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Serving the citizens of:

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 Randall, Roberts, Sherman,
 and Wheeler counties

Memorial Day

Memorial Day was officially proclaimed on May 5, 1868 by General John Logan. It was first observed on May 30, 1868, when flowers were placed on the graves of Union and Confederate soldiers at Arlington National Cemetery.

Traditional observance of Memorial day has diminished over the years.

Many Americans nowadays have forgotten the meaning and traditions of Memorial Day and use this day to honor any and all dead, not

just the fallen in service to our country.

To help re-educate and remind



Americans of the true meaning of Memorial Day, the *National Moment of Remembrance Resolution* was passed in May 2000 by President Bill Clinton, which asks that at 3 p.m. local

time, for all Americans to voluntarily and informally observe in their own way a moment of remembrance and respect, pausing from whatever they are doing for a moment of silence.

**In observance of Memorial Day, TPC
 Offices will be closed Monday, May 26, 2014.**

Wishing everyone a safe and enjoyable holiday.



TPC will be selling discounted tickets to Splash Waterpark.

The tickets have changed this year. You have the choice from two tickets:

Weekday ticket (Monday–Thursday) **\$12** (compared to the gate price of \$18)

Weekend ticket (Friday–Sunday) **\$15** (compared to the gate price of \$21)

Tickets are available in Carol Cobb's office in Financial Services, Building 501 Wallace.

Below is information about the park as well as the hours of operation.

Splash Amarillo Waterpark is designed for all ages ranging from children all the way to senior citizens. This is a stress free environment that will bring laughs, thrills, and good ole fun. Our park has everything from thrilling high speed slides to a giant wave pool. All rides with pools are monitored closely by skilled and certified lifeguards. Splash Amarillo also has areas that include basketball and sand volleyball courts. While you're at the park, you can relax in several shaded areas or if you prefer more privacy, rent one of our Tiki Huts, to take a break from the sun. Our concession has a covered area to enjoy your food and beverages while our cleaning crew will make sure you enjoy in a clean environment.

Hours of Operation

Opened Memorial Weekend May 24th – May 26th

Official Opening Day May 31, 2014 - August 24, 2014

Monday - Saturday 12:00 PM - 7:00 PM

Sunday 12:00 PM - 6:00 PM

Weather Permitting 75 Degrees & Rising

COMPLIANCE CORNER

Scenario:

"I called a patient's phone number and left a voice mail for Mr. John Smith to contact Texas Panhandle Centers regarding his upcoming appointment with the psychiatrist."

Question: "Was this a privacy breach?"

- A. No, the patient provided this phone number.
- B. Potentially, I stated his name and specific medical appointment.
- C. No, I didn't state the medical reason for the appointment.

The correct answer is **B**.

Why?

The patient name in conjunction with the medical information constitutes Private Health Information (PHI).

You never know who will hear the message; perhaps the client does not want his family, friends, or roommate to know about his psychiatric care. It is always best practice to disclose the minimum amount of information needed: your name and phone number. Never leave PHI on an answering machine.

If you have questions concerning compliance, talk with your supervisor or contact Alanna Hepler, LMSW, Coordinator of Compliance & Planning at (806)351-3203 or

alanna.hepler@txpan.org

If you have a question/scenario that you want considered for inclusion in the newsletter, email the information to:

Compliance.Corner@txpan.org

The HIPAA Privacy Rule regarding this issue is as follows:

Welcome back to Compliance Corner. Each month we will address a question that was received internally for the purpose of education. (All personal identifying information was removed to protect the identity of the individuals).

The HIPAA Privacy Rule permits health care providers to communicate with patients regarding their health care. This includes communicating with patients at their homes, whether through the mail or by phone or in some other manner. In addition, the Rule does not prohibit covered entities from leaving messages for patients on their answering machines. **However, to reasonably safeguard the individual's privacy, covered entities should take care to limit the amount of information disclosed on the answering machine.** For example, a covered entity might want to consider leaving only its name and number and other information necessary to confirm an appointment, or ask the individual to call back.

A covered entity also may leave a message with a family member or other person who answers the phone when the patient is not home. The Privacy Rule permits covered entities to disclose limited information to family members, friends, or other persons regarding an individual's care, even when the individual is not present. However, covered entities should use professional judgment to assure that such disclosures are in the best interest of the individual and limit the information disclosed.

In situations where a patient has requested that the covered entity communicate with him in a confidential manner, such as by alternative means or at an alternative location, the covered entity must accommodate that request, if reasonable. For example, the Department considers a request to receive mailings from the covered entity in a closed envelope rather than by postcard to be a reasonable request that should be accommodated. Similarly, a request to receive mail from the covered entity at a post office box rather than at home, or to receive calls at the office rather than at home are also considered to be reasonable requests, absent extenuating circumstances.



Early Childhood Intervention Golf Tournament

"An investment in babies today for a better Texas tomorrow"

Palo Duro Creek Golf Course
Four Person Scramble
Sunday July 20, 2014

Entry Fee: \$360.00 Per Team
Tee Off 9:00am - Shotgun Start
Registration - 8:00am
2 Flights - 3 payouts per flight
Entry Deadline: Friday July 11, 2014



Includes: Hole Prizes, Goody Bags, T-Shirts, Breakfast, Lunch,
Silent Auction, Team Payouts (Pro Shop Gift Cards)

Team Registration

1. Name _____ Shirt Size _____
Phone # _____ Email Address _____

2. Name _____ Shirt Size _____
Phone # _____ Email Address _____

3. Name _____ Shirt Size _____
Phone # _____ Email Address _____

4. Name _____ Shirt Size _____
Phone # _____ Email Address _____

Questions: Call Kristina @ 806-674-1404 or kristinalea1984@yahoo.com
Send Registration to: 2505 S Lakeview Suite 302 Amarillo, TX 79109 or Fax: 806-359-0506
Make Checks payable to: **ECI** (checks or cash only)



*Phillip Vasquez works
in TPC's IT/
Programming
Department.*

*Phillip plans to study in
South Korea over the
summer.*

*Congratulations
Phillip for your
dedication and hard
work!*



West Texas A&M University

Department of Psychology, Sociology and Social Work

May 6, 2014

Dear Phillip Vasquez:

We have many outstanding students in the Sociology program but occasionally we encounter a student that stands out from the rest. Your exceptional accomplishments and great potential has not gone unnoticed. The faculty of the Sociology program is pleased to inform you that you have been selected as:

Most Outstanding Sociology Student 2013 – 2014. Congratulations!!

When asked about you, one of the faculty members commented.

"Aside from being the most outstanding student, Phillip always goes above and beyond the assignments to gain greater knowledge and information. He is a serious student and really networks and reaches out to his fellow students. He has a great curiosity and zest to learn. He is a very focused individual and takes on class projects exemplifying leadership and other highly marketable qualities. He is so deserving of this honor!"

We have enjoyed having you as a student and look forward with great expectation to your future contributions to society. Thanks so much for your dedication, drive and all you do. Again, congratulations and I am sure many more accolades will come.

Sincerely,

Jenifer Kunz, Ph.D.
Department Head of Psychology, Sociology and Social Work



**Congratulations to
all 2014 graduates!**

Rhonda Stacey, Alternate Living, 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

What is Ergonomics? It is the study of people's efficiency in their working environment. When you hear about something being ergonomically correct, often it is in regards to computers, desks, and chairs. As many employees use these for extended periods of time, it is important that we use the equipment we have in the safest way possible and this includes good design and proper adjustment. If we don't, we may end up suffering unnecessary fatigue, stress, or even injury.

Do you see anything wrong with this picture?



Ergonomics Quiz

Do you know how to stay healthy and comfortable at the office? Take this quiz to see what you know about your office space and you.

1: When working at your computer for prolonged periods of time, how often should you adjust the height of your work surface?

- ☐ A) Never
- ☐ B) Every two minutes
- ☐ C) Every twenty minutes
- ☐ D) Every few hours or whenever you feel you need it

2: Where should your monitor be located when typing at your keyboard?

- ☐ A) To the right of the keyboard
- ☐ B) To the left of your keyboard
- ☐ C) Below your keyboard
- ☐ D) Directly in front of your keyboard

3: Where should your mouse be located?

- ☐ A) Next to your keyboard
- ☐ B) Next to your monitor
- ☐ C) Behind your keyboard
- ☐ D) On top of your keyboard

(Continued on page 7)

(Continued from page 6)

4: Which of these should be within arm's reach at your desk?

- ☐ A) Phone
- ☐ B) Source documents
- ☐ C) Important reference materials
- ☐ D) All of the above

5: Your office chair should be adjusted to support at LEAST which part of your back?

- ☐ A) Shoulder blades
- ☐ B) Lumbar region
- ☐ C) Mid-back
- ☐ D) Whichever part you think is best

6: When your workspace has a window, where should it be in relation to you?

- ☐ A) Behind you
- ☐ B) In front of you
- ☐ C) To one side
- ☐ D) It doesn't matter

7: Where should the top of your computer screen be?

- ☐ A) Above eye level
- ☐ B) Right at eye level or slightly below
- ☐ C) Well below eye level
- ☐ D) It doesn't matter

8: Where should your feet be when adjusting your chair?

- ☐ A) Flat on the floor
- ☐ B) A little bit off the floor
- ☐ C) Well off the floor
- ☐ D) It doesn't matter as long as

you're comfortable in relation to your workspace

9: What is the proper elbow position when typing?

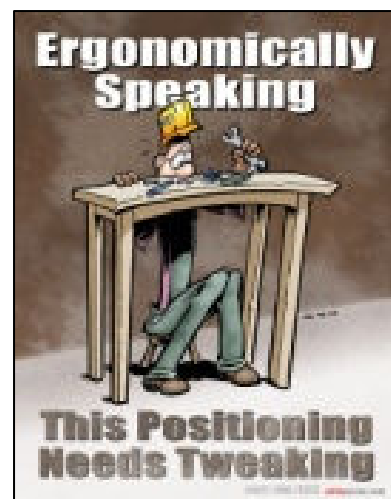
- ☐ A) 90 degrees
- ☐ B) Greater than 90 degrees
- ☐ C) Less than 90 degrees
- ☐ D) Whatever your setup allows for

10: Which of these might be a concern in ergonomics?

- ☐ A) Environmental noise
- ☐ B) Indoor air quality
- ☐ C) Whether your chair is comfortable
- ☐ D) All of the above

Answers: 1) D; 2) D; 3) A; 4) D; 5) B; 6) C; 7) B; 8) A; 9) A; 10) D

<https://www.arcamax.com/health/quiz-1248>





It's Vacation Season!

Are you planning to travel this summer? Perhaps a short week-end get-away or are you traveling on business? Will you be staying at a hotel?



Most of us that stay at hotels never end up using the toiletries that the hotel provides. But there are individuals that TPC serves that would be most grateful for those small

things that we often take for granted. If you have unused hotel toiletries such as, soaps, lotions or shampoos, please send them to **Lillian Wheeler at the Polk Street Clinic** (1501 S. Polk in Amarillo). Lillian prepares care packages for those in need.

If you have any questions you may contact Lillian at 349.5627.



White Hat Award

Thank you to **Kara Porter, Bobby (Robert) Wilson, and Thomas Armstrong** for creating a beautiful place to display Texas Panhandle Center's Special Olympics trophies. They are now proudly exhibited in the ASCI Conference room to be viewed and appreciated by all. The White Hat award is presented to all of you from the IDD Service Coordination Department.



Amy Bynum for IDD Service Coordination

Welcome these New Employees...

Christina Barney
Jesse Greer
Patricia Hawkins
Catherine Liekhus
Kimberly Smith

Borger ASCI
Contracts Management
Lamount Group Home
IDD Service Coordination
Respite



Employee Recognition

At the April 24th Board of Trustees Meeting, Linda Brian, Acting Chair, recognized **Carol Cobb, Financial Services**, for 30 years of service with the Center. Carol was awarded a plaque, gift card and a day off.

Congratulations Carol!



Get your walking shoes ready! Walk Across Texas at TPC starts on Sunday, May 18th. If you haven't already signed up to participate, contact Alanna Hepler at 351.3203 to get on a team.

Saturday, May 31st – June 1st is 24 Hours in the Canyon; benefiting Cancer treatment and research.

Register at: www.24hoursinthecanyon.org

Texas Panhandle Centers is a proud sponsor.



"To redeem your wishes, fill out all required fields, including username and password."



"I haven't a clue how to fix this. I should have created tech support on that day I rested."

***Your kind expression of sympathy is gratefully acknowledged
and deeply appreciated.***

Thank you so much for the garden plant you sent in memory of my Dad. His passing was sudden and unexpected and not easy. Your thoughts and prayers and many acts of kindness have helped to comfort and ease the burden.

Thank you for your love and support during this time.



*Love,
Trisha and Bobby Wilson & Bree*



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

1. A patient's name in conjunction with _____ information constitutes Private Health Information (PHI).
2. Walk Across Texas starts Sunday, May _____.
3. The study of people's efficiency in their working environment is called _____.



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:

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