



Here's What's Happening...

TEXAS PANHANDLE CENTERS
901 WALLACE BLVD. AMARILLO, TEXAS
www.texaspanhandlecenters.org

April 2020 Volume XVII, Issue 4

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Serving the citizens of:

Armstrong, Carson,
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Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

TPC Awarded COVID-19 Emergency Relief Funds



United Way of Amarillo & Canyon

On Friday April 10, TPC was notified that we were one of several recipients who were awarded COVID-19 Emergency Relief Funds by the United Way of Amarillo & Canyon.

"The United Way of Amarillo & Canyon is happy to inform you that our COVID-19 Emergency Relief Fund Allocation Council has awarded you a grant of \$29,000 to support your efforts related to the COVID-19 crisis right here in Amarillo & Canyon."

A grant request was submitted to the United Way of Amarillo & Canyon to assist in the costs of unexpected expenses related to the COVID-19 pandemic to purchase items such as additional food for group homes as well as disinfectant and personal protective equipment.

Because of this generous award, TPC will be able to continue providing critical services to the most vulnerable members of our community.

Thank you United Way of Amarillo & Canyon for continuing to *Make Lives Better* for those we serve!

April is National Child Abuse Prevention Month

National Child Abuse Prevention Month recognizes the importance of families and communities working together to prevent child abuse and neglect and promotes the social and emotional well-being of children and families. During the month of April and throughout the year, communities are encouraged to increase awareness and provide education and support to families through resources and strategies to prevent child abuse and neglect. Each year the White House and many states issue proclamations to raise awareness and to encourage communities to take steps to improve the well-being of children. To learn more visit www.childwelfare.gov



To report abuse: 1-800-252-5400 or visit Texas Abuse Hotline at txabusehotline.org



COVID –19 Update



The City of Amarillo has stay-at-home orders in place to limit all non-essential travel. Additionally, Governor Abbott has issued executive orders that require a 14-day quarantine for anyone flying into Texas from New York, New Jersey, Connecticut, New Orleans, Miami, Atlanta, Detroit, and Chicago, as well as anywhere in the states of California or Washington. If people are travelling by vehicle, the state mandated a 14-day self-quarantine for anyone driving into Texas from anywhere in Louisiana.

Unfortunately, the number of confirmed cases in Potter and Randall counties continues to increase on a daily basis, so even if staff are not travelling outside of Amarillo, people should still practice social distancing if the need arises to venture out. Wear masks or other PPE where applicable and be cognizant of how others around you are feeling. Finally, if you become ill, stay home. Be considerate of your co-workers and the individuals we serve.

TPC will continue to follow local, state and national recommendations as they are constantly being updated.



Kendra Hubbard, Director of Nursing, IDD Services, provided training on the proper use of PPE (Personal Protection Equipment). She provided handouts which included illustrations.

Handouts are included on pages 4 & 5 of the newsletter.

COMPLIANCE CORNER

Welcome back to Compliance Corner. In Compliance Corner we will address a question that was received internally for the purpose of education. (All personal identifying information has been removed to protect the identity of the employee and client).

IF YOU SEE SOMETHING, SAY SOMETHING.....

Employees are the “eyes and ears” of the organization to detect any violation of our Compliance Program. You are required to immediately report anything that you encounter at TPC which you believe may be unethical, illegal, or fraudulent to:

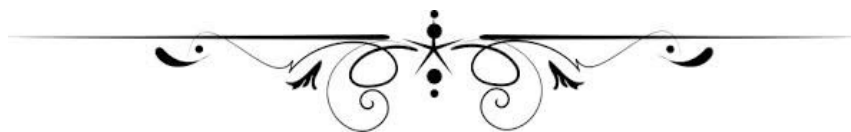
- Your supervisor or
- Donald Newsome, Director, Quality Management & Compliance, (Privacy Officer)
Phone: (806) 351-3284
Email: Donald.newsome@txpan.org

Here is the compliance question of the month:

Question: I received a request from one of my clients asking that information regarding treatment (medication issues and appointment reminders) be released to his mother. My coworker told me that HHSC waived some of their restrictions regarding Releases of Information due to COVID-19 and that I could accept verbal consent for now. Is this correct?

Answer: Yes, this is correct. During this time, verbal consent may be given for first degree relatives or LARs (Legally Authorized Representatives). Releases are needed to maintain continuity of care; however, documentation must clearly describe that the reason for the verbal authorization is due to the current COVID-19 Pandemic. A signed Release of Information must be completed during the next face-to-face provision of service.

If you have a question/scenario that you would like to be considered for inclusion in the newsletter, email the information to Compliance.Corner@txpan.org or send your question(s) through interoffice mail to Donald Newsome.

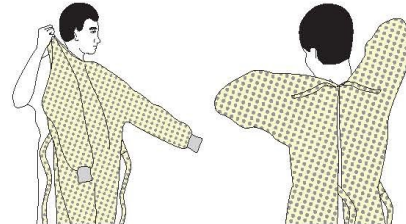


SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

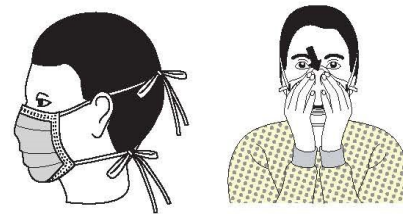
1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



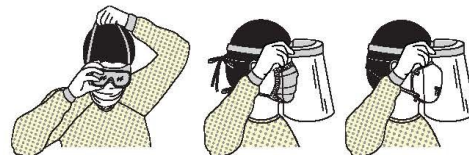
2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



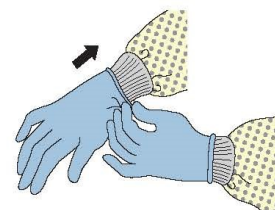
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



CS250672-E

Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

How to Wear Cloth Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

CDC on Homemade Cloth Face Coverings

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

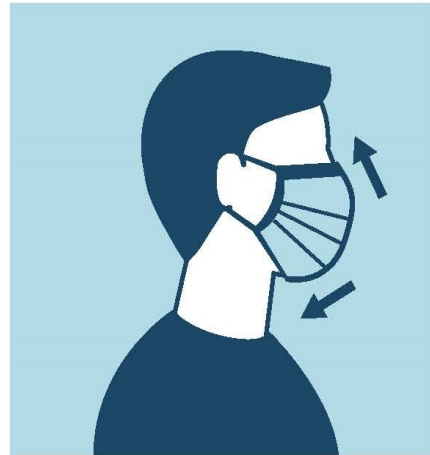
Yes. They should be routinely washed depending on the frequency of use.

How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a cloth face covering.

How does one safely remove a used cloth face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.



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cdc.gov/coronavirus

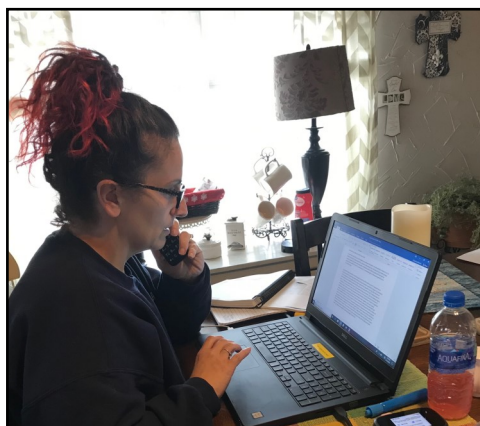
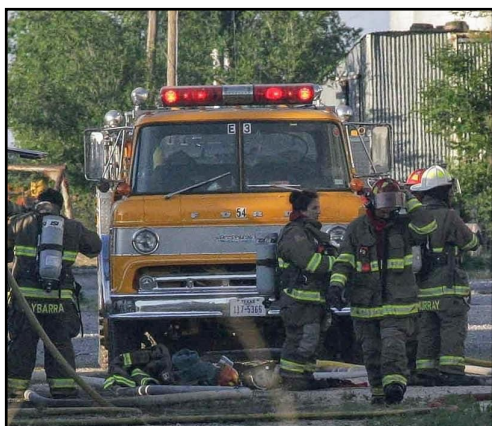
TICTOC 3.0

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee recognized the following individuals, who were nominated by their peers, for demonstrating one or more of the following as it relates to trauma (empathy, cultural sensitivity, self-awareness, self-care promoting/building resilience, flexibility toward others, collaboration, willing to learn from others, creating a safe space, trustworthiness, respect and courage):



This month's TICTOC recipient is Christina Dettmer, MH Adult provider in Perryton. Christina's nomination stated that in addition to being a case manager for TPC, she also serves as a volunteer fire fighter in Hansford County. She was able to provide additional insight in getting a client the necessary medical attention along with the TPC prescriber.



TICTOC 3.0 Employee Recognition

At TPC there are many good deeds that happen every day and the TICTOC Committee wants to hear about the people behind those good deeds.



If you observe a fellow employee doing a good deed as it relates to trauma (trauma sensitivity/education/training/etc.), send an email to the TICTOC Committee letting us know what you observed to TICTOC@txpan.org. The committee will review the submissions and select those are demonstrating trauma principles and **Making Lives Better** for those we serve and employ. The Committee will reward those individuals with a gift card and/or other form of recognition! *We look forward to hearing from you!*

White Hat Award



The IDD Service Coordination Department would like to present this month's White Hat Award to **Carlos Arenivar, Purchasing Director and Terry Zimmerman, Administrative Support Services Director**. Carlos and Terry are working hard to ensure that everyone has needed supplies for the health and safety of employees and individuals that we serve. Your contribution helps to make lives better, especially during this time of hardship. We thank you for your efforts!

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

1) Protecting 2) Teladoc 3) March 20th

Answer the questions correctly and your name will be entered in a random drawing to be eligible to win a \$25 gift card.



1. The phone number to report abuse is _____.
2. A washing machine should suffice in properly cleaning a _____.
3. The National Alliance on Mental Health (NAMI) has created a _____.

[Submit your answers to joyce.lopez@txpan.org](mailto:joyce.lopez@txpan.org). Deadline for responses is the 5th of the following month. You must type "Monthly Drawing" in the email subject line to be eligible. For those that do not have a computer, entries may be submitted via interoffice mail. The same requirements apply for hard copy submissions.



A great big thank you goes out to **Connie's Alterations & Dry Cleaners in Amarillo**, for the generous donation of masks to TPC.

The masks have been put to good use around the Center!



Happy Mother's Day!
May 10th



Welcome these New Employees...

Alaura Johnson	Alternate Living
Norman Lee	Alternate Living
Ahado Mohamud	Alternate Living
Michael Heard	Accounting & Payroll
Lisa Simpson	Accounting & Payroll
Madison West	ECI



"Sign here, initial here and emoji here."



"Besides rust, any other pre-existing conditions?"

Articles or suggestions for this publication may be submitted by the 1st of each month to:

Joyce Lopez-Enevoldsen • 901 Wallace Blvd., • Amarillo, Texas 79106
Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

COVID-19 (CORONAVIRUS) RESOURCE GUIDE

NAMI-National Alliance on Mental Illness



The National Alliance on Mental Illness put together a COVID-19 (Corona Virus) Information and Resource Guide. It can be found at www.nami.org/covid-19. The Guide is a comprehensive resource that addresses several topics regarding COVID-19. Some of those include:

- General Information on COVID-19
- I'm having a lot of stress or anxiety because of COVID-19. What can I do?
- Are people with a mental health condition at a greater risk of contracting COVID-19?
- I'm a smoker. Am I more likely to become ill from COVID-19? What should I do?
- I'm working from home and feel disconnected from my routines. What can I do?
- I still have to leave my home to go to work. How can I protect myself and others?
- Etc.

I have taken a few notable excerpts from the guide and have included those below.

Equip yourself with information from credible, reputable sources:

- The Center for Disease Control and Prevention (CDC) offers information and frequent updates.
- The World Health Organization (WHO) is the leading international health organization. They direct global health responses and offer lots of resources. They also provide many of their resources in a variety of languages.
- The National Institutes of Health (NIH) has extensive research-based information on COVID-19.
- Substance Abuse and Mental Health Service Administration (SAMSHA): Tips for social distancing, quarantine, and isolation during infectious disease outbreak.

Be mindful of and stop stigma

- False information has created or worsened prejudice which can lead to discrimination against groups of people.

Be aware of scams and fraud

- Be careful of COVID-19 related scams and fraud. The Federal Trade Commission has tips to help you identify COVID-19 scammers.

Manage how you consume information

- Equip yourself with information from credible, reputable sources. Be selective about how you consume news. It's generally a good idea to stay engaged and informed. Having some limits on your news consumption can help.

Follow health daily routines as much as possible

- Your daily habits and routines can help you feel more in control of your own well-being.
- Even simple actions can make a difference:
 - Make your bed
 - Get dressed
 - Connect with loved ones
 - Move your body
 - Make time for breaks
- If possible, take regular short breaks during work or between shifts. During those breaks, go outside and engage in physical activity if you can.
- Practice good hygiene, especially by cleaning your hands.

(Continued on page 11)

(Continued from page 10)

- Prioritize sleep and practice.
- Getting enough regular sleep is critical for your immune system.
- Eat nutritious food as much as possible, especially fruits and vegetables

Take care of yourself through exercise and movement

- Walk
- Stretch
- Dance
- Do yoga
- Do cardiovascular exercise

Research suggests this helps with anxiety and sleep. If you have concerns about balance or joint health, ask your provider about low-impact cardio you can do at home.

Practice relaxing in the present moment

Do meaningful things with your free time

Stay connected with others and maintain your social networks

Find a mental health community

Connect to a spiritual or religious community

Other mental health articles and tools can also be found on this site.

Please visit www.nami.org/covid-19 for additional information.

“We don’t heal in isolation, but in community.”
~ S. Kelly Harrell

TICTOC 3.0



Tami Savage, IDD Respite Supervisor, answered last month’s questions correctly and was randomly selected to win a \$25 gift card.

To claim your card, contact Joyce Lopez-Enevoldsen at 806.351.3308 or email: joyce.lopez@txpan.org.