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## Serving the citizens of:

Armstrong, Carson,  
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Randall, Roberts, Sherman,  
and Wheeler counties

## TIC TOC 2.0

Joyce Lopez-Enevoldsen, TIC TOC Team Lead



On May 23, the TIC TOC Committee hosted a Kick-off event to introduce Trauma Informed Care to the staff. Dr. Michael Gomez presented on vicarious trauma and the ACES study was also introduced.

As part of the event, a safe and secure environment survey was distributed as well as made available through ADP. This survey was designed by the National Council for Behavioral Health as a tool to provide the Committee specific information about the Center in order to begin to address those areas that the staff believe need the most attention. Since then, the Committee has been working diligently to address those identified areas.

One of those was the request to incorporate an EAP back into TPC's array of benefits. Bud Schertler, Executive Director, submitted the proposal to the Board of Trustees and it was approved at the July 11 Board meeting.

The Employee Assistance Plan (effective September 1, 2019) will include mental health, financial and legal counseling and consultation to employees and their household members. The goals of the

program are to help employees develop productive ways of dealing with stress related to work conditions, marital and family difficulties, cross-cultural concerns, drug and alcohol problems, nutrition, weight control, smoking cessation and relapse prevention.

**Confidentiality** - The strictest of confidentiality will be maintained according to the American Psychological Associations and Employee Assistance Professionals Association's Codes of Ethics as well as following all HIPAA requirements.

**Access**—Employees will have access to confidential help on a 24-hour basis seven days a week including holidays.

**Referrals**—If further therapy or care is needed beyond the contracted sessions, the staff is well versed in the referral sources available. Every effort will be made to take the employee's personal and financial status, as well as access to insurance into consideration when a referral is indicated.

**Financial Services**—Employees and family members may use some of the EAP sessions for financial counseling. Whether planning for retirement or saving for college. The financial professionals are available to help EAP members understand their financial issues including:

*(Continued on page 6)*

# Mental Health First Aid

Toby Wallace, Human Resources Director

In a collaboration between Texas Panhandle Centers and Texas A&M AgriLife, the organizations partnered together to offer a Youth Mental Health First Aid Instructor class for Texas A&M AgriLife's extension agents, educators in the community and other mental health professionals in the Texas Panhandle. The instructor class was a weeklong class (35 ½ total hours), taught by Gina Ehlert and Jermine Alberty from the National Council For Behavioral Health. The class was well attended, in which 25 instructors were certified to teach the program.

The National Council for Behavioral Health is the unifying voice of America's health care

organizations that deliver mental health and addictions treatment and services. Together with our 2,900 member organizations serving over 10 million adults, children and families living with mental illnesses and additions, the National Council is committed to all Americans having access to comprehensive, high-quality care that affords every opportunity for recovery. The National Council introduced Mental Health First Aid USA and more than 1 million Americans have been trained.

## Mental Health First Aid USA

Mental Health First Aid is an evidence-based, in-person training program with proven ability to teach individuals how to recognize and respond to the warning signs of mental illness and substance use disorders and link people with appropriate treatment and support. Mental Health First Aid increases the understanding that mental

illnesses are real, common and treatable.

The National Council's goal is to make Mental Health First Aid as common as CPR. Originating in Australia in 2001, Mental Health First Aid has expanded to more than 23 countries worldwide. Since the program was first introduced in the United States in 2008, more than 11,000 instructors have been certified to teach the program and hundreds of thousands of Americans have now been trained as Mental Health First Aiders.



Mental Health First Aid is included on the Substance Abuse and Mental Health Services Administra-

tion's National Registry of Evidenced-based Programs and Practices (NREPP).

Mental Health First Aid USA is managed, operated, and disseminated by the National Council for Behavioral Health and the Missouri Department of Mental Health.

The National Council for Behavioral Health is teaming up with Lady Gaga's Born This Way Foundation to bring teen Mental Health First Aid (tMHFA) to the United States. This fall 2019, they are expanding this evidence-based program to reach more than 20 high schools, empowering young people to support each other in times of need or crisis.

For more information regarding Mental Health First Aid, please visit their website at [www.thenationalcouncil.org](http://www.thenationalcouncil.org)

## OTIS CORNER

Submitted by: Christy Schroeder, Safety Director

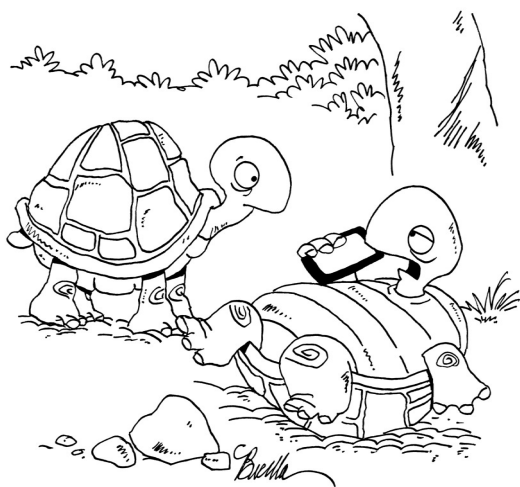
When temperatures start to rise, so do heat related injuries and heat related deaths. Some individuals are more prone to heat related illness than others. Some of the things that can put an individual at an increased risk for heat related injuries include overweight/obesity, certain types of medications, not drinking enough water, prolonged exposure to extreme heat and not getting enough rest, all of which can influence your body causing it to work harder than normal. We would like to provide you with tips and information to keep you, your family and the individuals we serve happier, healthy and out of harm's way. You can find more in-depth information on signs, symptoms, vulnera-

ble populations and additional tips by following the link to the CDC website at <https://www.cdc.gov/disasters/extremeheat/index.html>



Remember to get plenty of rest whenever possible when working or exercising in the heat. Ensure that you drink six to eight fluid ounces of water each day and check with your primary care physician before starting any exercise regimen to identify any undiagnosed medical

conditions that may increase your risk to heat stroke or injury. Never leave children and/or pets in hot cars at any time as this could result in death or irreversible brain damage.



"Luckily, my insurance covers roadside assistance."



"The MRI confirmed what the x-rays showed. Your wallet doesn't contain enough money to pay for either procedure."

# 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](mailto:Donald.newsome@txpan.org)

### Here is the compliance question of the month:

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](mailto:Compliance.Corner@txpan.org).

#### **Question:**

I was told I can't use colored pens to write in any record, even training records. Is this correct? I thought the only thing I couldn't use colored pens for was to write in client records.

#### **Answer:**

Use black or blue ink to document. Do not use pencil or colored ink pens (e.g. green, purple, red, pink, glitter, etc.). NEVER use white-out on documentation of any kind. Blue is preferred due to black ink being difficult to differentiate from a photocopy.

Black or blue ink should be used on all agency documents, to include: documentation in client record, training records/logs or any information submitted to other staff/supervisors.

-Ethics in Documentation training (New Employee Orientation)

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](mailto:Compliance.Corner@txpan.org).

# White Hat Award



The IDD Service Coordination Department would like to give this month's White Hat Award to the **IDD Nursing Department** (James Shook, Krystyna Hartman, Terry Ewing, Julie Williamson, Terry Barley, Nancy Clemons, Kim Shields). Despite their long hours and extra work, the nurses in the nursing department are professional and courteous and always willing to lend a hand to the Service Coordination Department. The IDD Nursing Department has gone above and beyond their job duties and from all of us at the IDD Service Coordination Department, we thank you and appreciate all that you do.

Breanna Miller  
For IDD Service Coordination

Answer's to last months questions:

**1) Dr. Mitch Jones 2) Peer Specialist 3) Skin Cancer**

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



1. Mental Health First Aid has expanded to \_\_\_\_ countries worldwide.
2. \_\_\_\_\_ or \_\_\_\_\_ should be use on all Agency documents.
3. New EAP becomes effective \_\_\_\_\_.

[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.



*(Continued from page 1)*

Basic Investing; Getting out of Debt; Retirement Planning; Credit Score; Tax Issues; Saving for College; Buying a Home; Estate Planning; Financial Struggles

Legal Services—Dealing with legal problems can be overwhelming. Those may include: Divorce/ Separation; Contract Disputes; Will Preparation; Real Estate; IRS Matters; Immigration; Family Law; Bankruptcy

Wellness Coaching—May include: Food & Fitness; Improved Sleep; Life Balance; Smoking Cessation; Stress Reduction; Professional Development

On-line Benefits—This service also allows an online work/life tool available that gives employees access to resources for issues ranging from mental health and personal development to childcare, eldercare and wellness. In addition there are newsletters, webinars and publications available at your fingertips.

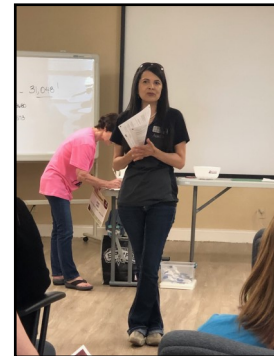
A full description of EAP will be provided in the new fiscal year. Please contact the Human Resources Department for more information.

The TICTOC Committee, Executive Director and Board of Trustees are pleased to be able to bring this important and requested benefit to the employees of TPC. Continue to watch for new and exciting things coming your way!

## WAT WRAP-UP

A Walk Across Texas Wrap-up Event was held June 12th. Lizabeth Gresham, Texas A&M AgriLife Extension Agent, was on hand to provide yogurt parfaits and to congratulate participants. The individuals with the most miles were **Pat Schumann** and **Gaynelle Williams** from Counter Intelligence and **Jennifer Lane** with the Sloth Walking Team. They were recognized and given a gift card. The team with the most miles collectively was Stay In Your Lane Bro. There were 18 teams participating again this year.

Certificates and jean passes were given to all those that completed the 8-week walk.



## ***Community Corner***

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Tony Foster, Executive Director, Amarillo Area Mental Health Consumers, (Agape Center) stopped by TPC and proudly showed off the new shuttle bus (with wheelchair lift) that their Center recently purchased. The Agape Center also recently added a computer lab and an exercise/workout room.

Congratulations to the staff at the Agape Center for all the great work that they are doing to educate, empower and advocate for individuals with mental illness.



## **Welcome these New Employees...**

|                  |                       |
|------------------|-----------------------|
| Brittnie Raban   | Child & Adolescent BH |
| Ragaju Tchambaza | Specialized Services  |
| Monica Van Riper | IDD Crisis Respite    |
| Shantel Bates    | Community Living      |



## Client Rights Point to Ponder

Jana Campbell, Rights Protection Officer

Clients/individuals must always be spoken to with dignity and respect. When speaking to clients we need to remember that our tone, volume, and body language are important. We should never use phrases that might humiliate. We should never engage in a shouting match with a client. Your volume should always remain at a normal level. Remember to speak to clients in a calm, positive way. Be mindful of your body language, arms crossed, or snapping your fingers does not give out a positive message. We should always try to use person first

language. Person First Language respectfully puts the person before their diagnoses. Stay away from “icky” words, such as autistic, epileptic, schizophrenic instead say “a person with autism”, “a person with epilepsy”, “a person with schizophrenia.” Words do matter, and even though we all make mistakes, please try to keep your words kind and respectful. I would like to hear any questions you might have regarding client’s rights, abuse neglect, or exploitation. You can call me at 351-3400, or email:

[jana.campbell@txpan.org](mailto:jana.campbell@txpan.org)

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### Grass Clippings: To Leave or Not to Leave?

Good news: you have permission to leave grass clippings on your lawn after you mow. This can save you time if you rake them by hand, and a fewer stops if you collect them as you go. In fact, it's actually better for your lawn when you leave the clippings alone, as they help return nitrogen to the soil. According to the National Association of Landscape Professionals, clippings do not contribute to thatch buildup if you mow regularly and properly. Some other tidbits from the organization: A lawn of 1,000 square feet can produce 500 pounds of clippings in one growing season, and these clippings contribute very little to thatch (the roots, stems, and



lower portions of leaves that are below the mower blade). Fertilizer use can be reduced by 20 to 30 percent when clippings are left on the lawn, as they quickly decompose and release valuable nutrients such as nitrogen. If mowing is delayed by prolonged periods of rain or other reason, the clippings can be enough to shade or smother grass. In that case, you should rake, bag, and remove them. As for mowing in general, you should change direction often so as not to cause ruts in your lawn from the weight of the mower; and you should overlap each mowing pass to ensure a clean cut.



**JoAnn Watson, BH Intake, Screening & Crisis**, answered last month’s questions correctly and was randomly selected to win a \$25 gift card from Amarillo National Bank.

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



# Alcohol Use and Your Health

Drinking too much can harm your health. Excessive alcohol use leads to about 88,000 deaths in the United States each year, and shortens the life of those who die by almost 30 years. Further, excessive drinking cost the economy \$249 billion in 2010. Most excessive drinkers are not alcohol dependent.

## What is considered a “drink”? U.S. Standard Drink Sizes



## Excessive alcohol use includes:



### Binge Drinking

For women, 4 or more drinks consumed on one occasion



For men, 5 or more drinks consumed on one occasion



### Heavy Drinking

For women, 8 or more drinks per week



For men, 15 or more drinks per week



### Any alcohol used by pregnant women



### Any alcohol used by those under the age of 21 years



## If you choose to drink, do so in moderation:



**DON'T DRINK AT ALL** if you are under the age of 21, or if you are or may be pregnant, or have health problems that could be made worse by drinking.

**FOR WOMEN**, up to 1 drink a day



**FOR MEN**, up to 2 drinks a day



**NO ONE** should begin drinking or drink more frequently based on potential health benefits.

National Center for Chronic Disease Prevention and Health Promotion  
Division of Population Health



# Alcohol Use and Your Health Continued..

Excessive alcohol use has immediate effects that increase the risk of many harmful health conditions. These are most often the result of binge drinking. Over time, excessive alcohol use can lead to the development of chronic diseases and other serious problems.

## Short-Term Health Risks

### Injuries

- Motor vehicle crashes
- Falls
- Drownings
- Burns

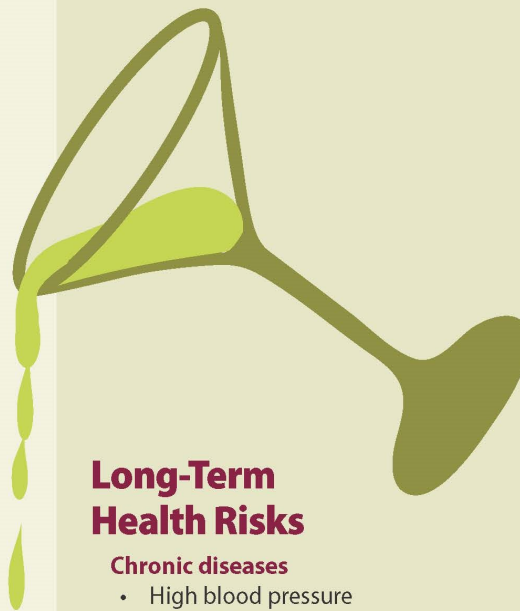
### Violence

- Homicide
- Suicide
- Sexual assault
- Intimate partner violence

### Alcohol poisoning

#### Reproductive health

- Risky sexual behaviors
- Unintended pregnancy
- Sexually transmitted diseases, including HIV
- Miscarriage
- Stillbirth
- Fetal alcohol spectrum disorders (FASDs)



## Long-Term Health Risks

### Chronic diseases

- High blood pressure
- Heart disease
- Stroke
- Liver disease
- Digestive problems

### Cancers

- Breast
- Mouth and throat
- Liver
- Colon

### Learning and memory problems

- Dementia
- Poor school performance

### Mental health

- Depression
- Anxiety

### Social problems

- Lost productivity
- Family problems
- Unemployment

### Alcohol dependence

Login to IMS Wellness Works from the [www.imstpa.com](http://www.imstpa.com) website and navigate to the Alcohol Dependency calculator from the Tools and Resources tab to learn more about how your drinking may be impacting your health.

<http://www.cdc.gov/alcohol/fact-sheets/alcohol-use.htm>

## EMPLOYEE RECOGNITION

At the July 11, 2019 Board of Trustees meeting, Judge Willis Smith along with the rest of the Board and Executive Management Team, recognized Renay Asberry, Administrative Technician in Developmental Health, for twenty-years (20) of service with the Center. Also recognized was David Kee, Maintenance Technician in Support Services, for fifteen (15) years of service with the Center. They were both awarded plaques, gift cards and a day off.

*Congratulations!*



If you haven't already taken your float day for this fiscal year, you may want to do so before August 31st to avoid losing it. You are eligible for a float day if you have been employed full-time at TPC for one year. Contact the payroll department with any questions.

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

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