



Here's What's Happening...

TEXAS PANHANDLE CENTERS

901 WALLACE BLVD. AMARILLO, TEXAS

www.texaspanhandlecenters.org

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KEEPING YOUR FAMILY HEALTHY

Obtaining preventive care services is one of the best ways to keep you and your family healthy. These services, which typically include yearly check-ups, screenings and immunizations, can help you stay healthy and avoid or delay health problems.

Before you make an appointment for preventive care services, it's important that you understand what's covered by your Employer-sponsored health plan. To learn more about your coverage, contact a Customer Service representative at Insurance Management Services 1-800-687-5944.

The most important part of preventive health care is maintaining good health habits. This includes: daily exercise, weight control, proper nutrition, avoidance of smoking & drug abuse, abstinence from, or moderation of, alcohol use, proper control of any diseases or disorders, such as high blood pressure, diabetes, or high levels of cholesterol in the blood.

In addition to these habits, some screening services may prove worth-

while in either preventing or at least minimizing disease.

Periodic screening of adults for specific problems is important & recommended: pap smear, breast self-examination, mammography, testicular self examination, PSA test, cholesterol screening, colon cancer screening and blood pressure screening.

For more information about the recommended schedule for periodic screenings go to the US Preventive Services task force list at: <http://www.uspreventiveservicestaskforce.org>. Having a plan for obtaining professional care before the need arises is essential to remember in keeping up with your preventive health screenings.

Keep immunizations up-to-date. Vaccination remains one of the greatest medical achievements of all time. Visit with your provider about the schedule related to immunizations and prevent diseases related to them today!

Access Wellness Works

1. Go to www.imstpa.com
2. New Users: Register for a new account
3. Current users: Login with User ID & Password



HOW TO MANAGE INTERRUPTIONS

Today's many forms of communication make it easier than ever to exchange information—and easier than ever to get distracted and interrupted.

When it happens to you, remember, that it's ok to politely say, "I can't talk now but I can get back to you at 3." We all need uninterrupted time for quality, focused thinking. If you must concentrate and can't afford to be interrupted, post a sign that says: Available at 1:00 p.m.



Spending two or three minutes chatting may seem insignificant, but it can take up to 15 minutes to organize thoughts and refocus.

Email requests for a short meeting work well. But never wait until the last minute. That makes your problem someone else's problem.

Try a working lunch for quick info with a busy colleague.

Schedule a regular time to meet even if it's just ten or fifteen minutes per week.



CAUTION:

**SPEED BUMPS HAVE BEEN INSTALLED AT VARIOUS
TPC PARKING LOT LOCATIONS IN AMARILLO.**

PLEASE BE ADVISED AND REDUCE YOUR SPEED!

Marion Thompson, MH Consumer Benefits, 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 at 806.351.3308 or email: joyce.lopez@txpan.org.

Congratulations!

OTIS Corner

(Opportunities To Improve Safety)

Submitted by: Natalie Henning, QM Coordinator, Safety Director

Let's Lift Safely!

Did you know:

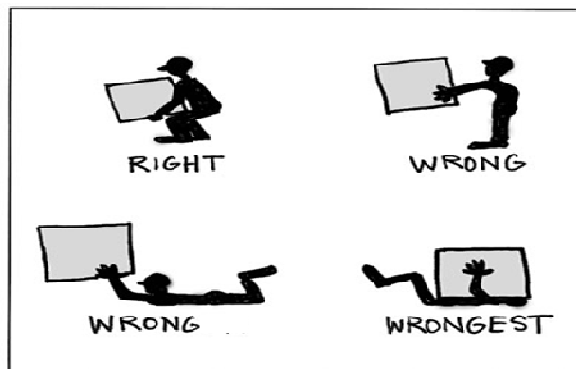
- ◆ Back injuries account for one of every five workplace injuries or illnesses.
- ◆ Once you have injured your back, you are very likely to re-injure it at some point in the future.
- ◆ Poor physical condition, Stress, and Poor posture can be contributing factors for back injuries.
- ◆ Sitting in one position for long periods of time places stress on your back.
- ◆ The "safe lifting zone" is between your shoulders and your waist.
- ◆ Allow your legs to do the work by bending at the knees while lifting.
- ◆ Avoid twisting at the waist when carrying or lifting a heavy load.



- ◆ When carrying an awkward load, you want the heaviest part of the load closest to your body (this includes lifting people).
- ◆ To transfer a person, always consult your on the job training, but here are some helpful hints as well:

- ◆ Approach the person and place your knees on either side of their legs.
- ◆ Slide your arms under their arms and lock your hands behind their back.
- ◆ Bend your knees and use your leg muscles to lift the person.
- ◆ When your legs are straight and your knees are locked, slowly turn the person and ease them into their chair or on to the side of their bed.

For Quick Reference:



7 Ways to Lose Those Last 5 Pounds

When your diet won't get you to your target weight, these sneaky culprits might be to blame...

You've dieted and exercised, and you still can't lose those last few pounds. As it turns out, other factors—from toxins in your home to your cell phone habits could be sabotaging your efforts. Read on for some surprising ways to increase your chances for success.

Avoid environmental toxins -

If you store your leftovers in plastic, keep old receipts lying around or think nothing of eating an unwashed grape or two, you could be exposing yourself to chemicals that impede weight loss.

What you can do: A new study in *JAMA* shows that repeated exposure to thermal cash register receipts is a significant source of the hormone-disrupting chemical BPA, so toss old ones. Also cut down on BPA by storing food in glass containers. To avoid pesticides, thoroughly wash produce, and buy organic whenever possible.

Chill out – Good news: There's a type of fat in your body that raises your metabolism. It's called brown fat, and it keeps organs warm by burning calories. Bad news; Obese people tend to have less of it (you also lose this lean-making tissue with age). One possible reason? People are too comfortable –thanks to modern day heating and cooling systems—to stimulate brown fat activity. "We now live in a perennial spring," says Francesco Celi, M.D. Chair of the Division of Endocrinology and Metabolism at Virginia Commonwealth University School of Medicine in Richmond.

What you can do: Turn down the thermostat. Chilly temperatures cause muscle to

produce a hormone called irisin, which stimulates the activity and growth of brown fat, according to new research.

Check your medications—Weight gain can be a side effect of some prescription drugs.

For instance, some diabetes meds, such as insulin and sulfonylureas, may increase your appetite, and several types of antidepressants, including amitriptyline, have been associated with weight gain.



What you can do: Ask your doctor if it makes sense to switch drugs. You may be able to substitute an alternate drug that won't cause weight gain.

Rethink the kitchen—Organizing your kitchen correctly can help you eat more mindfully.

What you can do: Stash soda in the back of the fridge and store unhealthy treats in a dark cabinet that's inconvenient to reach. Serve dinner on salad plates (versus full size plates, which can help you eat 22 percent less).

Zap nighttime light—Constant exposure to light may be a contributing factor to disease and obesity.

What you can do: People who get enough sleep and who maintain a consistent sleep-wake schedule are thinner. Because the blue light (the kind emitted by electronics) decreases your body's production of sleep-promoting melatonin, switch off your devices at least a half hour before bedtime, and move blinking light sources out of your room.

Excerpts from AARP - Healthy You

Congratulations!

The following employees were 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:

Barbara London, 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.

White Hat Award



This month's White Hat Award goes to **Bounheng Phongphraphan, "Boone" with Community Living**. The IDD Service Coordination Department recognizes your amazing patience and love for the clients of Texas Panhandle Centers. It is clear you have a huge fan base among our clients who enjoy seeing your calm and smiling face. You help other staff members with chores, small and large and your joy is contagious. Thanks for working so steadily with us and with our clients. Our "White Hat Award" goes to you.

Amy Bynum for IDD Service Coordination

Welcome these New Employees...

Estella Barber
Cancy Cabler
Ruth Gross
Aida Hadzisabic
Cassandra Mann
Dolores Romero
Kelsey Cunningham
Jocelyn Dailey
Sylvania Dailey
Debra Garcia
Melissa Lucido
Julie Rose
Erica Summy

Lamount Group Home
ECI
ECI
Behavioral Health - Adult
Respite
Camp Lane Group Home
ECI
Club Meadows Group Home
Westcliff Group Home
Specialized Services
Atkinsen Group Home
Autism Spectrum Disorder
IDD Service Coordination





Walk Across Texas started on Sunday, May 18th and ended on Sunday July 13th. Participating Teams included:

- ◆ Breaking Bad...Habits
- ◆ Happy Feet
- ◆ Energizers2
- ◆ Walk Stars
- ◆ Lollygaggers
- ◆ The Booty Shakers
- ◆ Team Ethan



Congratulations to all the teams that participated in Walk Across Texas!

Participants: celebrate your team's accomplishments on Wednesday, July 30th with a jean day and stop by between buildings 501 & 503 for refreshments during the lunch hour.

SUMMER GARDENING & GRASS TIPS

If you see a pest, find out what it is before reaching for that scary-sounding spray can.

People are buying sprays without even knowing what the problem is in the first place. Local cooperative extension offices can help identify the problem and suggest a remedy.



Some bugs can be taken care of by just hand picking them off. Like the green tomato (worm) bug. It's easy to see and harmless to pick up in your hand. Then throw it away from the plants.

It's July, time to give your grass its second fertilizing. The first should have been in May.

When mowing, put your mower on mulching mode. Grass clippings provide nutrients to your lawn. They don't create thatch. Thatch is a layer of decomposing grass roots, not grass clippings.

Sharpen your mower blades at least once a year; more often if you have acreage to mow or there are rocks or roots in the lawn that nick the blades.

Everyone is Involved In Keeping Customers Happy

These are four words that will cause you to lose a customer: "That's not my responsibility."

Whatever your job may be, the minute you answer the phone, you are personally involved with the customer's problem. It's your responsibility to see that they are satisfied and the problem is solved.

Both you and the customer know that whatever the problem may be, if you can't help, you know someone who can.

Customers hate it when the person they are speaking to doesn't take ownership of their problem.



The only correct response is. "I can help you." If a customer with a tech problem calls your department and you promptly transfer the call, he will feel you don't care.

First let the caller know that you will be transferring him or her to tech support and stay on the line until the call is answered and tell tech support who is calling.

If you leave the customer on hold, he'll be doing a slow burn because he will think you just want to get rid of him.

How would you want this handled if you were on the other end?

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 most important part of preventive health care is maintaining good health _____.
2. Never wait until the last minute. That makes your _____ someone else's _____.
3. The words that will cause you to lose a customer are _____.



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.

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

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