



From The Director

The Power of Small Words

“Small, seemingly insignificant acts are powerful agents of change and growth—if we pay attention to them. Unfortunately, we live in a world where we are constantly told to concentrate on the big things, to not sweat the small stuff. We celebrate milestones, and ignore the daily victories that herald persistent substantial change over time. As Canadian explorer Jamie Clarke, who reached the summit of Mount Everest step by careful step, puts it: “There’s not only power in small, but magic, too.”

However, in the process of ignoring the utterly useless and insignificant, we have given short shrift to something that is extraordinarily essential—the small gestures, words, and daily kindnesses that speak volumes about our attention to detail, and our commitment and concern to effect change and make a difference. Checking—or not checking—that e-mail again before sending it out says a lot about how careful and meticulous we would be on a larger project. Taking the time to jot a thank-you note to your son’s fourth-grade room mother will make a bigger impression than the designer cupcakes you’re bringing for the class party. These are the minor details on which careers, relationships, even lives, often pivot.”

These words from The Power of Small: Why Little Things Make All the Difference by Robin Koval & Linda Kaplan Thaler, have been on my mind and in my heart, and here are a few examples why.

Small Words: “No Deficiencies”

Tina Wells and Carolyn Tingler-Smith, two Medical Facilities Inspectors from the Office of Licensure and Certification, Virginia Department of Health, arrived Monday afternoon, April 26, 2010, to conduct the annual unannounced Medicaid standard survey of Ward E of the Geriatric Unit. The survey concluded on April 28, 2010 at 11:00 a.m.

Ms. Wells explained there were no complaints received prior to her arrival at the facility. The review process included review of patient records, observation of medication administration, review of the Human Rights and Patient Abuse Prevention policies, review of the Quality Assurance Program, review of staff training; inspection of the kitchen & environment, and resident and family interviews. The unit was determined to be within substantial compliance with the required Federal and State Long-Term guidelines, 42 CFR 483, with **NO DEFICIENCIES**.

The surveyors commented that they do not get to say those words very often!

Small Words: “Years of Service”

For the Quarter of January to March, 2010: **Five Years:** Missy Allison, Accounts Payable Technician, Fiscal Office; Adam Anderson, LPN, Admissions Unit; Clayborne Dolinger, Psychiatric Aide, Geriatric Unit; Heather Shepherd, RN, ERS Unit; Lynn Skidmore, Psychiat-

ric Aide, Adolescent Unit; Mary Ann Stamper, HR Assistant, Human Resource Office; and Catherine Woodrum, LPN, ERS Unit. **10 Years:** Jonetta Farmer, RNCA, ERS Unit; Sheila Horn, LPN, Admissions Unit; Phil Jones, Director, Quality/Risk Management; Stanley Maloskey, Plumber/Steamfitter, Physical Plant Services; Marla Money, Admission Clerk, Health Information Management Department; and Dru Parks, Psychiatric Aide, Adolescent Unit. **30 Years:** Dennis Hall, Psychiatric Aide, ERS Unit; and Mike Jones, Unit Programs Director, Geriatric/Admissions Unit

Small Words: “Employees of the Quarter”

I am very pleased to announce our Employees of the Quarter: Lisa Berry, Administrative Assistant, Medical Services; Amy Dempsey, RNCA, Geriatric Unit; Walter Pennington, Grounds Worker, Physical Plant Services; and Freddie Rouse, Housekeeper, Housekeeping Dept.

Small Words: “Thank You”

Thank you also to the Adolescent Unit staff who have given their hearts to the individuals we serve.

We can do no great things—only small things with great love.
~Mother Teresa

~Cynthia McClaskey, Ph.D.

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Safety Concerns

It has been reported that employees and patients have been feeding the squirrels in our courtyards. This has caused an overabundance of squirrels. This practice can present a safety and infection control issue as these animals do carry diseases such as rabies.

Please refrain from feeding squirrels on the grounds of SWVMHI.

~Don Chisler, Safety Director and
Cindy Jones, Infection Control/
Employee Health Coordinator



Chaplain's Corner

“O Lord, you have searched me and you know me.” Thus begins verse one of Psalm 139 as written by David in the book of Psalms. There is perhaps no portion of scripture in the bible that better describes God's intimate knowledge of us as individuals than Psalm 139. It is in these 24 verses we discover our uniqueness before God and God as all powerful, all knowing, ever present, and constant nurturing of his love and care for humanity.

David, when inspired to write this Psalm, knew nothing of the complexities of creation and of the human mind and body as we know today. But David knew this: he knew something of the complexities of life and living and that God, in a way only God knows, was involved in directing the steps of David on his life's journey. Because of that revelation, David was both humbled and in awe of the greatness and providence of God.

It is in this Psalm we discover something about God and ourselves. God's intimate knowledge and involvement in the life of David is meant to make us

aware of God's desire to have a similar relationship with each of us today. We may never be a David or a Mary that we read about in the scriptures, but we are destined in the mind of God to be some body that can only be achieved when we see God as did David. We are not simply a nameless face in the crowd, a statistic to be counted, a social security number by which we are known, or even just a name etched on a tombstone someday to be remembered for a life that once was. In God's eyes we are all special, designed for a purpose that takes a life time on earth to discover and an eternity to live.

It was said of Michealangelo that he saw in every stone a masterpiece in the making. We are the masterpieces in the making as seen in the eyes of God. Graham Taylor, Anglican Priest, and author once said, “It took many years for God to sort me out, to take from me all the trash I'd filled my life with, but over the years as a Christian, He completely transformed me as a person...It was not overnight. It wasn't in the twinkling of an eye. But it has gone deep and it stayed.”

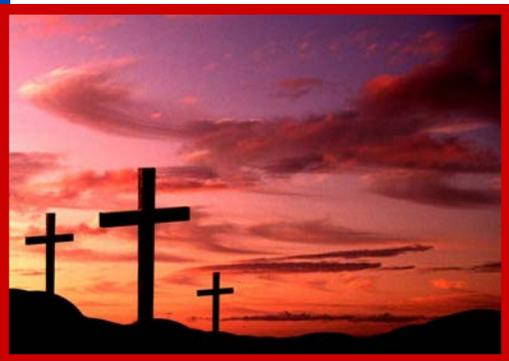
If we study the characters of all the godly men and women of the bible, we see both the good and bad in each. We see their successes and failures. We see their joy and sorrow. We see them rise and fall. We see human beings struggling, being transformed, and discovering something about themselves and, more importantly, about God that would both humble them and cause them to be in awe of His greatness

and love. In the process, the change that took place in their lives “has gone deep and it stayed.”

Every one of us today is at a different point in our life's journey. Some perhaps feel blessed and full; others perhaps feel bitter and empty; and for some they just don't feel at all. Our lives are like those we read about in scripture who are on life's journey of discovery and in the process found God (or more accurately stated, found by God) that changed them forever. In this process of discovery we find out something about ourselves and, more importantly, something about God that leaves us humbled and in awe of His presence.

Are we humbled? Are we in awe of God? J.B. Phillips in his book, **Your God is Too Small**, writes, “The trouble with many people today is that they have not found a God big enough for modern needs...because they have not found with their adult minds a God big enough to account for life, big enough to fit in with the new scientific age, big enough to command their highest admiration and respect, and consequently their willing cooperation.”

God has not changed in our modern society. The God of Abraham, Isaac, and Jacob is the same God of today. He is and shall always be, GOD. The Creator of the universe still looks to create something new and wonderful in us. He sees us as we are and visions what we can be by his grace and love. He is ready to meet us on our life's journey, giving us a new revelation of Him as he did David, leaving us humbled and in awe of his presence, and bringing about change that will go deep and will stay.



Employee Health Fair Scheduled

An Employee Health Fair is scheduled for May 4, 2010, from 6:30 a.m. to 4:00 p.m. in the Rehab. Building and on May 5, 2010, from 6:30 a.m. to 2:00 p.m. in the Rehab. Building.

Knowing more about your health gives you power. It gives you power to make lifestyle changes and reduce your risk for disease. The power to improve your health and change the way you feel. In fact, one of the most important things you can do is to know your risks and what you can do to improve them. That's why CommonHealth is offering free and confidential onsite health screenings. It's a way to learn more about several common conditions which can affect your well-being now and in the future. The CommonHealth screening will provide a blood pressure check, body mass index, total and HDL cholesterol, and provide a diabetes risk assessment.

In addition, we have health-related groups and offices which will provide additional screenings and education. Currently we have the following scheduled:

- Shingles Vaccinations (age 60 and over)
- Tdap- Tetanus, Diphtheria, Pertussis

Vaccinations (This is one single vaccination)

- Prostate Specific Antigen Tests
- Bone Density Tests
- Skin Analysis for Cancer Risk Tests
- Summer Pesticide Use Program
- Spiritual Healing and Comfort Program
- Exercise and Stress Relief Program
- Healthy Eating Program
- Alternative Health Opportunities Program
- Diabetes Education
- Dental Hygiene Education
- Information on Sleep Apnea
- Blood Glucose Tests

Specialties represented will be chiropractic, vision, hearing, and ear, nose, and throat. We hope to have representatives from Anthem and Weight Watchers as well.

To participate in the health screening, please call Cindy Jones, Infection Control Nurse/Employee Health Coordinator, at Ext. 231 or send an email to make an appointment today!

Participation in CommonHealth is open to the following classifications of Commonwealth employees:



- Full-time Salaried Employees (32-40 hours)
- Part-time Salaried Employees (more than 20 hours)
- Wage Employees (no family members)
- Retirees (and spouses)
- Family members 18+ years, living permanently in the employee's household (these include spouses or dependents under 23 years, non-self supporting)

Employees do not need to be enrolled in the health insurance program in order to participate in CommonHealth.

~Cindy Jones, RN, CIC
Infection Control/Employee Health Coordinator

Community Integration Mother's Day Raffle

Help support the members of the Admissions Unit Community Integration Group fund patient outings by purchasing a raffle ticket for \$1.00. These prizes could make GREAT Mother's Day gifts!

Prizes for the raffle include:

- First Prize: \$50 Mary Kay Cosmetics Gift Certificate
- Second Prize: Shampoo, Cut, Style,

and Eyebrow Wax- valued at \$32 (All About You Salon and Spa in Marion)

- Third Prize: Professional Hair Care Products- valued at \$25

Tickets may be purchased from Donna Musick, Recreation Therapist, or from Ashley King, Recreation Therapist Supervisor. The drawing will take place May 7, 2010.



"Having been a patient at your facility many times, I just wanted to thank you for the mental health that I have received at your facility. Sometimes the care I received was very hard but most of the time staff was so special. I felt that I should write you and thank you. May God bless all of you."

~Former SWVMHI Patient

Word Search

See how many of the **bolded**, underlined words about historical happenings in May you can find.



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

- **May 1, 1931**- The **Empire State** Building opened.
- **May 4, 1776**- **Rhode Island** declared its freedom from England.
- **May 7, 1789**- The first **inaugural ball** was held in New York to honor President and Mrs. George **Washington**.
- **May 11, 1947**- B.F. **Goodrich** Company developed the **tubeless tire**.
- **May 16, 1866**- Issuance of the **nickel** coin was authorized by Congress.
- **May 17, 1875**- The first **Kentucky Derby** was held; the winner was "**Aristides**."
- **May 24, 1883**- The **Brooklyn** Bridge, linking Brooklyn and Manhattan, opened to traffic.
- **May 30, 1922**- The **Lincoln Memorial** was dedicated.
- **May 31, 1927**- The last **Ford Model T** automobile was made.

~Amanda Phipps
Executive Secretary

(Answer Key on Page 16)

Meals In Minutes— Grilled Honey-Cumin BBQ Pork Packs

Peek into a packet of power-packed pork! You'll find a whole meal with saucy veggies!

Prep Time: 20 minutes
Total Time: 40 minutes
Makes: 4 servings

- ½ cup barbecue sauce
- ¼ cup honey
- 2 teaspoons ground cumin
- 4 pork boneless rib or loin chops, ¾ to 1 inch thick
- 2 large ears corn, each cut into 6 pieces
- 1 cup baby carrots, cut lengthwise in half
- 2 cups (from 1-pound, 4-ounce bag) refrigerated cooked new potato wedges
- 1 teaspoon salt



Heat coals or gas grill for direct heat. Spray half of one side of four 18x12-inch sheets of heavy-duty aluminum foil with cooking spray.

Mix barbecue sauce, honey, and cumin in small bowl. Place 1 pork chop, 3 pieces corn, ¼ cup carrots and ½ cup potato wedges on center of

each sprayed foil sheet; sprinkle with ¼ teaspoon salt. Spoon 3 tablespoons sauce mixture over pork and vegetables on each sheet.

Fold foil over pork and vegetables so edges meet. Seal edges, making tight ½-inch fold; fold again. Allow space on sides for circulation and expansion.

Grill packets 4 to 6 inches from medium heat 15 to 20 minutes, turning once, until pork is slightly pink in center. Place packets on plates.

Cut large "X" across top of each packet; fold back foil.

Taken from www.bettycrocker.com.

~Amanda Phipps
 Executive Secretary

Closure of the SWVMHI Adolescent Unit



James W. Stewart, III
 Commissioner DBHDS

Message from the Commissioner to Community Services Boards and Judges

You are no doubt aware that the state budget for FY 2011 requires the closure of the 16-bed adolescent unit at Southwestern Virginia Mental Health Institute (SWVMHI). This budget action will be effective July 1, 2010. Despite the decision to close the unit, I would like to recognize and sincerely thank the dedicated staff at SWVMHI for

over thirty years of excellent intensive inpatient care to youth in Southwestern Virginia. This service will surely be missed as we work to make the transition to reduced inpatient resources. Fortunately, the budget provides for Commonwealth Center for Children and Adolescents (CCCA) to remain open, continuing to provide 48 beds as the public inpatient resource for children and adolescents who cannot be served in the community or private inpatient settings.

DBHDS Facility Directors, Cynthia McClaskey of SWVMHI, and Joe Tuell of the CCCA and their staffs have already been working together to plan the best possible transition as a result of this budget reduction. I expect that you are already planning for this change as well. As the only public inpatient facility for children and adolescents, CCCA will accept as many admissions of adolescents as their capacity allows. As you have done in the past, you are strongly encouraged to explore the possibility of community wrap-around services for children where you believe an inpatient stay could be avoided, or to utilize local private inpatient services when possible.

Effective May 1, SWVMHI will no longer accept new admissions of adolescents. SWVMHI will continue the process already underway to transition all adolescents currently at that facility to appropriate settings, including CCCA, before June 30, 2010. As the entry point for public inpatient care, your role will be very important in assuring that your local partners are informed of this transition. If you have not already done so, it will be extremely important to communicate this information with other local entities, including magistrates, sheriffs, local law enforcement and juvenile court judges (who are also copied on this memorandum), and with family members who have a child at SWVMHI that will be transferred to CCCA.

I realize that this is a very challenging process. I want to acknowledge the excellent planning efforts of the SWVMHI, CCCA, and CSB staff in preparing for this transition and thank you in advance for your commitment in the months to come.

~James W. Stewart, III
 Commissioner of the Virginia Department of Behavioral Health and Developmental Services (DBHDS)

Laboratory Receives Accreditation

The SWVMHI Laboratory has been awarded accreditation by the Accreditation Committee of the College of American Pathologists (CAP), based on the results of a recent on-site inspection.

The laboratory was advised of this national recognition and congratulated for the excellence of the services being provided. The SWVMHI Laboratory is one of more than 7,000 CAP-accredited laboratories worldwide.

The CAP Laboratory Accreditation Program, begun in the early 1960s, is recognized by the federal government as being equal to or more stringent than the government's own inspection program.

During the CAP accreditation process, inspectors examine the laboratory's records and quality control of procedures for the preceding two years. CAP inspectors also examine laboratory staff qualifications, as well as the laboratory's equipment, facilities, safety program and record, in addition to the overall management of the laboratory. This stringent inspection program is designed to specifically ensure the highest standard of care for all laboratory patients.

The College of American Pathologists (CAP) is a medical society that serves more than 17,000 physician members and the laboratory community throughout the world. It is the world's largest association composed exclusively of patholo-

gists and is widely considered the leader in laboratory quality assurance. The CAP is an advocate for high-quality and cost-effective patient care.

Congratulations SWVMHI Laboratory for your accomplishment!



The 2009 Commonwealth of Virginia Campaign (CVC) raised a total of \$3,957,673. There was 17% participation across the state with an average gift of \$216. This campaign also raised \$54,000 for the Haiti Earthquake Relief Fund. SWVMHI received a 2009 *Shining Star Award* from the CVC for exceeding our 2008 campaign in total dollars raised. Way to go SWVMHI employees for giving back to your community!

Centralized Rehabilitative Services Activities

It is officially Spring, which means more sun and more light but unfortunately, more pollen. Things here are active and, most certainly, brighter in mood. So just how significant is throwing horseshoes or whacking a rubber-tipped projectile over a net? In this business, the answer is a "micro cephalic," or, if you prefer, a "no-brainer."

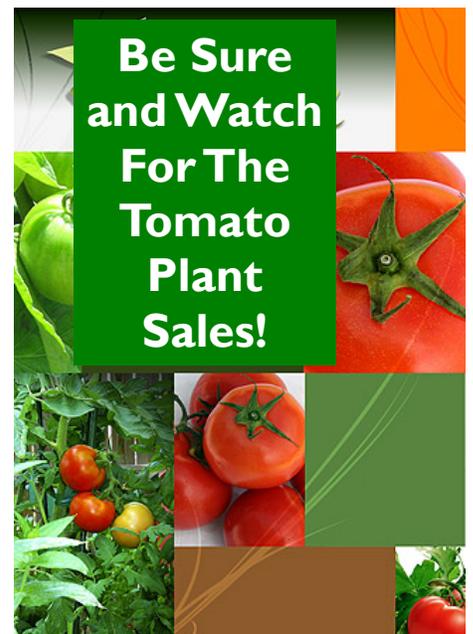
Face it... even with Uncle Sam's treacherous arrival in mid-April, confinement trumps him. If you have any doubt, try peering bleak mid-winter. The trees resemble Charlie Brown's holiday shrub!

But this is hardly the season for scruffiness. Rather, it is the month for Earth Day. For those of you unfamiliar with Earth Day, it is a celebration that was essentially started by "hippies." Never-

theless Earth Day has merit, as evidenced by its endurance to this very day. Fact is... it was met with great enthusiasm. If ever plants could generate zeal and zest, SWVMHI proved the point. Demand for plants sold in the hospital far outpaced supply. But mercifully, they're not dead yet, so to speak. Come mid-May, a new batch will go on the block – nor in the flats. Green and brown thumbs alike are welcome. So be sure and check your emails for the notices of our greenhouse sales.

Spring is simple. It invites you. It is gentle and kind. It exudes peace. Enjoy.

~Ned Bane
Peer Support Specialist



MARCH PERSONNEL CHANGES



Separations

Cora Lee McCall, Housekeeping Worker	March 18
Jonathan Delp, Psychiatric Aide	March 25
Marsha Blevins, Clinical Social Worker	March 31

Promotions/Role Changes

Jennifer Armstrong, Food Service Technician to Food Service Manager	March 10
Connie Harris, Food Service Technician to Food Service Manager	March 10
Judy Powers, P-14 Psychiatric Aide to Q-32 Psychiatric Aide	March 10
Freddie Rouse, P-14 Housekeeping Worker to P-3 Housekeeping Worker	March 10
Leonard 'Gale' Greer, P-14 Food Service Technician to P-3 Food Service Technician	March 10

New Employees

Carolyn Delaine Call, Q-32 Psychiatric Aide	March 10
Lisa Horton, Registered Nurse	March 10
Misty Thompson, Registered Nurse	March 10
Rita Thompson, Q-32 Psychiatric Aide	March 10
James Wingler, P-14 Food Service Technician	March 10
David Price, P-14 Food Service Technician	March 25
Sarah Wymer, P-14 Food Service Technician	March 25

MONTHLY PATIENT CENSUS

March
2010

Admissions 114

Discharges 118

Passes 20

Average Daily

Census

149

May Lunar Phases

May 5
Last Quarter

May 13
New Moon

May 20
First Quarter

May 27
Full Moon



Grilling Safety Tips

Grilling and eating outside can be a time that is remembered forever – either for the fun, food, friends, or perhaps for the food poisoning, fire, or burns. There is no need for anything but happy memories if proper safety measures are taken.

Keeping Your Food Safe

- Don't allow food to get warm before cooking.
- Keep your food in a cooler or refrigerator until it is ready to go on the grill.
- Keep drinks and food in separate coolers; frequent opening of a cooler for drinks will substantially raise the temperature.
- Wrap raw meat in plastic before putting it in a cooler to prevent juices from contaminating other foods.
- Keep side dishes cold until ready to eat.
- Keep coolers in the shade.
- Make sure meat is completely defrosted prior to grilling.
- Use separate utensils for cooked and uncooked foods.
- Never reuse marinade while cooking. Use fresh marinade for basting.

- Trim excess fat to avoid flare-ups or spatter when grilling.
- Serve food as soon as possible after grilling; if not, refrigerate it immediately.

Keeping Your Grill and Grilling Environment Safe

- Always follow the manufacturer's instructions!
- Check the gas container and grill hoses for leaks. Rub soapy water on the hoses and then turn on the gas. If there are bubbles anywhere, there is a leak. If there is a leak, do not use the grill under any circumstances. Replace the faulty container or hose before using the grill. Do NOT try to fix the leak with duct tape or other methods!
- Check for kinks in gas hoses.
- Never store or use flammable liquids near the grill.
- Have a "safe zone" with a radius of at least 10 feet around the grill. Keep animals and children out of this zone.
- Always transport gas containers in an upright position and in a cool place such as an air conditioned car rather than the trunk.



- Do not store gas containers in a hot place.
- Do not grill on a covered patio or garage, even with the doors open. Fumes can build up and are impossible to detect.
- Never use a charcoal grill indoors in a fireplace or in a tent.
- After a charcoal fire is lit, do not squirt lighter fluid on the fire as the suction can cause the flame to explode.
- Do not wear loose clothing when grilling..

Excerpted from The American Propane Gas Company site.

~The Safety Committee

Virginia Tech Remembrance Day Declared

Governor Bob McDonnell led an official state ceremony in honor of the victims of the Virginia Tech tragedy which occurred three years ago on April 16, 2010. The event included a moment of silence and the ringing of the Bell Tower once for each victim. The Governor delivered remarks prior to the moment of silence and the ringing of the Bell Tower. He was joined at the event by members of his staff.

In addition the Governor officially declared April 16 as "Virginia Tech Remembrance Day" in the Commonwealth. The proclamation is as follows:

Virginia Tech Remembrance Day

- WHEREAS, on the morning of April 16, 2007, a tragedy of immense magnitude and senselessness befell the campus of the Virginia Polytechnic Institute and State University; and
- WHEREAS, the lives of 32 individuals

from the Virginia Polytechnic Institute and State University were hastily taken, leaving absences that will never be filled and a profound sense of sorrow in the lives of those impacted; and

- WHEREAS, the community continues to mourn those who perished, we also honor those individuals wounded as they individually and collectively strive to prevail through this tragedy; and
- WHEREAS, we recognize and thank local, state, and federal first responders who courageously answered the call of duty in an effort to prevent the further loss of life; and
- WHEREAS, the citizens of the Commonwealth of Virginia join with those from across the country and around the world in their thoughts and prayers to honor the cherished memories of those who lost their

lives and those wounded; and

- NOW, THEREFORE, I, Robert F. McDonnell, do hereby recognize April 16, 2010, as Virginia Tech Remembrance Day in the Commonwealth of Virginia and I call this observance to the attention of all our citizens.



You've Got Mail

A wise person once observed that people have a tendency to view computers as "verbs," rather than "nouns." While this may seem confusing at first, think about how often you have heard the term "computerize." To take a once paper-based or direct communication process and transfer it to a digital medium is to automatically make that process more effective and efficient, right? In other words, to "computerize" something is to make it better. Well, not so fast on that.

Socket wrenches are certainly useful tools, but only for certain things. They are great at loosening nuts and bolts, but they are pretty lousy at driving nails. And we don't walk around talking about "socketizing" things either, converting the noun into a verb. Computers are useful across a much wider spectrum of tasks than socket wrenches, though, and we can be forgiven if we have bought into the notion that everything works better when it is made conducive to electronic processing. I am not prepared to argue that paper and pencil spreadsheets beat Excel, or that a manual Smith-Corona typewriter is somehow superior to word processing, but when it comes to exchanging information in a generic sense, e-mail is frequently no match for a face-to-face discussion or even a simple handshake. E-mail has become the most unpopular form of digital technology

because of what it does "to" us, as it does "for" us.

Over time, we have become increasingly dependent on e-mail to communicate. As we have made this transition, we have seen a steady rise in the amount of time required to keep up with the amount of e-mail that we get on a daily basis. In 2007, spam, unnecessary e-mails, and instant messages consumed an average of 28% of every knowledge worker's day. This year, there will be an estimated 294 billion e-mails exchanged every day, and that number is expected to rise to 419 billion in 2012. In 2009, 40 trillion spam messages were sent. This year, the average number of business e-mails sent and received each day is expected to be 228 per person, per day. In 2010, organizations are projected to lose 650 billion dollars due to unnecessary e-mail interruptions. It is not surprising then, that more workers are taking the painful step of declaring "e-mail bankruptcy," sending out a simple message to all their contacts indicating that, due to an impossibly large message backlog, all e-mails are being deleted unread. Of course, this drastic action just punts the problem into the future unless individuals makes significant changes in the way that they



handle the e-mail beast, post bankruptcy.

The problems we have with e-mail are of our own collective creation. There is nothing inherently inefficient in the tool itself, only

in the manner and circumstances in which we use it. The Communications Workgroup is initiating a series of monthly newsletter articles with the goal of helping all of us transition to uses of e-mail that are appropriately conceived, structured, and exchanged, which will be in service of our mission and reflective of our values. Future articles will focus on topics such as: e-mail etiquette, in-box management, clear and effective message construction, how to keep e-mail from swamping your work day, ensuring that confidentiality rules and regulations are honored in e-mail use, and those tasks for which e-mail is simply the wrong tool. Members of the workgroup will be asking questions of and soliciting information from our colleagues to guide this process, helping to ensure that we are dealing with the real-world issues that affect this organization the most. What we will not be doing is sending out surveys through, and requesting returns by...e-mail.

~The HPO Communications Workgroup



The URL for Payline has changed to
<https://payline.doa.virginia.gov>

May Days To Celebrate

"Off the cuff" March holidays to celebrate:

May 2-8

Be Kind to Animals Week

May 9-15

National Etiquette Week

May 23-29

National Pickle Week

May 8

No Socks Day

May 11

Eat What You Want Day

May 12

Limerick Day

May 15

National Bike to Work Day

May 19

Circus Day

May 25

National Tap Dance Day



Older Americans Month

May is Older Americans Month.

When I get older, losing my hair many years from now.

Will you still be sending me a valentine, birthday greeting, bottle of wine?

If I've been out to quarter to four, would you lock the door?

Will you still need me; will you still feed me, when I'm sixty-four?

~The Beatles

Circumstances of rural life pose unique challenges for rural elders and the health and social service systems that support their efforts to age independently. Clinicians can support these efforts by providing direct service in the areas of mental health, health care services, and long-term care. Also needed are efforts to develop needed supportive services for the elders and improve the coordination of rural aging-related services so that the rural elderly and communities may derive the greatest benefits from limited resources.

The future fiscal viability of the programs such as Social Security, Medicare, and others are uncertain at best, and a variety of proposals are under consideration by which costs may be controlled if not reduced. While changes in these programs probably cannot be avoided, as clinicians, we should keep apprised of the consequences of specific reform initiatives and advocate for measures that will minimize their negative consequences for the rural elderly.

In 2010, the percentage of Virginians who will be 60 years of age and older is about 18.4%, while the percentage of far southwest Virginia is 22.1%. This growing need, coupled with an area that has limited resources and many gaps in care, generates great concern regarding how the overall system will be able to respond. Lack of critical resources and issues regarding access to existing resources frequently results in a system functioning consistently in a crisis mode where tensions are high and services are



marginal. How we care for our elderly is a direct reflection of how we can expect our youth to care for us.

We must be creative in our outreach to community partners so that it doesn't seem that we have decided to ignore our aging population.

So... will you still need me; will you feed me, when I'm sixty-four?

~Leiann Smith, MSW
Clinical Social Work Supervisor

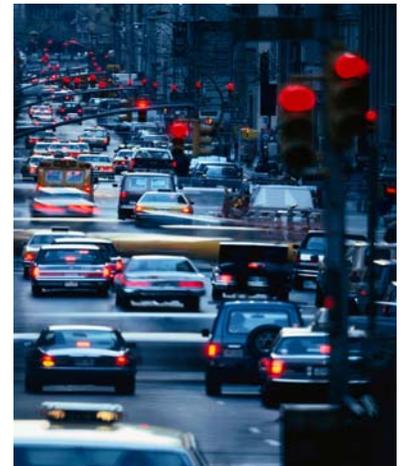
National Transportation Month

Motor vehicle crashes are the number one safety problem in American transportation. They account for 94 percent of transportation death and 99 percent of transportation injury. In 1996, 41,907 people were killed and 3,511,000 people were injured in police reported crashes. The lifetime economic cost of these crashes is over \$150 billion annually. The share borne by tax payers is staggering: the public pays 13 percent of the cost of injuries treated in an emergency department; 26 percent of the cost of injuries requiring hospitalization; and 48 percent of the cost of injuries treated in a rehabilitation hospital.

The challenges facing us in the future are

daunting. Demographic populations such as older and younger drivers who are over-involved in crashes will grow significantly. Aggressive driving and speeding are becoming more common with increased travel and congestion. The improvements in the fatality rate have been flat for the past several years as has our progress with drunk driving. With yearly increases in travel and no improvement over our current safety performance, fatalities and injuries could increase by 50 percent by 2020.

To learn how you can assist in highway safety, visit: www.nhtsa.dot.gov/. If you have children and grandchildren, please visit KidsAndCars.org.



~Norma Brickey, RN, MSN,
Assistant Nurse Executive and
Diann Marshall, RN, MSN,
Staffing Nurse Coordinator

Travel Tip



A state vehicle in our "pool" of vehicles is the preferred vehicle for ALL travel.

If a "pool car" is not available, a private vehicle may be used or a rental vehicle may be used, depending on which is the least expensive mode of travel. The traveler must complete the *Cost Beneficial Calculator* form found on the *Forms* directory, inside the *Travel Folder* on the *SWVMHI Intranet* website to determine which type of transportation should be used. If the cost beneficial calculation indicates that it would cost less to use a rental car than a private car,

mileage is reimbursed at **.246/mile**. If the cost beneficial calculator indicates that it would cost less to use a private car rather than a rental car, mileage is reimbursed at **.35/mile**. If a "pool car" is unavailable and a rental vehicle is unavailable, and the employee must use a private car, mileage is reimbursed at **.55/mile**.

~Missy Allison
Accounts Payable Coordinator

Mental Health Awareness Month

Mental Health America is proud to continue its tradition of celebrating "May is Mental Health Month," which began in 1949. This year, our theme "Live Your Life Well," challenges us to promote health and wellness in homes, communities, schools, and inform those who don't believe it's attainable.

Every day, Americans are affected by the myriad challenges, stresses and demands on their lives. And every day, they seek help in responding to them.

The good news is there are tested and effective tools that are readily available and free that anyone can use to help them cope better and improve their well-being.

This Mental Health Month, Mental Health America is encouraging Americans to use these tools, which form the Live Your Life Well campaign.

Live Your Life Well is a national public education campaign dedicated to helping people better cope with stress and enhancing their well-being. Stress can take a huge toll on a person's health, mood, productivity and relationships, but specific, evidence-based tools can help counterbalance these effects.

Mental Health America created **Live Your Life Well** to increase the number of people who take action to protect their mental health, both in the face of ongoing stress and in times of great personal challenge.

The heart of the program is the **Live Your Life Well** website—that provides 10 research-based, straightforward tools and ways to apply them in everyday life. From relaxation techniques to journaling exercises to simple ways to get better sleep and improve eating habits, the materials offer a wide range of resources to build resiliency and well-being.

In addition to the "Are You Feeling Stressed Out?" brochure, below you will find a number of fact sheets with information to help you and your family better cope with stress and enhance your well-being:

- Are You Feeling Stressed Out?
- Parenting During Tough Economic Times
- Depression: Know the Signs
- Stress: Know the Signs
- Staying Well When You Have a Mental Health Condition
- Helping Children Grow Up Healthy
- Taking Care of An Aging Parent
- Coping with the Stress of Ongoing Military Operations



Mental Health America is the nation's largest and oldest community-based network dedicated to helping all Americans live mentally healthier lives. With our more than 300 affiliates across the country, they touch the lives of millions—Advocating for changes in policy; Educating the public & providing critical information; & delivering urgently needed Programs and Services.

Mental Health America's Advocacy Network is a powerful voice for change that is made up of thousands of individuals nationwide. Sign up today!

~Information taken from
<http://www.nmha.org/go/may>

Mental Health Across the Cultures with Featured Speaker Stephen Pocklington will be presented on Mental Health Awareness Day, May 15, 2010 at The King Center at Emory & Henry College

Keynote Address: Culture Tells the Story of our Shared Strength- Stephen Pocklington is the founding director and lead trainer for *Well Beyond Recovery*, an organization that promotes well-being and self-determination for all people. He formerly served as the executive director of the Copeland Center and as deputy director of a public, multi-county, multi-service human services agency.

- **10:00 a.m. Registration and Coffee**
- **10:30 a.m. Introductions and Welcome**
- **10:45 am Keynote Speaker: Stephen Pocklington**
- **12:00 p.m. Lunch is provided free to participants, featuring music from *The Ledgerwoods*.**
- **1:00 p.m. Entertainment, Presentations, and Recognitions**

For more information, contact Judy Salyer at 276-479-2800, jsalyer@mounet.com. This is a free event sponsored by Family and Consumer Support Services Committees; Highlands, Mt. Rogers, and Cumberland Mountain Community Service Boards; Southwestern Virginia Mental Health Institute; and Emory & Henry College. Emory & Henry College is located one mile off I-81, Exit 26, in Emory, Virginia. www.ehc.edu

Borderline Personality Disorder Awareness Month

Most of us at SWVMHI are very much aware of the existence of Borderline Personality Disorder. It is one of the most challenging disorders with which we are faced. What is often lacking is an awareness of how the disorder is experienced by the person who lives with it. It is true that working with someone with Borderline Personality Disorder can be frustrating and aggravating. All of the negative emotion that is expressed by the person suffering from the disorder and the negative emotions that it arouses in treatment staff are unpleasant to deal with at best. The frequent negative emotions encountered become a source of distress for everyone involved. There is often repeated conflict and repeated crisis throughout the episode of care.

What we are experiencing when we work with someone who is afflicted with Borderline Personality Disorder is a small taste of the experience of living with the disorder. For the person with Borderline Personality Disorder who is not getting helpful treatment, life is a steady diet of distressing emotions, interpersonal conflict, and crisis. At the end of the shift we get to go home, but the person with Borderline Personality Disorder lives everyday with unstable and intense emotions they do not know how to regulate. They live everyday with fear or

worry about being rejected or abandoned. They live their lives where conflict with others is more common than the absence of conflict. They live their lives in which they repeatedly contemplate suicide or doing harm to themselves. Can you imagine how bad things must feel from their perspective, for persons with Borderline Personality Disorder to actually find that the physical pain of inflicting an injury is preferable to the emotional pain they are feeling? Some of us may think of suicide on the worst day of our lives, for the person with Borderline Personality Disorder, it is as if they repeatedly experience the worst day of their life over and over again. It is generally accepted that ultimately 10% of all persons with Borderline Personality Disorder do end their life by suicide.

Perhaps the most distressing thing I have learned about Borderline Personality Disorder in the last year is that persons suffering from the disorder are painfully aware of treatment providers' negative perceptions of them. A 1999 article in [Research in Nursing and Health](#) titled "Borderline Personality Disorder: The Voice of Patients," Nadine Nehls, offered the following quotes from patients: "I have felt the negative feelings that people have towards me, of having that diagnosis, like I was pre-



labeled... wasn't given a chance...I felt blamed for having this diagnosis and felt I wasn't deserving of treatment." "Oh here, you know she has borderline. She's going to be difficult to work with," or "We're not going to get anywhere with her anyway... Borderline Personality Disorder is looked upon as hopeless, helpless, low-life, no sympathy."

So what can we do this month? We can seek to improve our awareness of how the disorder and the treatment experience we provide are experienced by the individual with Borderline Personality Disorder. We can do this by listening. And each of us can seek to be the treatment provider who does not leave anyone feeling they do not deserve our help in their recovery.

~Colin Barrom, Ph.D.
Director of Psychology

Nursing Week Celebration

Don't forget SWVMHI will be celebrating Nursing Week from May 3-7. The theme is "Caring Today for a Healthier Tomorrow;" and the colors are yellow and orange. We have events planned for the entire week, so don't miss out on any of the celebration!

- **May 3- Wear the Nursing Week Colors Day.** We will kick off the week long celebration by wearing the Nursing Week colors of yellow and orange. Nursing staff members are also invited to come to the Employee

Cafeteria at 1:00 p.m., 7:00 p.m., or at 11:00 p.m. to pick up a bag of fresh popped popcorn! YUM!!

- **May 4- Silly Hat Day.** Wear your silliest hat and join the fun!
- **May 5- Ice Cream Day and Silent Auction Day.** Each nursing staff member will be given ice cream to enjoy. A silent auction will be held for baked goodies, cakes, brownies, bread, rolls, etc. Whatever your specialty is, bring it in for the auction, which will be held on all three shifts.
- **May 6- Pot Luck Meal Day and Remembrance Day.** Meals can be planned on all the units with the Nurse Managers providing the dessert. The nursing department will be hosting a special evening event to honor the employees of the Adolescent Unit. At 8:00 p.m., on the grounds in front of the Bagley Building, we will have a candlelight cere-

mony to share memories and celebrate the successes that occurred over the years. If you would like to share a memory or say "thank you" to the adolescent employees, those with us now and those who paved the way, please join us.

- **May 7- Wear the Colors/Attire of Your Favorite Sports Team Day.** Show off your team spirit! The announcement of the unit that showed the most camaraderie during the week will be held today as well. Team spirit is measured by participation in the planned events and activities. It is very important to get as many people involved as you can on your unit. The more involvement the greater the chance of winning the coveted award for the most team spirit!

~Robin Poe, MSN, RN-BC
Nurse Coordinator for Nursing Staff Development



SWVMHI Core Values Daily Checklist

In many of the SWVMHI communications we receive, there is a clear and consistent emphasis on the SWVMHI Values (with a capital "V"). There is good reason for this emphasis. It is relatively easy to live by a set of core values when times are good. When times are stressful and uncertain, our core values are put to the test. Yet, living by our core values when times are stressful, difficult as it may seem at the moment, helps us to get through difficult times. Although seemingly old-fashioned, living by core values builds our character. Each day, resolve to demonstrate by actions, attitudes, and words, the SWVMHI Core Values.

- ✓ We believe that **communication** must be clear, direct, accurate, consistent, concise, timely, inclusive, and relevant. *Will your communication be clear today?*
- ✓ We believe that it is important to

combine **honesty with compassion** in our dealings with others; neither is sufficient by itself. *Will you be honest and sensitive to others today?*

- ✓ We believe that **trust** drives out fear in individuals and organizations, and we act in ways to engender the trust of others. *Will you inspire trust today?*
- ✓ We believe that good **teamwork** leverages the best of our human resources and we expect quality output from our teams. *Will you be a good team player today?*
- ✓ We believe that **self-initiative** demonstrates passion and unselfishness towards achieving our Mission and Vision when the right things are done at the right times and for the right reasons. *Will you demonstrate passion about your employment today?*
- ✓ We believe that **leadership** can and should be demonstrated by all staff and giving support to staff leaders is ex-



- pected. *Will you lead today?*
- ✓ We believe that the building blocks of excellence come from **honoring day-to-day tasks**. As such we demonstrate politeness, neighborliness, optimism, good manners, and leading by example in our moment-to-moment interactions with others. *Will you demonstrate optimism to those around you today?*

~Jim Moon, Ph.D.
Psychologist Supervisor



Thank You

"Thanks so much for allowing me to precept on your ward (Geriatric Unit). I was very impressed with the level of care provided, and thoroughly enjoyed the experience. Ashley (Untiedt) was a fantastic supervisor and it was a great learning experience for me. You have a wonderful facility and employees to be proud of. Thanks again!"

~Sherri Yarber, Nurse Extern

DBHDS Direct Service Associate Career Pathway Program Update

Skilled direct-service workers are essential to delivering high quality service to the individuals and families we serve because they provide most of the hands-on-care to these fragile populations. Direct service work is physically and emotionally demanding. Annual turnover and vacancy rates for Direct Service Associates (DSA) are among the highest for any role in state government.

To advance client service, reduce high vacancy, decrease turnover rates, and create an improved learning environment for the DSAs, DBHDS has created a DSA Career Pathway program. The DSA Career Pathway program was implemented in 2008 and is still going strong. Since 2008, SWVMHI has had 131 DSAs achieve Level I in the Career Ladder and seven more DSAs will

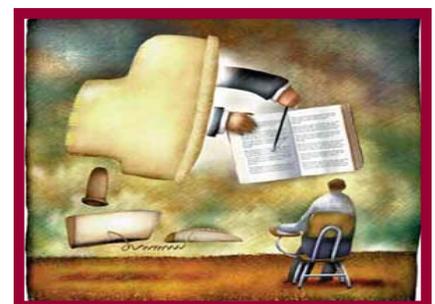
achieve Level I in June 2010. They are: Bernice Grubb, Toni Huggins, Karen Graham, Connie Surber, Nellie Plummer, Christina Hafer, and Wanda Hess.

SWVMHI has 23 DSAs currently working toward Level II and who have just successfully completed their first on-line mid-term exam through Wytheville Community College. They are: Zara Blizzard, Connie Cook, Garland Farmer, Darren Fitchko, Angela Gentry, Donna Goodpasture, Laura Grinstead, Buddy Heath, Lynn Henderson, Katherine Hogston, Donna Jackson, Tammy Jackson, Tammy Jenkins, Irma Osborne, Johnnie Overbay, Virginia Parsons, Loraine Plummer, Beth Paschal, Darlene Rouse, Joyce Rouse, Lynn Skidmore, Elizabeth Stamper, and Donna White.

Congratulations to staff who are furthering their education and enhancing their skills. Keep up the good work!

If you have questions about the DSA Career Ladder, please contact, Kim Sayers, Robin Poe, or Norma Brickey.

~Norma Brickey, RN, MSN
Assistant Nurse Executive



History From The Hill

Southwestern Lunatic Asylum

Editor's note: This article is taken from the local newspaper of Smyth County, Virginia, the *Conservative Democrat*, published Thursday, February 3, 1887. This continues the article from the March and April, 2010, edition of *A View from the Hill*, and describes the original Henderson Building.

Virginia's New Hope for the Insane— A Full Description of the Building— Correspondence of the Lynchburg News

[Part 3]

"The building as described extends from east to west a distance of 345 feet, 8 inches and from north to south, or from front to rear 253 feet with a spire, as I have said, 118 feet high.

This entire structure, from cellar to dome, and throughout every noon and corner, is heated by steam, the direct and indirect system being used, and is being done by Messrs. G. & A. Bargamin of Richmond, which insures that it will be a good job. The steam is carried from three large forty-five horse power steel boilers, the boiler house being in rear of the room in which are the engines and electric light machinery.

The incandescent electric has been chosen as the system for lighting the building, and for this the committee is especially commended. They hesitated for a long time on account of the cost, but this is not only the most modern and most approved light, but

is absolutely safe. There are two forty-five horse power engines and two dynamos, each capable of generating 800 lights of sixteen candle power each, and the grounds will be lighted up with lights of 150 candle power. The electric plant is being furnished by Westinghouse, Church, Kerr & Co., of New York, and will have all the necessary safety devices.

But decidedly the most striking feature of this institution is its water advantages. The water is brought from a large never-varying freestone spring some two miles, and has a natural fall of something like 100 feet. It is brought in a six-inch cast iron pipe and given a flow equal to 400,000 gallons per day. This, too, was a costly feature – some \$8,000 – but it was money well spent. No institution has more excellent advantages in this respect, yet many of them pay greatly more for their water supply. So far the cost has been 180,000.

The building by March 1 will be ready to accommodate 280 patients. This will be a cost of \$464 per patient capacity. It can be extended at a cost of \$100,000 more for pavilions, to hold 800 patients, which will be only \$287 per patient capacity, less than half the cost of the cheapest building that has been erected for this purpose. Who can say but that it was a wise and judicious expenditure of the State's money? And the committee who have labored patiently and without



one cent of remuneration for two years deserve credit for their work, especially when jobbery and plunder has been the rule, rather than the exception, with those entrusted with public funds.

It is unfortunate that an unpleasant scramble is arising over the offices that are to be filled, and that politicians seem about to take hold after the practical work has been done.

It would be unfair to close without a tribute to the ability and efficiency of Mr. W. G. McDowell, who has been the supervisor of this work from the beginning. It is said he watched every brick and every piece of timber that went into the building and required every thing that was defective to be taken out. The contractors, Messrs. Lewman & Sweeney, have done their work well, and the Southwestern Lunatic Asylum is as we may say, completed, and is a thing of both strength and beauty."

The Chef's Special



A study of the effects of posting calorie information in New York City restaurants has found that it has been a big fat failure. Even the few patrons who say the infor-

mation influenced their decisions still bought food containing more calories than average. What's up with that?

The theory of the menu labeling says that once consumers get a peek at the actual calorie count contained in all those popular fast-food goodies, they will flock to the salads and to the veggie burgers... or at least decline to super-size.

Of course, that same theory hasn't worked so well on the packaged foods end. Calorie information on retail packaged foods has been available for years, yet has hardly dented sales of high-calorie, fat and sugar-laden snacks, beverages, and desserts. Why anyone would think that consumers would behave differently in foodservice environments is not explained. Maybe it's another instance of the triumph of optimism over experience.

In any case, the New York City survey showed that those most likely to pay attention to posted nutrition information are the same people who already seek out that information anyway. In other words, it's posting to the converted.

As for those who just want a quick, convenient, economic meal, well they just want a quick, convenient, economic meal, and hold the moralizing and finger wagging, please.

"I don't really care too much because I'm going to eat it anyway," one person told a New York Times reporter asking whether the calorie postings at a Manhattan McDonald's had any influence on menu decisions. Guess that would be a "no"...

~John O'Keefe
Food and Nutrition Services Director

Governor McDonnell Announces Appointments

Jim Stewart is appointed to serve as Commissioner of the Virginia Department of Behavioral Health and Developmental Services (DBHDS) by Governor Bob McDonnell.

Prior to coming to DBHDS, Jim was appointed as the Commonwealth's Inspector General for Behavioral Health & Developmental Services by Governor Mark Warner in 2004 and most recently by Governor Tim Kaine in 2007. The Office of the Inspector General is responsible for reviewing and inspecting the quality of services provided by state mental health facilities and training centers, local community services boards, and other providers. Recommendations for improvement are made by the OIG to the Governor and General Assembly.

Jim served as mental health director (1977-1981) and executive director (1981-2004) of the Henrico Area Mental Health and Developmental Services. Prior to coming to Virginia, he worked as an outpatient center director and clinician in a local community mental health center and as a social worker in a state hospital in Tennessee. He served as an officer in the United States Navy, stationed in Norfolk, VA. With a personal interest in organizational development and change, Jim has provided consultation to many public and private organizations.

Throughout his 35 years in public behavioral health and developmental service, he has worked actively at local, state and federal levels to shape policies, regulations and funding initiatives with the goal of enhancing ser-

vices for individuals with mental illness, developmental disabilities and those with substance use problems. He has served on numerous boards and commissions focused on improving mental health services. He served as president of the National Association of County Behavioral Health Directors and currently serves on the Supreme Court Commission on Mental Health Law Reform.

Jim received his bachelor's degree in economics from Rhodes College in Memphis, Tennessee, and a master's degree in social work from the University of Tennessee.

We look forward to working closely with Commissioner Stewart in continuing to make our system of care increasingly responsive to the recovery needs of the Virginians we serve.

In addition, G. Douglas Bevelacqua is appointed Inspector General for Behavioral Health and Developmental Services.

Doug Bevelacqua has a twenty-five year commitment to community service at the local, state, and national level serving people with behavioral health and intellectual disabilities. His advocacy has included seventeen years on the Hampton-Newport News Community Service Board of Directors, and service on Virginia's State Board of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS) and the Governor's Substance Abuse Service Council.

His interest in behavioral health started with his mother's long struggle with schizophrenia in the time before effective psychotropic interventions. Bevelacqua's experience with the effects of alcoholism and addiction on a person, their family and the community has motivated him to support recovery programs and those trying to create new lives.

Bevelacqua is an entrepreneur who has founded and sold several substantial firms specializing in building construction for federal, state, and local government agencies in the Mid-Atlantic region. Prior to selling the companies, he was the Chairman and CEO of CBC Enterprises and the Westar Corporation. He currently serves as the Chairman and CEO of The Phoenix Corporation and is a managing partner of the DCB Group, LLC.

Bevelacqua is a native of Newport News who graduated from Peninsula Catholic High School, and served in the United States Marine Corps receiving an Honorable Discharge. He has a bachelor's degree in Philosophy and Religious Studies from Christopher Newport University and a master's degree in Community and Addictions Counseling from the College of William and Mary. The National Board for Counselor Certification has recognized him as a Nationally Certified Counselor.

He lives in Williamsburg with his wife, Robynn and has three adult stepchildren.





Southwestern Virginia Mental Health Institute

Address: 340 Bagley Circle
Marion, Virginia 24354

Phone: 276-783-1200

Fax: 276-783-1465

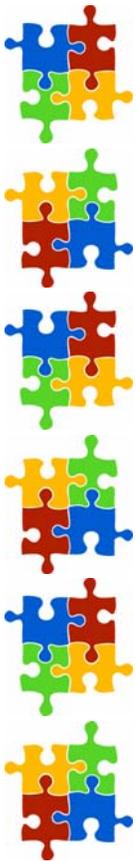
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Please submit articles for the next newsletter to Amanda Phipps by May 19, 2010.

The next newsletter will be published June 1, 2010.