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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



COVID-19 Response

Mellisa Talley, Executive Director

As Texas Panhandle Centers (TPC) continues to respond to the Coronavirus COVID-19 outbreak, I wanted to inform you of what steps we have taken to keep our clients and staff safe. Protecting the health and safety of our clients and our employees is our main objective. We want to be able to make the necessary adjustments to our work and operations while at the same time continuing to provide care for those that we serve. We are closely monitoring alerts from the Centers for Disease Control (CDC), World Health Organization (WHO), and Texas Health and Human Services (HHSC). We also are participating in calls with our State and local authorities. Following the guidance and recommendations we have received from all of the above sources, TPC has begun to deploy specific actions—listed below—in order to protect our clients and employees and slow the spread of COVID-19. TPC has implemented the following policies regarding travel:

- TPC has suspended all business-related travel to anywhere outside of our twenty-one county catchment area for all staff. Any deviation from this policy must be approved by the Executive Manager.
- Employees who travel to: (1) LEVEL III areas (China, Iran, Europe, and South Korea); (2) LEVEL II areas (global travel); (3) any area considered a “hot

spot” defined as any geographic area or location that has had either a concentrated outbreak or high risk of transmission; or (4) vacation on a cruise ship, may not immediately return to work until fourteen calendar days following the employee’s end of travel. The employee will be required to self-quarantine for those fourteen calendar days. If staff plan to travel to one of these areas, Human Resources will work with supervisors to calculate the return to work date.

- If staff lives with someone who has travelled to one of the areas listed above, travelled to a hot-spot within the U.S., as defined by the CDC, or travelled on a cruise ship, staff should advise their supervisor immediately and self-monitor (*take your temperature twice a day and remain alert for respiratory symptoms, e.g. cough, shortness of breath, or sore throat*) themselves for fourteen calendar days upon return.



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Alternate Living Program

Submitted by: Nick Montoya, Director, Alternate Living

TPC's Alternate Living Program is in part of HCS Waiver services for individuals with IDD in the Texas Panhandle. Our program offers residential placement for individuals that choose to live as independently as possible in their community. We have a total of 11 homes. Ten of these are in Amarillo and one in Pampa. Each home can accommodate up to four clients. At this time, all homes are full with 44 individuals served.

Alternate Living assists clients with many supports and services to ensure they can live as independently as possible. Our main focus is to ensure health and safety. We assist with various daily living skills such as transportation (to and from all activities), including doctor's appointments, Day Habilitation, church, Special Olympics, and many other places in their community. We assist clients with meal planning and preparation, taking medication, hygiene, bathing, and grooming skills. Our focus is to assist each individual to become more independent in their daily lives and to reach personal goals set forth annually through their Person Directed Plan.

A vital part of client success is Alternate Living staff/Direct Support Professionals (DSP). We have 46 full-time positions and 10 part-time positions. The hours differ by position to accommodate DSP requests for flexible hours. This flexibility assists to meet staff's busy schedules whether they attend school or work another job. The DSP receives ongoing training for all homes

they're qualified to work and are utilized throughout Amarillo and Pampa. Our staff do an exceptional job of assisting clients with daily living skills, ensuring health and safety, and reaching client focused goals/outcomes.



L to R: Nick Montoya, Jessica Lucero, Betty Gonzales, Janie Cobb, Martha Aldape, Trent Britten

The Alternate Living Program has six Group Home Leaders/ Supervisors that oversee and monitor services provided by the Direct Support Professionals. Each supervisor has two homes with the exception of the On-Call Supervisor. This supervisor is assigned only one home but also handles calls throughout the weekend. Supervisors work closely with the DSP to

ensure coverage for the homes. Supervisors maintain schedules & complete revisions as needed. They complete supply/food orders, as well as medication orders, and various other responsibilities to ensure health and safety. Supervisors also work closely with families and/or guardians to assist with client needs and maintain good communication for medical appointments, social events, and other services needed.

Through the assistance of the DSP and Group Home Supervisors, Alternate Living gives all individuals served the opportunity to be involved in their community while living their best life. With all resources and supports offered through Texas Panhandle Centers, Alternate Living is just one of the great programs that continues Making Lives Better. For more information please contact Nick at 351.3368.

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: How often do I have to update the Medication Consent form for behavioral health?

Answer: Medication Consents must be updated annually unless there is a change in the individual's medication regimen. Please see the following TAC citation:

TITLE 25	HEALTH SERVICES
PART 1	DEPARTMENT OF STATE HEALTH SERVICES
CHAPTER 414	RIGHTS AND PROTECTIONS OF PERSONS RECEIVING MENTAL HEALTH SERVICES
SUBCHAPTER I	CONSENT TO TREATMENT WITH PSYCHOACTIVE MEDICATION--MENTAL HEALTH SERVICES

RULE §414.405 Documentation of Informed Consent

- 1) Any time the medication regimen is altered in a way that would result in a significant change in the risks or benefits for the patient, an explanation of the change will be provided to the patient and the patient's legally authorized representative. The explanation will include notification of the right to withdraw consent at any time.
- 2) A new consent will be obtained if a change to a different medication is prescribed.
 - g) All consents will be reviewed with the patient and his or her legally authorized representative at **least annually**. The review will include a discussion of the information outlined in §414.404 of this title (relating to information required to be given) as well as a discussion of the patient and his or her legally authorized representative's wishes regarding continuation of the medication.

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.

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Toby Wallace and I are reaching out to all supervisors, either face to face or by phone, to discuss these processes and allow for questions. All supervisors are being asked to contact HR if at any time they have questions they are not sure how to answer. We are also reminding our supervisors that all Protected Health Information (PHI) of our clients and employees remains confidential.

We have tested our Virtual Private Network (VPN) line that allows employees to access their computer files and will be finalizing the list of employees who may begin working from home if necessary.

TPC has also implemented the following precautions in order to prevent the spread of the virus:

- TPC has taken precautionary efforts to order and acquire masks, shields, gowns, gloves, hand sanitizer, and disinfectant spray. These items have been made available to staff and should be utilized in the workplace, as needed; furthermore, additional hand sanitizer dispensers have been installed.
- Disinfecting common areas in our clinics on a rotating basis throughout the day following the CDC cleaning and disinfection recommendations.
- Our Executive Management Team, Infection Control Nurses, and Disaster Coordinators are working together to develop processes in

our clinics that best allows us to identify and report possible infections during the course of service.

- Encouraging employees and clients to avoid close contact with people who are sick, cover a cough or sneeze with a tissue, throwing used tissues in the trash, clean and disinfect frequently touched objects and surfaces, avoid touching eyes, nose and mouth, stay home when sick—except to get medical care, wash hands often with soap and water for at least twenty seconds, and practice social distancing.
- Communicating changes in our procedures to the families of our clients.

Finally, TPC is a Disaster Point of Distribution and will act as a centralized location of medication distribution. This means that in the event of a disaster and there was a need for mass quantities of medications to be administered, TPC has an agreement with the City of Amarillo for medications to be given to TPC, which will be distributed to our staff, staff family members, and clients.

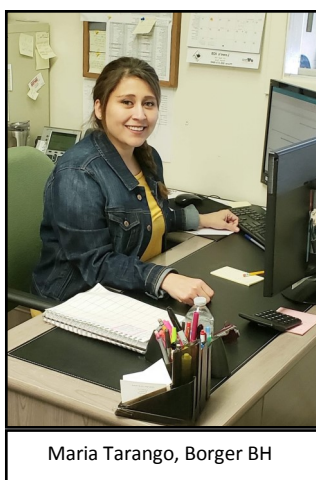
The COVID-19 Outbreak is evolving on a daily basis; therefore, our team is closely monitoring the situation and will make updates and adjustments as necessary to maintain the safety of our clients and employees. We appreciate your guidance and support and if you have any questions or concerns, please contact your supervisor or the Human Resources Department.



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):



Maria Tarango, Borger BH



Fritzi Cates (left) Perryton BH

They were awarded a \$25 gift card. Thank you ladies for *Making Lives Better*!

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 **Misty Galindo, Crisis Intervention Specialist**, with this month's White Hat Award. Misty is dedicated to helping our individuals that are in crisis. Often going above and beyond, Misty works diligently to help enhance the safety and quality of life for the individuals that we serve. Thank you Misty for your commitment and devotion.

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

1) Individualized 2) PATH 3) Friday, February 21

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 health and safety of our clients and our employees is our main objective.
2. _____ provides certified, medical providers you can call or video conference with 24-hours a day, 365 days a year at **NO** cost to you.
3. The first day of Spring is _____.

[Submit your answers to 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.](mailto:joyce.lopez@txpan.org)

Board of Trustee Recognition

At the February 27 Board Meeting, the Board of Trustees and Executive Staff recognized Yolanda King, Therapist Tech, IDD Services, for 40 years of service with the Center. Yolanda was awarded a plaque, gift card and a day off.

Additionally, Ms. Camma Lou Tackitt, Host Provider, was recognized for providing services in this capacity for the past 20 years. She was presented with a crystal award for her years of service and dedication.



Yolanda King



Ms. Camma Lou Tackitt

Members of the STARS basketball team gave a presentation to the Board and shared information about their future games.



Congratulations!

2020 Annual TPC Staff vs. TPC Stars



Points to Ponder

Jana Campbell, Rights Protection Officer



Exploitation is defined by the Texas Administrative Code as illegal or improper use of a person's resources for personal benefit, profit or gain. So what does that mean as we work with the individuals we serve? We need to make sure that we NEVER borrow money from the individuals we serve. We cannot let them buy gifts for us or our family. If your job includes supporting individuals in purchasing items, you need to make certain that all receipts are turned in, and all items are purchased for the individual. We need to make sure that we never sell items to the individu-

als we serve, or place ourselves in a position where we have access to their money. Even though this might not be considered exploitation, it crosses the professional boundary we need to maintain at all times. Some examples of exploitation could also include expecting an individual to work and not be compensated, using their car, or living in their home without contributing to the cost. Your questions are always welcomed.

I can be reached at 341-3400 or jana.campbell@txpan.org



Baby News!

Congratulations to Katie Corbet (Adult Service Coordination) on the birth of a baby girl. Averie Jean Corbet was born on February 20 @ 3:31 p.m. She weighed 4lbs 4oz and was 17 3/4" long. Mom and baby are doing very well!

Congratulations Katie!

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



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What's the difference between COVID-19, cold, and flu?

Symptoms	COVID-19	Flu	Cold
Fever	✓	✓	✗
Cough	✓	✓	✓
Shortness of breath	✓	✗	✗
Sore throat	✗	✓	✓
Runny/stuffy nose	✗	✓	✓



The following employee was recognized through the Performance Enhancement Program for one or more of the following: Core Competencies, Safety, Critical Thinking, Communication, Client Rights, Continuous Quality Improvement, Professional Behavior, Customer Service:

Ruth Sullivan, STAR Program

Reminder to supervisors: If you would like employees recognized through PEP in the newsletter, submit the PEP (or a copy) to the respective executive manager for approval.

Welcome these New Employees...

Tiffany Andrade	BH Children's
Aerin Coats	Human Resources
Gina Davis	IDD Service Coordination
Kyler Tetteh	IDD Service Coordination
Jessica Martinez Garcia	BH Children's
Nakia Quigley	Community Living
Merci Irakiza	Wayne Group Home
Justine Lasley	Mobil Crisis Outreach Team (MCOT)
Diedre Means	PPI/PADRE
Mackenzie Osakwe	Specialized Services
Angelica Riojas	MCOT
Maria Aguilar	Specialized Services
Misty Bush	BH Children's
Alexas Locker	Specialized Services
Barbara Owen	P/T Peer Support
Casey Stegall	BH Children's



"I'll have to get someone younger to look at your résumé. I'm not fluent in emoji."



"This memory foam mattress isn't working. I still can't remember where I put my glasses."

"We don't heal in isolation, but in community."
~ S. Kelly Harrell

TICTOC 3.0



Cherilyn Morrison, IDD Service Coordination, 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.