach area (abdomen) that will not go away, with or without vomiting. You may feel the pain from your abdomen to your back.
- **low blood sugar (hypoglycemia).** Your risk for getting low blood sugar may be higher if you use Victoza® with another medicine that can cause low blood sugar, such as a sulfonylurea or insulin. **Signs and symptoms of low blood sugar may include:** dizziness or lightheadedness, blurred vision, anxiety, irritability or mood changes, sweating, slurred speech, hunger, confusion or drowsiness, shakiness, weakness, headache, fast heartbeat, and feeling jittery.
- **kidney problems (kidney failure).** In people who have kidney problems, diarrhea, nausea, and vomiting may cause a loss of fluids (dehydration), which may cause kidney problems to get worse.
- **serious allergic reactions.** Stop using Victoza® and get medical help right away if you have any symptoms of a serious allergic reaction including itching, rash, or difficulty breathing.

The most common side effects of Victoza® may include headache, nausea, diarrhea, vomiting, and anti-liraglutide antibodies in your blood.

ECRH Incident Management Hotline Procedure

The purpose of this Hotline is to establish an alternate means of reporting incidents in a timely manner. The Hotline is to be utilized by any employee, contractor, family member, visitor and volunteer that may feel uncomfortable reporting an incident or allegation of abuse, exploitation or neglect in person. This is an **alternate** reporting system and by no means replaces the current protocol outlined in the Incident Management Policy.

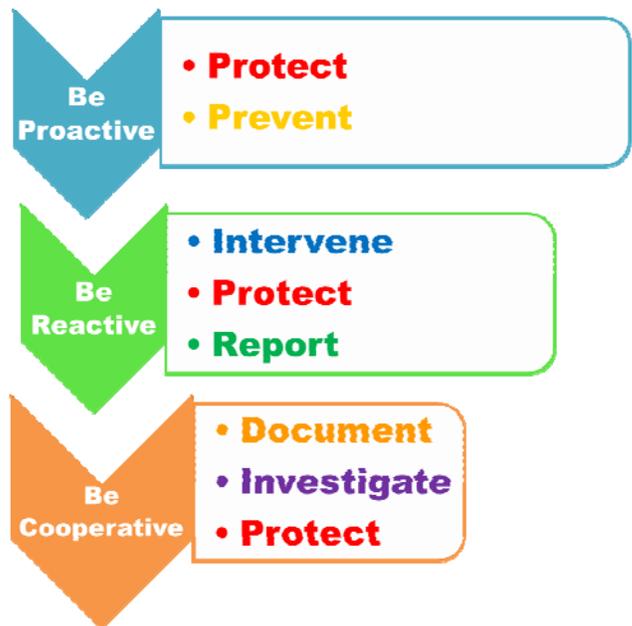
Hotline Number:
(706) 945-7150



PRIDE IN PLACE - It Starts with Me

"If you change the way you look at things, the things you look at change." - Wayne Dyer

Our Role in Protecting Our Individuals from Harm



Infection Control - Salmonella

Multistate Outbreak of Salmonella Enteritidis Infections Linked to Raw, Frozen, Stuffed Chicken Entrees Produced by Barber Foods

CDC, several states, and the U.S. Department of Agriculture's Food Safety and Inspection Service (USDA-FSIS), are investigating an outbreak of Salmonella Enteritidis infections linked to raw, frozen, stuffed chicken entrees produced by Barber Foods. Seven people infected with a strain of Salmonella Enteritidis have been reported from Minnesota (5), Oklahoma (1), and Wisconsin (1). Two of these ill people have been hospitalized. No deaths have been reported.

On July 1, 2015, USDA-FSIS issued a public health alert due to concerns about illnesses caused by Salmonella that may be associated with raw, frozen, breaded and pre-browned, stuffed chicken products. Barber Foods issued an expanded recall of approximately 1.7 million pounds of frozen, raw, stuffed chicken products that may be contaminated with Salmonella Enteritidis on July 12, 2015. This recall expanded the initial Barber Foods recall of chicken Kiev on July 2, 2015.

- Products were sold under many different brand names, including Barber Foods, Meijer, and Sysco.
- Products subject to recall bear the establishment number "P-276" on the packaging.
- Products subject to recall bear the establishment number "P-4230A" on the packaging.
- Products were shipped to retail locations nationwide and Canada.

A list of recalled products is available and includes chicken cordon bleu, chicken Kiev, and chicken with broccoli and cheese. Consumers should check their freezers for recalled frozen chicken products and should not eat them. Retailers should not sell them and restaurants should not serve them.

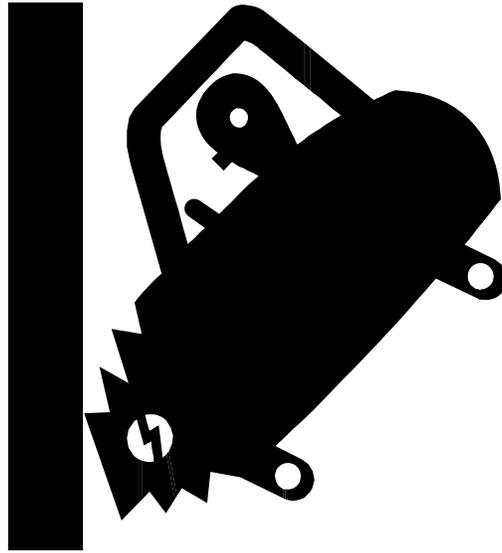
For the latest information about that outbreak investigation, please visit the outbreak webpage

<http://www.cdc.gov/salmonella/frozen-chicken-entrees-part2-07-15/index.html>



Safety Shop

LOCK YOUR RIDE



Your personal and state vehicle are full of items that could be used as weapons.

Your personal and state vehicle could become a refuge for an individual who is eloping.

Your personal and state vehicle could become a target for a thief.

It is **YOUR** responsibility to keep all who live and work here safe, so Lock That Ride!!

HELP ME HELP YOU make ECRH a safe place for our individuals, visitors, and staff. For safety related issues, contact Kenneth Hillman at 790-2400.

Occupational Health - Bladder Cancer Awareness



Bladder cancer is a type of cancer that begins in your bladder — a balloon-shaped organ in your pelvic area that stores urine. Bladder cancer begins most often in the cells that line the inside of the bladder. Bladder cancer typically affects older adults, though it can occur at any age.

The great majority of bladder cancers are diagnosed at an early stage — when bladder cancer is highly treatable. However, even early-stage bladder cancer is likely to recur. For this reason, bladder cancer survivors often undergo follow-up tests for years after treatment to look for bladder cancer recurrence.

Bladder cancer signs and symptoms may include: blood in urine (hematuria) — urine may appear bright red or cola colored or urine may appear normal, but blood may be detected in a microscopic examination of the urine. Other signs or symptoms may include frequent urination, painful urination, back pain, and/or pelvic pain. Make an appointment with your doctor if you have any signs or symptoms that worry you, such as blood in your urine.

It's not always clear what causes bladder cancer. Bladder cancer has been linked to smoking, a parasitic infection, radiation, and chemical exposure. Bladder cancer develops when cells in the bladder begin to grow abnormally. Rather than grow and divide in an orderly way, these cells develop mutations that cause them to grow out of control and not die. These abnormal cells form a tumor.

Different types of cells in your bladder can become cancerous. The type of bladder cell where cancer begins determines the type of bladder cancer. Your bladder cancer type determines which treatments may work best for you. Types of bladder cancer include: transitional cell carcinoma, squamous cell carcinoma, and adenocarcinoma. Adenocarcinoma begins in cells that make up mucus-secreting glands in the bladder. Some bladder cancers include more than one type of cell.

Factors that may increase your risk of bladder cancer include: smoking, increasing age, being white, being a man, exposure to certain chemicals, previous cancer treatment, taking a certain diabetes medication, chronic bladder inflammation, and personal or family history of cancer.

Bladder cancer often recurs. Because of this, bladder cancer survivors often must undergo follow-up testing for years after successful treatment. What tests you'll undergo and how often will depend on your type of bladder cancer and your treatment, among other factors. Ask your doctor to create a follow-up plan for you. In general, doctors recommend a test to examine the inside of your urethra and bladder (cystoscopy) every three to six months for the first few years after bladder cancer treatment. Then you may undergo cystoscopy every year. Your doctor may recommend other tests at various intervals as well. People with aggressive cancers may undergo more frequent testing. Those with less aggressive cancers may undergo testing less often.

Tests and procedures used to diagnose bladder cancer may include: cystoscopy, biopsy, urine cytology, and imaging tests. If bladder cancer is confirmed, further testing may be done to determine what stage the cancer may be in.

Treatment options for bladder cancer depend on a number of factors, including the type and stage of the cancer, your overall health, and your treatment preferences. Discuss your options with your doctor to determine what treatments are best for you. Treatments can include surgery, immunotherapy, chemotherapy, radiation, or a combination of these treatments.

Schedule follow-ups with your MD, take care of your self, and talk with other bladder cancer survivors.

Training at a Glance - August

Class	Date	Time	Place
NEO Principles of Recovery	8/3/2015	9:30 a.m.-10:30 a.m.	BLDG 103-D E&R
NEO PBS Training	8/3/2015	8:00 a.m.-4:30 p.m.	BLDG 20 Gracewood
Updated Safety Care Level #2	8/3/2015 8/4/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
Comprehensive Contraband	8/3/2015	1:00 p.m.-3:00 p.m. 3:00 p.m.-5:00 p.m.	BLDG 103-C ROOM C-23
CPRA	8/3/2015	8:00 a.m.-11:30 a.m.	BLDG 103-C Room C-23
First Aid	8/3/2015	12:30 p.m.-4:30 p.m.	BLDG 103-C Lab
Ostomy DD Training	8/3/2015	8:00 a.m.-10:00 a.m.	BLDG 103-C Lab
NEO Infection Control and Prevention+ Handwashing	8/4/2015	9:00 a.m.-10:30 a.m.	BLDG 103-D E&R
Updated PNS Professional	8/4/2015	1:00 p.m.-3:00 p.m.	BLDG 103-C Lab
MH-Updated Incident Management	8/4/2015	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-C ROOM C-23
AAA Drivers Improvement	8/4/2015	8:00 a.m.-2:00 p.m.	BLDG 99L
Updated PNS End User	8/4/2015	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
NEO Safety Care Level #1	8/5/2015 8/6/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99F
NEO Safety Care Level #2	8/5/2015 8/6/2015 8/7/2015	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 99L
Comprehensive Contraband	8/5/2015	7:30 a.m.-9:30 a.m. 9:30 a.m.-11:30 a.m.	BLDG 103-D E&R
Infection Control and Prevention+ Handwashing	8/5/2015	1:00 p.m.-2:30 p.m.	BLDG 103-C Lab
First Aid	8/5/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C ROOM C-23
CPRA	8/5/2015	1:00 p.m.-4:30 p.m.	BLDG 103-C C-23
Updated PNS Professional	8/6/2015	2:30 p.m.-4:30 p.m.	BLDG 103-C Lab
Fundamental Contraband	8/6/2015	8:00 a.m.-9:00 a.m. 9:00 a.m.-10:00 a.m. 10:00 a.m.-11:00 a.m. 11:00 a.m.-12:00 p.m.	BLDG 103-D E&R
Comprehensive Contraband	8/6/2015	1:00 p.m.-3:00 p.m. 3:00 p.m.-5:00 p.m.	BLDG 103-D E&R
CPRC	8/6/2015	12:30 p.m.-4:30 p.m.	BLDG 103-C Room C-23
Updated Seizure Management	8/7/2015	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-D E&R

Training at a Glance - August

Class	Date	Time	Place
Comprehensive Contraband	8/7/2015	7:30 a.m.-9:30 a.m. 9:30 a.m.-11:30 a.m.	BLDG 103-C Room C-23
Updated PNS Professional	8/7/2015	8:00 a.m.-10:00 a.m. 10:00 a.m.-12:00 p.m.	BLDG 103-C Lab
MH-Updated Incident Management	8/7/2015	1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 99
Updated Safety Care (Weekend)	8/8/2015 8/9/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
NEO CPRA	8/10/2015	8:00 a.m.-11:30 a.m.	BLDG 103-C Room C-23
NEO CPRC	8/10/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Lab
NEO First Aid	8/10/2015	12:30 p.m.-4:30 p.m.	BLDG 103-C Room C-23
Updated Seizure Management	8/10/2015	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	8/10/2015 8/11/2015	8:00 a.m.-4:30 p.m. 8:00 a.m.-12:00 p.m.	BLDG 99L
Comprehensive Contraband	8/11/2015	7:30 a.m.-9:30 a.m. 9:30 a.m.-11:30 a.m.	BLDG 103-C Lab
NEO Medical Emergency Response System	8/11/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Room C-23
NEO Seizure Management	8/11/2015	12:30 p.m.-2:30 p.m.	BLDG 103-D E&R
Safety Care Level #2	8/11/2015 8/12/2015 8/13/2015	12:30 p.m.-4:30 p.m. 8:00 a.m.-4:30 p.m. 8:00 a.m.-4:30 p.m.	BLDG 99L
NEO Observation of Individual to Ensure Safety	8/12/2015	8:00 a.m.-10:30 a.m.	BLDG 103-D E&R
NEO Seclusion and Restraint	8/12/2015	1:30 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated PNS Professional	8/12/2015	8:00 a.m.-10:00 a.m. 10:00 a.m.-12:00 p.m.	BLDG 103-C Lab
MH-Updated Incident Management	8/12/2015	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m. 1:00 p.m.-2:30 p.m. 3:00 p.m.-4:30 p.m.	BLDG 103-C C-18
Updated Seizure Management	8/12/2015	8:00 a.m.-9:30 a.m. 10:00 a.m.-11:30 a.m.	BLDG 103-C ROOM C-23
CPRA	8/12/2015	1:00 p.m.-4:30 p.m.	BLDG 103-C ROOM C-23
Updated PNS End User	8/12/2015	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 Lab
NEO Therapeutic Incentive Program	8/13/2015	8:30 a.m.-10:00 a.m.	BLDG 103-D E&R
Infection Control and Prevention+Handwashing	8/13/2015	1:00 p.m.-2:30 p.m.	BLDG 103-C Lab
First Aid	8/13/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Lab

Training at a Glance—August

Class	Date	Time	Place
Comprehensive Contraband	8/13/2015	1:00 p .m.-3:00 p.m. 3:00 p.m.-5:00 p.m.	BLDG 103-C ROOM C-23
CPRC	8/14/2015	12:30 p.m.-4:30 p.m.	BLDG 103-C ROOM C-23
NEO PNS Professional	8/14/2015	8:00 a.m.-12:00 p.m.	BLDG 103-C Room Lab
NEO PNS End User	8/14/2015	12:30 p.m.-4:30 p.m.	BLDG 103-D E&R
Updated Safety Care Level #1	8/14/2015	8:00 a.m.-2:30 p.m.	BLDG 99F

Language Line Services

ECRH's Language Access Coordinator is Lisa Kuglar. The LAC ensures that both language and sensory impairment needs of the consumers and families of East Central Regional Hospital are addressed. Did you know that Spanish is the second most spoken language in the United States? East Central Regional Hospital has two certified staff that speak Spanish. The hospital contracts with Latin American Translators Network, Inc. (LATN) for interpreting services for both language and sensory impairment needs.

If you have a consumer or family that needs interpreting services please notify the Language Access Coordinator, Lisa Kuglar, at 706-792-7140 for assistance. After hours, contact the Admitting/Receiving staff at 706-792-7006 so that arrangements can be made for interpreting. You can also e-mail Lisa Kuglar at Lisa.Kuglar@dbhdd.ga.gov.

The Notice of Free Interpretation Services should be posted in all public and consumer areas. Language Line services may be used in emergency cases or when you have an immediate need for interpreting. To access the language line, follow the instructions below:

When receiving a call:

1. Tell the Limited English speaker to please hold.
2. Press the "Tap" button on the phone.
3. Dial 9-1- (866) 874-3972.
4. Enter on the telephone keypad or provide to the representative the 6 digit Client ID below:
 - * 6-digit Client ID: **5 1 3 3 0 8**
 - * Press 1 for Spanish
 - * Press 2 for all other Languages (Speak the name of the language at the prompt) an interpreter will be connected to the call.

You may press 0 or stay on the line for assistance.

5. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Press "Tap" button to connect the Limited English speaker.

When placing a call to a Limited English speaker, begin at Step 2 above.

When a Limited English speaking person is present in the workplace:

1. Use the Gold Language Identification Card showing the geographical region where you believe the limited speaker may come from. The message underneath each language says: "Point to your language. An Interpreter will be called. The interpreter is provided at no cost to you."
2. Refer to the Quick Reference Guide to access an interpreter through Language Line Services.
3. If unable to identify the language, the representative will help you.

For more information you may visit the Language Line Services website at www.language.com.



Neglect is defined as the failure of an Employee to provide care or service to an Individual.

- ☹ Not ensuring Individuals are hydrated and nourished
- ☹ Failure to respond and act on a request for assistance from an Individual
- ☹ Behaving in a vengeful manner towards an Individual to gain compliance
- ☹ Withholding food, drinks, snacks or medicine
- ☹ Seclusion that is not prescribed
- ☹ Not providing medical services (e.g. Dental/Oral Care, Wound Care, OT/PT)
- ☹ Ignoring an Individual who discloses they have been mistreated
- ☹ Performing positioning or transfer techniques without sufficient staff
- ☹ Lack of adequate clothing or shelter
- ☹ Exposure to environmental & health and safety hazards
- ☹ Poor incontinence / toileting practices
- ☹ Absence of appropriate or prescribed observation

**Neglect has many faces;
it is only through a facility-wide awareness approach that it will be extinguished.**

Accountability is the key!

**If you witness or discover an incidence of neglect,
follow the ECRH's Incident Management Policy / Procedure.**

Out & About

Augusta Campus Parking Improvements



Gracewood Pool Demolition



August Birthdays

August 1	Otis L. Clemmons Robbie Mae Moore Nagy A. Youssef Normand Alfred Tremblay	August 11	Graham I. Pereira Laquilla J. Streetman
August 2	Catherine Louise Bruce Alexandrian L. Climons Jennifer R. Clinkscale Amanda Stroud Hayes Terri Elizabeth Lawless Terri Amanda May April Niema Louise Brisbon Julie A. Prescott	August 12	Jacqueline M. Donegan Rosa L. Lee
August 3	Carlos L. Cruz	August 13	Charlie C. Desamito William W. Martin Kimberly Dawn Willingham
August 4	Demerital McNeil	August 14	Rafael Gutierrez Victoria Middleton Anthony Rodrequez Walker
August 5	Germaine L. Bolton Sean M. Eubanks	August 16	Corray N. Bryant Esta L.A. Cox Rogers Herman Williams, Jr.
August 6	Krambria E. Harris Holley Louise Hill Sharne M. Johnson Anita Kainth Tierrea Shermaine Watts	August 17	Cecil C. Hunter Martha D. Williams
August 7	Lynn L. Burke-Reyes Veronica N. Jordan Tywanda O. Williams	August 18	Patricia A. Bussey Charles A. Seider
August 8	Bobbie L. Clifford Doris L. Geter-Edwards Charles E. Turner James B. Wright Camille S. Hughes	August 19	Joseph P. Beck Kendra C. Fairchild Jasmine B. Lambert Brandi A. Ramsey Michael L. Wiley
August 9	Barbara Ann Autry Emily B. Fordham Star L. Jeffery Elizabeth E. Sneed	August 20	Jasneth M. James Melvin Williams
August 10	Jackie R. Huff Latisha C. Mays Adan Morell Amy Presley Enthia Lurina Robinson	August 21	Christine C. Hall Allegra D. Holmes Wayne E. Jackson Uyunta T. Kelly Henry M. Leal Janeshia S. Wesbey
August 11	Trineequa L. Gilbert	August 22	Latoya N. Cooper Chaquen C. McCord
		August 23	Harold C. Green Betty Jean Merriweather
		August 24	Katherine L. Carr Marion M. Fryer Jerry Glasper Shirley D. Hammonds Ananda Prija Pathirja

More August Birthdays

August 25	Jacqueline Elise Garrett Sridhar Gowda Christopher D. Hawes Shermayne D. Reynolds
August 26	Henrietta Lavern Lewis-White
August 27	Anita Suzette Dubose
August 28	Latrice S. Golphin Ronald L. Hubbard Annette Jenkins T.J. Miles Kelly Christopher Morfaw Cathy Jane Pratt Wendell L. Stallings, Jr. Crystal R. Polite
August 29	Antonia M. Branch J. Emmanuel K. Lagman Phyllis Ann Okafor Neil A. Stephenson, Jr.
August 30	Lisa K. Kuglar Debra L. Reynolds Regina L. Rhodes Whitney Wells Street
August 31	Atterol A. Harris Catina Heggs Kristy D. Oliver Tracy K. Sabb Sabrina V. Sherrod Pamela D. Williams Medalyn Catrice Brown

HAPPY BIRTHDAY!



BLOOD DRIVE

Friday
August 7, 2015
1:30 PM - 5:30 PM
at
Peach State Federal Credit Union



One unit of blood can save up to three local lives!

Faithful Service Corrections

The following employees were inadvertently left off the Faithful Service list in the last *Bulletin* issue. We apologize for the errors.

15 Years of Service

Bonita Wilson, *Human Resources Management*
Anthony Clark, *Nursing Administration*

Congratulations to Cathy Ganzy on passing the Licensed Clinical Social Work exam!

Gracewood Post Office

New 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!



Need a break? Take a
Vacation
 from your auto loan!

Refinance with us and
skip a payment
 for
two months!

Rates as low as
1.9%
 APR¹



- Rates as low as 1.9% APR¹
- No payments for 60 days²
- Easy to apply



¹ APR - ANNUAL PERCENTAGE RATE. THE LOWEST RATE AVAILABLE IS 1.9% APR. THIS RATE REQUIRES AUTOMATIC PAYMENT FROM YOUR PEACH STATE ACCOUNT OR PAYROLL DEDUCTION, SUBJECT TO CREDIT APPROVAL AND RECOMMENDED RATES MAY VARY BASED ON JURISDICTION, CREDITWORK HISTORY. RATES SUBJECT TO CHANGE WITHOUT NOTICE AND MAY BE HIGHER BASED ON TERM AND/OR QUALIFICATIONS. MUST QUALIFY FOR PEACH STATE MEMBERSHIP. MEMBERS MUST QUALIFY FOR A PEACH STATE LOAN AND CHECKING ACCOUNT. PEACH STATE WILL FINANCE UP TO 126% OF THE NADA VEHICLE SELLING PRICE. VEHICLE OWNERSHIP MUST REMAIN THE SAME. ALL AUTO LOANS FINANCED WITH ANOTHER LENDER AND WITH A MINIMUM BALANCE OF \$10,000 ARE ELIGIBLE. A \$30 LOAN APPLICATION FEE IS CHARGED FOR PROCESSING. WHEN THE LOAN IS ISSUED, THE FEE WILL BE REFUNDED BACK TO YOUR ACCOUNT. TERMS AND CONDITIONS SUBJECT TO CHANGE WITHOUT NOTICE.

² UNDERSTAND THAT INTEREST WILL CONTINUE TO ACCUMULATE ON YOUR LOAN DURING THE MONTHS I SKIP MY PAYMENT.

What's in a Month?

August is...

Admit You're Happy Month
Family Fun Month
National Catfish Month
National Eye Exam Month
National Golf Month

Peach Month
Romance Awareness Month
Water Quality Month
National Picnic Month
Back to School Month

And...

<u>August 1</u> National Mustard Day National Raspberry Cream Pie Day	<u>August 13</u> Left Hander's Day	<u>August 25</u> Kiss and Make Up Day
<u>August 2</u> Friendship Day International Forgiveness Day National Ice Cream Sandwich Day Sisters Day	<u>August 14</u> V-J Day National Creamsicle Day	<u>August 26</u> National Dog Day Women's Equality Day
<u>August 3</u> National Watermelon Day	<u>August 15</u> Relaxation Day Assumption Day	<u>August 27</u> Global Forgiveness Day Just Because Day
<u>August 4</u> US Coast Guard Day	<u>August 16</u> National Tell A Joke Day	<u>August 28</u> Race Your Mouse Day
<u>August 5</u> Work Like a Dog Day	<u>August 17</u> National Thriftshop Day	<u>August 29</u> More Herbs, Less Salt Day
<u>August 6</u> Wiggle Your Toes Day	<u>August 18</u> Bad Poetry Day	<u>August 30</u> Frankenstein Day Toasted Marshmallow Day
<u>August 7</u> National Lighthouse Day	<u>August 19</u> National Aviation Day	<u>August 31</u> National Trail Mix Day
<u>August 8</u> Sneak Some Zucchini onto Your Neighbor's Porch Day	<u>August 20</u> Chinese Valentine's Day National Radio Day	
<u>August 9</u> Book Lover's Day	<u>August 21</u> Senior Citizen's Day Hawaii Day	
<u>August 10</u> Lazy Day National S'mores Day	<u>August 22</u> Be an Angel Day National Tooth Fairy Day	
<u>August 11</u> Presidential Joke Day Son & Daughter Day	<u>August 23</u> Ride the Wind Day	
<u>August 12</u> Middle Child's Day	<u>August 24</u> Vesuvius Day Sam Spade Day	

East Central Regional



Paul Brock Regional Hospital Administrator
Rick Starr Associate Regional Hospital Administrator, Gracewood
Dr. Vicky Spratlin Clinical Director
Mickie Collins Chief Operating Officer
Augusta Campus 3405 Mike Padgett Highway Augusta, Georgia 30906 Gracewood Campus 100 Myrtle Boulevard Gracewood, Georgia 30812
Harold "Skip" Earnest Editor/Photographer Kristen Burdett Publisher

NOTICE

Items for publication must be submitted in written form. The upcoming issue's deadline is August 7, 2015. 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.

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



Accredited
by
The Joint Commission

Campus Marquees

Deadline for submission of
SEPTEMBER MESSAGES
August 24, 2015

Submit information to Skip Earnest
Gracewood Campus
Extension 2102

**(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.

[Activity Therapy Leader - Augusta Campus](#)

[Activity Therapy Leader - Gracewood Campus](#)

[Auditor - Psychology](#)

[Auditor - Social Work](#)

[Budget/Accounting Supervisor](#)

[Client Support Worker - Gracewood](#)

[CNA - Skilled Nursing Facility](#)

[Dental Assistant](#)

[Director of Clinical Information Systems](#)

[Food Service Worker](#)

[General Trades Craftsman](#)

[Groundskeeper](#)

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

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

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

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

[Housekeeper](#)

[Housekeeping Manager](#)

[Housekeeping Team Leader](#)

[HVAC Repair Technician](#)

[Institutional Locksmith](#)

[Instructor 3 - Augusta Campus](#)

[Laundry Worker](#)

[Licensed Practical Nurse \(LPN\) - Gracewood Campus](#)

[Licensed Practical Nurse \(LPN\) - Augusta Mental Health Campus](#)

[Licensed Practical Nurse - Hourly/Part-time - Gracewood Campus](#)

[Licensed Practical Nurse - Hourly/Part-time - Augusta Campus](#)

[Mechanic](#)

[Mechanic Foreman](#)

[Mechanical Trades Supervisor](#)

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

[Nurse Manager - Gracewood Campus](#)

[Nurse Practitioner - Skilled Nursing Facility](#)

[Occupational Therapist](#)

[Pharmacist - Advanced](#)

[Pharmacy Technician](#)

[Procurement Assistant](#)

[Psychiatric Nurse Practitioner - Augusta Mental Health Campus](#)

[Psychology Services Coordinator](#)

[Registered Nurse \(RN\) - Augusta Mental Health Campus](#)

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

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

[Registered Nurse \(RN\) - Hourly/Part-time - Augusta](#)

[Registered Nurse \(RN\) - Hourly/Part-time - Gracewood](#)

[Registered Nurse \(RN\) - Skilled Nursing Facility](#)

[Registered Nurse \(RN\) - Gracewood Campus](#)

[Service Director/Charge Nurse - Gracewood Campus](#)

[Shift Supervisor - Gracewood Campus](#)

[Skilled Utility Worker](#)

[Social Service Worker - Hourly](#)

[Social Worker - Hourly](#)

[Steam Plant Operator](#)

[Therapeutic Incentive Program - Storekeeper](#)

[Training Coordinator 1](#)

[Work Instructor 1 - Gracewood Campus](#)

Taking Flight

A Briefing from Project GREAT
Georgia Recovery-Based Educational Approach to Treatment

A RECOVERY STORY – Courtney¹

For many of those facing the challenges of mental illness, trauma is a center piece of the struggle. Yet, many find it very difficult to face the realities of their trauma and the powerful influence that these realities are having on their lives. In Courtney's story, she describes the struggle to admit that she had even experienced a trauma, and it took even longer to admit that her trauma was related to her eating disorder. In fact, she recounts that for a significant time she was "a devout servant of my eating disorder." Rather than deal with the trauma that she had experienced and the shame that she associated with it, when troubling thoughts about her trauma experience arose her eating disorder told her to "Suck it up... I have no reason to be upset." She convinced herself that her pride over starving herself would counteract the feelings of shame that surrounded her trauma. She had heard the statistics that many people with eating disorders have experienced trauma and that eating disorders are often just an unhealthy coping mechanism in dealing with the trauma. Yet, her eating disorder convinced her that to prove that she was not a "crybaby" she needed to fully engage in her problematic eating behavior. It never occurred to her to *validate* her trauma experiences – to allow herself to have the upset feelings and to begin to have compassion toward herself rather than misplaced anger.

Courtney's journey toward recovery began once she began to accept the reality that her feelings of shame, insecurity, and anger over her trauma were there regardless of any of her disordered eating behaviors. In what she depicts as "a light bulb moment" in treatment, she realized that her eating disorder was not able to remove her from painful experiences at all, but in fact was amplifying the painful feelings of shame, insecurity, and anger, while muting all

feelings of joy, happiness, and love. Negative feelings about her trauma had merely been shifted to negative feelings about food and herself... "Feeling ashamed by that memory? What you *should* feel ashamed of is how much you weigh today." She discovered that while her eating disorder was a way of shielding her from feelings that were just too scary, the eating disorder had become a cage with nothing but those feelings. With these insights her journey of recovery began. Courtney still had the trauma itself to deal with, but she began to realize that she also had the strength and the bravery to embark on recovery.

LEARNING POINT

As Courtney's story illustrates, feelings of shame about a trauma experience can be a source of emotional pain that can lead to a broad range of mental health problems. Often when experiencing shame, the individual perceives the world as turning against you," and one's own sense of self becomes critical, hostile and persecuting. As a result there is no safe place either inside or outside the self to help soothe or calm the self. We are learning, however, that recovery can be found through helping people develop inner compassion and self-soothing abilities.² *Self-compassion* arises from a genuine concern for our well-being, learning to be sensitive, sympathetic and tolerant of our distress, developing an understanding of its causes, and learning to be more kind toward ourselves. As observed in Courtney's story, this self-compassion allows us to accept the difficulties in our lives while finding the strength to face them. By Alex Mabe, Ph.D.

References:¹ Adapted from the National Association of Anorexia Nervosa and Associated Disorders website: <http://www.anad.org/my-recovery-story/>

² Gilbert, P., & Procter, S. (2006). Compassionate mind training for people with high shame and self-criticism: Overview and pilot study of a group therapy approach. *Clinical Psychology and Psychotherapy*, 13(6), 353.