



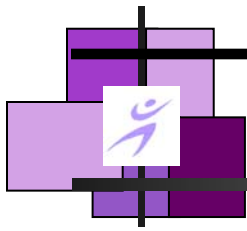
# The Insider

Nov, 2009

## UNIVERSAL MH/DD/SAS Mission Statement

Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving potential to live, work and grow in the community.

**WHY THE NEED FOR THE INSIDER ?** *The purpose of this newsletter is to provide specialized information to all Universal MH/DD/SAS employees. The intent is to develop a better informed workforce, to foster a greater sense of community, and to build morale.*



## MESSAGE FROM THE AGENCY DIRECTOR

### Inside This Issue

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*On September 30, 2009 the Division sent a communication to all provider agencies stating that they were mandating service rate cuts across a broad array of services. These cuts represent a significant overall decrease in our agency's revenue.*

*Universal's Senior Management team; with input from employees across the state, immediately took action gathering information and developing a strategic management plan to assure long-term stability of the agency. Together the Universal team can weather the changes that are imposed upon us by the state.*

*On a positive note, we continue to grow our TCM and CAP periodic services. We recently opened a satellite office in Raleigh and opened an office in Lincolnton and Smithfield. Thank you to all those involved with these office openings.*

*The bottom line is that we continue to look for growth opportunities while maintaining the quality of our services.*

~Amy



**Drema S. Greer**, Staff Development Director of Universal Mental Health Services, has been chosen to serve as a member of the Seclusion and Restraints Curriculum Review Committee. The purpose of this committee is to perform a thorough review of seven curriculums with an end goal of providing recommendations to the NCDHHS's Executive Leadership Team (ELT).



**Drema Greer – Staff Development Director**

Greer was appointed by Steven Hairston, Chief for the Division of Mental Health, Developmental Disabilities and Substance Abuse Services of the North Carolina Department of Health and Human Services. The recommendation for her appointment came from Archie C. Pertiller, Jr., Co-chair of the Quality Assurance Committee for North Carolina Interventions (NCI).

The final report of the Seclusion and Restraints Curriculum Committee will assist the Division of Mental Health in providing recommendations of evidence-based prevention and intervention programs for consumers. It is crucial that the curricula be appropriate for clients who need to develop skills that will help them learn to self-regulate their behavior.

Pertiller says, "I became familiar with Drema as an Instructor Trainer for NCI. Drema is an excellent NCI Trainer; she genuinely cares about the clients her staff serves. Drema is a person who inspires her staff to achieve continuous improvement and who remembers that the human equation is the most critical element that encourages prevention and decreases the need for seclusion and restraint."

### **Tricia Hinshaw, LPC**

Working with children and their families has been my passion since I began my career in mental health in 1995 as a 1 on 1 worker for Blue Ridge Mental Health. I have been a school-based therapist for Universal since 2006, working primarily with elementary school and middle school students with mental health diagnoses. Since January of 2009, I have had the great joy and honor to provide clinical supervision to an amazing group of office and community-based therapists. Currently, I am very excited to help to build our Intensive In-Home Services teams in the Asheville area along with Amanda Hester and Jane Pimenta; both of whom continuously go above and beyond. I am continually amazed at the dedication and commitment of our staff.

I am a mother to two young girls, who are my world. Lately, it seems that we spend a lot of time doing homework and watching 'Dancing with the Stars'.



**Tricia Hinshaw – Licensed Mental Health Supervisor**



## "MATCHING the FACE WITH THE NAME!"

### Alice Butts

#### Financial Assistant - Corporate Office

Alice Butts says I spent most of my "career years" working in Raleigh as a staff accountant while I continued taking additional business courses to further my education. After 27 years there, I decided it was time to re-locate closer to my family. Hudson, North Carolina it was!



I accepted a position with CNC/Access in September of that year. I started as an Administrative Assistant and worked my way up to Collections Manager. I retired from CNC in September, 2006 after 8 years and enjoyed a year of freedom. In September, 2007 Universal called me and asked if I would like to work part time doing some collections work for them. I jumped at the chance to go back to work and am still here in that same position. Retirement really wasn't for me! My work time here in Lenoir has been working for the Greer family. Not only were both companies owned by the Greer's but I am back in the very same office where I started in this field of work in 1998. Also did you notice that all of my work dates occurred in the month of September?

I love my job here at Universal and am back working with a lot of the same people I worked with through the years. I found the Greer family to be very good to their employees back in 1998 and it is still true today. I feel very blessed to work with so many wonderful people and hope I can continue working here for a long time.

In my spare time, I enjoy traveling, socializing with my friends and playing with my 2 "children" My sister Betty and I have 2 small dogs. Our 4 year old is a Poodle/Bichon mix named "Shaggy" and is a very calm, loving dog. Our 2 year old is a Pomeranian/Yorkie mix named "Scotty". Scotty rules the house and everyone in it. He's quite a handful but very entertaining. **My life has come full circle!**

Alice's supervisor Heather Woods says Alice is an inspiration to us all! She is hard working and dedicated like no other!

## Featured Employee

### Kitty Lyles-Soloman, Asheville

Becky and her tech Kitty are a perfect example of how the quality services we provide enhance, influence, and affect positive change and growth in each other's lives. Kitty has been with Universal in Asheville for over 5 years (since the beginning). Having known Sherry Douglas for years prior and the quality of her work, Kitty soon came to be employed at Universal in 2004. She works with Becky 5 days a week and has been **for the last 12 years!!** She and Becky have been volunteering at the animal shelter once or twice a week for the last 5 years. Becky adores animals, especially dogs, and has already claimed Kitty's dog, Chewy, as her own. For fun, Becky and Kitty like to go shopping, out to eat, to the movies, and to visit with Becky's friends.

When asked why she chose this profession, Kitty says that it is just "in my nature." Her grandmother ran a family care home and she grew up in that environment, "It's what I was exposed to, it just came natural to me." Kitty has two aunts that run family care homes as well. Kitty states that what she likes about Becky is that "she makes me laugh and we get along great." When responding to the statement that their relationship is like a marriage, Kitty states, "It's better than a marriage!"



Kitty, a special **"thank you"**  
for your dedication! ~ from the Universal Family



Universal Employees ~ the cream of the crop!

**Raymond Thompson** says "I'm a Navajo Indian from Leupp Arizona. My clan is Near the Mountain Towering House People and related to the Many Goats People. I am also a Marine, retired. While in the Marine Corps, my duties took me to various places like California, Japan, Korea, Hawaii and North Carolina. I am married with 4 kids and am a proud grandparent. I started working with the mentally challenged population in 1994 by volunteering to help a friend who was short staffed at a group home. From there I was introduced to mentoring. I worked for Neuse Mental Health Center, Dimensions, and now Universal Mental Health in New Bern. I currently work with three consumers whom I enjoy making a difference in their daily lives, doing things such as counting money or interacting with peers. I continually strive to improve their quality of life by taking them out in the community to social events, shopping for needed items or to the park for picnic lunches.

In turn, they have taught me how to be patient and appreciate my own quality of life. In my spare time I enjoy woodworking, do-it-yourself projects and coach the Special Olympics, Craven County Electric Eels swim team. They have competed in the State, Multi-state and regional levels. One of the greatest satisfactions is teaching someone how to swim or improve their technique.

Ray's supervisor Lisa Toler says *"Ray is an excellent employee. I have supervised him now for two years and have never had an ounce of trouble with him. He is a true pleasure to supervise and I would clone him if I could! The three consumers he works with absolutely adore him and they have made great progress working with him. Ray is a true asset to Universal!!"*



Ray and Travis



Barry



Ian





## Universal in the News

### **No Limits Get in Way of a Special Fun Day 09/27/09 ~ Barbara Blake**

**ASHEVILLE, Citizen-Times** - On one special day each year, adults and children with disabilities are the toast of Asheville. On this day, there are no curious stares from "normal" bystanders, no cruel jokes or whispered snickers. No sidelong glances or averted eyes. No ridicule. No judgment. On Saturday, they came in droves to the Stephens Lee Recreation Center to celebrate Family Fun Day in the warm embrace of their families and friends and a vast network of volunteers, public servants and staff members whose life's work is with the disabled. Jennifer Crawford brought her 10-year-old daughter, Savannah, who has cerebral palsy, to join in the celebration.

"They can come here and have fun and be themselves and not be stared at or judged," Crawford said. "Savannah gets so excited and wants to go from booth to booth, saying, 'What's next? What's next?'"

The stars of this show are young, old and in between. Some are in wheelchairs. Some can't see, some can't hear. Some have Downs Syndrome, some have autism. Many have severe developmental disabilities, and some are mentally sharp but have physical challenges. Their common thread is a desire to have a day of fun. To blow bubbles and wear silly balloon hats and toss beanbags and decorate cookies. To dance -- or simply nod -- to live music. To peek inside a fire engine or police car, and shake the hand of a man or woman in blue. "We get to help people with different abilities have a really great time," said 15-year-old Chelsea Holt, a junior at West Henderson High, explaining why she volunteers at Family Fun Day each year.

"They don't get to do a lot of stuff, and this makes them feel good about themselves because nobody pays much attention to them on other days," she said. "On this day, we can teach them that they're just as important as anybody else, and everybody feels special." Zach Rainwater, 15, a sophomore at Enka High, said the rewards he gets for volunteering at Family Fun Day don't have a price tag. "I like seeing all the people smiling, and greeting them and making them feel welcome," he said. "That's the thing here -- everybody is smiling and laughing."

Family Fun Day is organized by Asheville Parks, Recreation and Cultural Arts, [Universal MH/DD/SAS](#), the Family Support Network of WNC, Western Highlands Network, the Arc of Buncombe County and the Western Alliance. More than 100 volunteers and corporate and business sponsors are needed for the 2010 event next fall. Call 298-1977 for more information.



## The following is an excerpt taken directly from the CDC Centers for Disease Control and Prevention 10-20-09

### Contamination & Cleaning

#### **How long can influenza virus remain viable on objects (such as books and doorknobs)?**

Studies have shown that influenza virus can survive on environmental surfaces and can infect a person for 2 to 8 hours after being deposited on the surface.

#### **What household cleaning should be done to prevent the spread of influenza virus?**

To prevent the spread of influenza virus it is important to keep surfaces (especially bedside tables, surfaces in the bathroom, kitchen counters and toys for children) clean by wiping them down with a household disinfectant according to directions on the product label.



#### **What surfaces are most likely to be sources of contamination?**

Germs can be spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth. Droplets from a cough or sneeze of an infected person move through the air. Germs can be spread when a person touches respiratory droplets from another person on a surface like a desk, for example, and then touches their own eyes, mouth or nose before washing their hands.

#### **How should linens, eating utensils and dishes of persons infected with influenza virus be handled?**

Linens, eating utensils, and dishes belonging to those who are sick do not need to be cleaned separately, but importantly these items should not be shared without washing thoroughly first. Linens (such as bed sheets and towels) should be washed by using household laundry soap and tumbled dry on a hot setting. Individuals should avoid "hugging" laundry prior to washing it to prevent contaminating themselves. Individuals should wash their hands with soap and water or alcohol-based hand rub immediately after handling dirty laundry. Eating utensils should be washed either in a dishwasher or by hand with water and soap.



**What kills influenza virus?** Influenza virus is destroyed by heat (167-212°F [75-100°C]). In addition, several chemical germicides, including chlorine, hydrogen peroxide, detergents (soap), iodophors (iodine-based antiseptics), and alcohols are effective against human influenza viruses if used in proper concentration for a sufficient length of time.

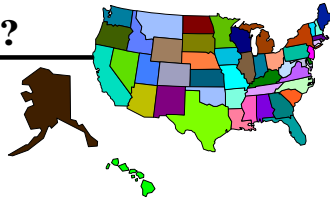
*Interested in learning more about Universal MH/DD/SAS? Visit our website at [www.umhs.net](http://www.umhs.net).*



# DRIVING SAFETY

## How safe are our roads?

- ◆ 2003 data for the U.S.
  - 42,643 fatalities
  - 2,889,000 injuries
  - 4,365,000 crashes involving property damage
  - Friday (especially evening/night hours) has more fatal accidents than any other day
- ◆ What about North Carolina?
  - 1,531 fatalities, costing \$8.27 billion



## How safe is your driving?

- ◆ When driving on a road that is new to you:
  - Your eyes tend to scan the road from left to right, which is an excellent driving habit.
  - We tend not to scan when in familiar territory.
- ◆ How closely can you safely follow another car?
  - We tend to follow based on how much of the road we can see
    - » A long hood causes us to follow at a greater distance (since you have to look over the hood to see the street).
    - » Drivers with shorter hoods tend to follow more closely
  - Use the 2 or 4 second rule
    - » Good driving conditions, keep a 3 second distance behind
    - » Poor driving conditions, keep a 5 second distance behind



## Unsafe acts behind the wheel

- ◆ Shaving
- ◆ Putting on make-up
- ◆ Reading a map
- ◆ Not using a seatbelt
- ◆ Driving under the influence
- ◆ Failing to stop or yield
- ◆ Driving at an unsafe speed
- ◆ Unsafe passing of another vehicle
- ◆ Tailgating
- ◆ Not using blinkers

*\*Though perhaps in a different category, **eating** when driving and **using cell phones** can compromise your response time by distracting you and by removing one hand from the steering wheel.*



## “Road rage”

- ◆ Road rage is driving under the influence of too much anger.
- ◆ Provoked by:
  - Feeling endangered by someone else’s driving (another driver cuts you off or tailgates you).
  - Resentment at being forced to slow down
  - Righteous indignation at someone who breaks traffic rules
  - Anger at someone taking out their road rage on you
- ◆ Therapy for road rage:
  - Take a deep breath and just let it go!



## CLOSING THE GAP

### ***“Hard Times”***

In a survey published in March WalkerWonder, a manufacturer of mobility equipment accessories, people were asked, “What have you been taught by your grandparents, parents, or older friends, about how to cope with your fears during economic hard times?” The answer given most frequently (79 percent of respondents) was how to appreciate your blessings, however small or few. Not a bad idea to hold onto, and it’s one you can share with your staff when they’re down and worried.

*~ a submission from “Quick Tips – the Manager’s Intelligence Report*

***“Listen with your full attention, look for the good in others, have a sense of humor, and say thank you for a job well done.”***

*~ Paul Smucker, former DEO of J.M. Smucker Co.*

### SPECIAL NOV EMPLOYEES

@ Melissa Kale	Nov 07
@ Zsa Zsa Johnson	Nov 10
@ Alisha Williams	Nov 14
@ Rebekah Greene	Nov 15
@ George Redd	Nov 19
@ Becky Franklin	Nov 20

### SPECIAL DEC EMPLOYEES

@ Ron Connor	Dec 09
@ Steve Greer	Dec 10
@ Gene Rodgers	Dec 10
@ Vickie Scruggs	Dec 17
@ Cyndi Lipe	Dec 17
@ Lindsey Hamilton	Dec 20
@ Nhtasasha Duncan	Dec 23
@ Patra Lowe	Dec 30
@ Steve Hardin	Dec 31
@ Ingrid Freeman	Dec 31

### SPECIAL Jan EMPLOYEES

@ Anita Butler	Jan 09
@ Amber Richardson	Jan 09
@ Robert Greer	Jan 10
@ Lori Wyrick	Jan 12
@ Robin Snead	Jan 13
@ Bonnie Walker	Jan 18
@ Dave Gittler	Jan 23
@ Treniss Capps	Jan 24
@ Naomi Hollifield	Jan 30
@ William Montgomery	Jan 31

