

Source

A Newsletter for the Patients, Volunteers & Staff of the VA Southern Oregon Rehabilitation Center and Clinics

WHITE CITY VA DEDICATES NEW BUILDING A FIRST SINCE 1942

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Dr. Randall Nelson, Acting Chief of Staff; Stacy Webster-Wharton, Chief Facility Management; Dennis M. Lewis, FACHE, Network Director; Congressman Greg Walden; Max E. McIntosh, PhD,MBA, Director, VA SORCC; Karen Allen, Associate Director of Patient/Nursing Services

On May 16, 2008 an historical milestone event took place at the VA Southern Oregon Rehabilitation Center and Clinics. The first new bed building since Camp White was erected in 1942 was dedicated to the White City VA's complement of healthcare facilities. This long awaited 64-bed structure will provide specialty care, traumatic brain injury program, and non-smoking veterans engaged in "healthy choice" recovery programs new housing during their rehabilitation stays.

VA SORCC Director, Dr. Max McIntosh says, "This building is a testament to the significant role our facility plays in the community, and it secures veterans healthcare in Southern Oregon for decades to come broadening our reputed scope of innovative care and as a national resource for veterans seeking rehabilitation services."

The Dedication spurred a celebration for the facility's CARES Commission

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The VA SORCC, welcomes submission of articles of interest to our readers. The editor reserves the right to use and edit all contributed articles. Views expressed in this publication do not necessarily reflect the opinions of the Administrative Boards, Editorial Staff, or Department of Veterans Affairs.

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A Message from the

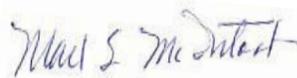
Director

Dear Fellow Employees, Volunteers, Veterans and Friends of VASORCC:

There has been lots of talk about Access and Workload and meeting performance standards. This is all a part of doing business and providing quality care to our veterans. But, it is important that in these changing times we don't forget the overall mission "To care for him who shall have borne the battle, and for his widow, and his orphan". We are all here to serve the veteran. The veteran is changing as well, with OIF/OEF veterans we are seeing more female veterans, younger veterans and their families, and injuries such as traumatic brain injuries and multiple amputees. These changes mean we have to adapt the way we provide care, but we need to focus on these new veterans while still maintaining the service to our existing veterans.

The SORCC embodies compassion and with that we cannot forget the people we work with and ourselves. As we strive to meet these new challenges and serve our veterans we must also take time to balance work and personal life. I have long said we operate within strong business rules that then allow us to have fun as well. As summer approaches take time for yourself, your families and your coworkers. This is an important endeavor, as taking care of yourself helps you to be able to take care of others. Hopefully, you enjoyed this years Employee Appreciation Day and took the opportunity to meet some new coworkers and enjoyed the company of those you have known and generally enjoy the day.

So let's focus on the future, attend to the now and never forget the past. Thank you for the work you do every day for our nation's veterans.



Max E. McIntosh, PhD, MBA
Director



(Above) new bed building; (Above right) Volunteers who helped set up for the new bed building dedication. Cindy Zippi, Jeanette Gold, Sandy Darland, Andrea Cordova, Kate McLearn, Roxy Bently, and Sue Faubian. (below right) Congressman Greg Walden and Dr. Max E. McIntosh unveil building dedication plaque.



success; just five short years ago the Commission produced a report recommending the former Camp White installation be closed. “The staff took the findings of this report as a challenge to demonstrate the innovative, indispensable services found no where else in VA, and in most cases in private sector. Hard work and diligence provided sufficient evidence to the CARES Commission that there was not only a place within VA for White City’s variety of specialized care services, but that our programs should be replicated nationwide,” said Dr. McIntosh. The Commission and VA’s Central Office in Washington, D.C. took this recommendation to heart and has since considered and in certain locations actually replicated a number of the SORCC’s mental health and rehabilitative program processes at other VA healthcare facilities across the country.

“Today’s dedication would not have been possible without the tremendous outpouring of community support during the CARES years, especially during the Medford CARES Public Hearing where more than 1,000 concerned citizens rallied in support of the White City VA,” said McIntosh during his Dedication Ceremony remarks. Though outside temperatures soared above 100 degrees that day it didn’t thwart the staff, patient, volunteer and community enthusiasm during the event. An estimated 250 people attended.

Congressman Greg Walden, who was responsible for convincing former VA Secretary, Anthony Principi, to hold the CARES Public Hearing in Medford rather than in Vancouver, Washington, was guest speaker and honored with the first engraved brick memento presented to a number of key supporters. The bricks were part of Buildings 215 and 216 which once stood where the new building is now located. An engraved plate affixed to each historic brick featured the supporter’s name and appropriate words of gratitude.

Mr. Dennis M. Lewis, VA Northwest Healthcare Network (VISN 20) Director was also on hand to congratulate the White City staff. “Other VA facilities cited for closure or restructuring by CARES approached this situation as a threat. White City approached it as a challenge to assess its situation and improve services to veterans, and as a result are the better for it. Veterans healthcare in VISN 20 has only been strengthened by the VA SORCC team’s efforts”, said Mr. Lewis during his Dedication address.

A Fallen Soldier Memorial, contributed through the efforts of Steve and Kathy Patterson with the Southern Oregon Stand Down Board, was unveiled along with two artwork presentations by renowned aviation artist William Phillips and William Storm of Raven Artworks. Bill Storm’s artwork display is interchangeable; every

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three months he will rotate a new selection of his famed artwork for the viewing pleasure of veterans in the new building.

An Honor Flyover was provided by Kingsley Field's 173rd Fighter Wing from Klamath Falls and the Eagle Point Marching Band summoned the audience with their spirited music throughout the official ceremonies.

The VA SORCC is grateful to the Chamber and those members who stood steadfast alongside the White City VA's staff, patients and volunteers during the uncertain CARES period. The facility has already launched Phase II of the CARES Construction Initiative with the deconstruction of Buildings 217 and 218.



The fallen soldier statue will permanently be displayed in the new bed building foyer

V is for the Very special people that you are
O is for the Overwhelming support & compassion you offer others during their time of need
L is for the Little things you do that make such a difference in someone's life
U is for the Unspoken words that sometimes mean just as much
N is for the Need you fill when others aren't able
T is for the Time you give of yourselves on top of your own busy schedules
E is for the Emotional support you continually give
E is also for the Endless energy you all seem to possess
R is for the Responsibility you have taken on & never once complained
S is for the Smiles you bring to patients & families by just being you

CALENDAR OF EVENTS

July '08	4 th	Patients Fourth of July Picnic/Carnival* @
August '08	4 th	VAVS Committee Meeting, 10 am, Activity Room

NOTE: This is not an all-inclusive list. It is a general guideline to recurring events!



EPHS At-The-SORCC

As another school year comes to an end, we would like to thank all of the students that participated in the “Eagle Point High School at the SORCC” program. We had twenty students enrolled in this year’s program, eleven of which received at least one scholarship for their continuing education. Students this year included: Esmeralda Andrade, Janna Mae Boren, Kaylee Ford, Brandy Freitag, Amanda Fuerstenberg, Krystal Hoppes, Holley Kerr, Tanisha Larsen, April Leeper, Ketura Nelson, Lindsay Nesberg, Chris Omotoy, Emily Peters, Courtney Phariss, Tasheena Raber, Cynthia Sanchez, Ashlyn Voorhess, Jamie Wayman, Teresa Weth, Brittney Woods, and Nicole Hodges.

Thank you for a very successful year and for how each and every one of you have touched the hearts of the staff, the volunteers, and especially the veterans at this facility. Good luck on whatever path you choose.

The staff in Community Resources and Public Affairs Service would like to take this opportunity to thank each and every VA SORCC staff member for your support of the student volunteer Occupational Internship Program. Our Occupational Internship Program continues to aspire to new heights. Our steadfast mission is to harvest the talents and enthusiasm that these young adults bring to our facility. With your help and dedication we can mentor these young minds and make a difference in training tomorrow’s workforce. You, the working professionals, have the expertise to teach; we, as a collective team, should not let this opportunity go to waste. The CR staff appreciates all you do for not only the veterans, but also for our very own Eagle Point High School students. On behalf of all the participants in the Occupational Internship Program thank you for your continued support, your leadership, and success. We look forward to our next year’s stellar students.

-Tom Marshall



Comic Strip Confronts Issues With Soldiers Returning Home

Comic-book masters, Sid Jacobson and Ernie Colon, send a direct and compelling message about issues that many returning service members face. Issues like marital stress, drug and alcohol abuse, aggressive driving, sleep problems, and combat stress symptoms that, left untreated, can grow more serious and harder to beat.

“Coming Home” was created with the help of service members who have returned from combat, plus military experts on reunion and reintegration. If you would like to see how the comic strip ends, pick up a copy at the VA SORCC OIF-OEF office located in Building 224, Room 214.



COMING HOME CHAPTER ONE





JASON! WHAT ARE YOU DOING?

MOMMY'S COMING, JACOB.

I GOT A LITTLE MIXED UP, NICOLE. THAT'S ALL.

IT'S JUST THE GARBAGE TRUCK AND THE BABY CRYING!

YOU'RE GOING TO WAKE UP MY PARENTS!



A GLASS OF MILK AND A SMOKE OUGHT TO SETTLE ME DOWN.

THAT'S ALL I NEED.



CHILL. YOU'RE HOME NOW. JUST CHILL. THIS ISN'T RAMADI.



SEE, DADDY? JACOB IS SO HAPPY THAT DADDY'S HOME.

SO IS DADDY.

JASON, WHAT WERE YOU DOING GOING TO BED SO EARLY LAST NIGHT?

EVERYBODY WANTED TO TALK TO YOU.

AND THIS SLEEPING ON THE FLOOR? IS THAT WHAT YOU DID OVER THERE?

Facts About PTSD and the Military

If you were in the military, you may have seen combat. You may have been on missions that exposed you to horrible and life-threatening experiences. You may have been shot at, seen a buddy shot, or seen death. These are types of events that can lead to PTSD.

Experts think PTSD occurs:

- In about 30% of Vietnam veterans, or about 30 out of 100 Vietnam veterans.
- In as many as 10% of Gulf War (Desert Storm) veterans, or in 10 veterans out of 100.
- In about 6% to 11% of veterans of the Afghanistan war (Enduring Freedom), or in 6 to 11 veterans out of 100.
- In about 12% to 20% of veterans of the Iraq war (Iraqi Freedom), or in 12 to 20 veterans out of 100.

Other factors in a combat situation can add more stress to an already stressful situation and may contribute to PTSD and other mental health problems. These factors include what you do in the war, the politics around the war, where it's fought, and the type of enemy you face.

Another cause of PTSD in the military can be military sexual trauma (MST). This is any sexual harassment or sexual assault that occurs while you are in the military. MST can happen to men and women and can occur during peacetime, training, or war.

Among veterans using VA health care, about:

- 23 out of 100 women (23%) reported sexual assault when in the military
- 55 out of 100 women (55%) and 38 out of 100 men (38%) have experienced sexual harassment when in the military

Even though military sexual trauma is far more common in women, over half of all veterans with military sexual trauma are men.

Talk, Listen, Connect

Deployments, Homecomings, Changes

In recognition of the contributions made by the United States Armed Forces, Sesame Workshop presents a bilingual educational outreach initiative designed for military families and their young children to share. This bilingual (English and Spanish) multimedia outreach program is designed to support military families with children between the ages of two and five who are experiencing deployment, multiple deployments, or a parent's return home changed due to a combat-related injury. For more information log on to <http://www.sesameworkshop.org/tlc/>



Behind the Lines

By Patient Council

This month in behind the lines, we would like to recognize Rodger Hudson. Rodger processes patients that have been accepted through Admissions.

Most everyone recognizes Roger as friendly, informative, smiling, consoling and reaching out to help veterans feel welcomed. Roger makes it a point to make veterans coming to the SORCC feel at home and comfortable. Roger stands out to the patients by always being willing to help; if he doesn't have the answer, he will search out to find the answer to limit the running around a veteran may do. If a veteran needs help, he is always willing to do what he can to help.

Roger sees about three inpatients on average a day with an additional 1,200 to 1,500 patients thru outpatient intake enrollment.

Roger graduated from Southern Oregon University in Communication, interned here as a volunteer, and is a Navy Veteran of twenty-two years. Roger has a strong relationship with his church, his Heavenly Father, his six children, fourteen grandchildren with one on the way, and his wife.

Roger is a great asset to the SORCC team. The veterans here appreciate all his hard work and going above the call of duty to help wherever needed. The Patients Council at the SORCC would like to say, "Thank You, Roger". You are greatly appreciated.



Do you want to learn how to save, invest, and manage your money better?

MyMoney.gov is a U.S. government's website dedicated to teaching the basics about financial education. Financial Literacy and Education Commission, was established to "improve financial literacy and education of persons in the United States through development of a national strategy to promote financial literacy and education". Whether you are planning to buy a home, balancing your checkbook, or investing in your 401k, the resources on MyMoney.gov can help you do it better. A calculator resource page in the tools and resources section assists consumers in calculating mortgage computations, home buying, college planning, savings bonds, and tax withholding. Throughout the site, you will find important information from 20 federal agencies government wide. The Commission's toll free hotline at 1-888-MyMoney (1-888-696-6639) offers financial education toolkits comprised of publications from several agencies such as VA's annual Federal Benefits for Veterans and Dependents booklet.



VA SORCC Participated In Influenza Pandemic Exercise

On Monday, June 23, the VA SORCC participated in a week-long Influenza Pandemic Exercise along with VHA facilities all across the country. We tested communication links with our regional office, checked our equipment from our emergency supplies, tested our internal operating procedures and established a link with the county Public Health Department. The SORCC wants to be ready and give the best possible care to our vets should such an occurrence take place.

Symptoms of Flu

Fever (usually high)
Headache
Tiredness (can be extreme)
Cough
Sore throat
Runny or stuffy nose
Body aches
Nausea, vomiting, and diarrhea
(more in children than adults)

If the person has flu symptoms they should:

Rest
Drink fluids
Stay home
Take fever reducers such as acetaminophen (e.g., Tylenol) or ibuprofen (e.g., Advil or Motrin)



When to Seek Medical Care

IF the person:

Is unable to drink enough fluids (has dark urine; may feel dizzy when standing)
Has the fever for more than 3 to 5 days
Feels better, then gets a fever again

CALL a healthcare provider

Or IF the person:

Is short of breath or is wheezing
Coughs up blood
Has pain in the chest when breathing
Has heart disease (like angina or congestive heart failure) and has chest pain
Is unable to walk or sit up, or function normally (others might be the ones to notice this—especially in elderly persons)

GO RIGHT AWAY for medical care



Infection: Don't Pass It On Team

U. S. Department of Veterans Affairs
VA Central Office (13)
810 Vermont Ave, NW
Washington, DC 20420
(202) 273-8567
www.publichealth.va.gov/flu/pandemicflu.htm
vawww.vhaco.va.gov/phshcg/Flu/pandemicflu.htm
(VA staff only)
www.pandemicflu.gov



Gen Audience 3 October 2006

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How to Help Control the Spread of Flu



This information is provided by the U.S. Department of Veterans Affairs (VA) for veterans, their families, friends, volunteers, and employees. It describes ways to help control the spread of influenza (flu) within our homes and keep ourselves and those around us as healthy as possible.

Pandemic Influenza Status and Implications

Information for VA Health Care Providers



This information is provided by the U.S. Department of Veterans Affairs (VA) for health care providers including volunteers and trainees such as interns and residents. It is intended to increase awareness and preparedness during this time of pandemic alert.

STATUS OF PANDEMIC ALERT

The chart below defines the World Health Organization (WHO) Global Pandemic Phases, and stages of the U.S. Federal Government Response at http://www.whitehouse.gov/homeland/nspi_implementation_charts.pdf.

CURRENTLY, WE ARE AT THE WHO PANDEMIC ALERT PHASE 3.

At this time, the H5N1 avian influenza virus is endemic in the bird population around the world, and has caused illness in a limited number of humans who had direct contact with infected birds. The virus does not appear to have mutated into a form that is efficiently transmitted from person to person. The development of such a mutation would likely herald the beginning of the next global influenza outbreak (pandemic).

NOTE: Characteristics of pandemic influenza cannot be predicted with certainty; the information in this fact sheet is based on past experiences with yearly seasonal influenza and the pandemics of 1918-19, 1957-58, and 1968-69.

WHO PHASES		FEDERAL GOVERNMENT RESPONSE STAGES	
INTER-PANDEMIC PERIOD			
1	No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human disease is considered to be low.	0	New domestic animal outbreak in at-risk country
2	No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.		
PANDEMIC ALERT PERIOD			
3	Human infection(s) with a new subtype, but no human-to-human spread, or at most, rare instances of spread to a close contact.	0	New domestic animal outbreak in at-risk country
		1	Suspected human outbreak overseas
4	Small cluster(s) with limited human-to-human transmission, but spread is highly localized, suggesting that the virus is not welladapted to humans.	2	Confirmed human outbreak overseas
5	Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).		
PANDEMIC PERIOD			
6	Pandemic phase: increased and sustained transmission in the general population.	3	Widespread human outbreaks in multiple locations overseas
		4	First human case in North America
		5	Spread throughout United States
		6	Recovery and preparation for subsequent waves

From the National Strategy for Pandemic Influenza: Implementation Plan
<http://www.whitehouse.gov/homeland/pandemic-influenza-implementation.html>





EMPLOYEE NEWS

From Human Resources

WELCOME ABOARD:

Canteen: Kloudi Downing, Sales clerk

Clinical Support Service: Dorothy Ferranti, RN; Stephanie Bremser, LPN, Klamath Falls CBOC

Facilities Management Service: Travis Haas, Maintenance Mechanic

Utilization Management: Kevin Williams, Social Worker Case Management

MOVING AROUND:

Clinical Support: Sherry Bostic, Reassign – Compensation & Pension Medical Support; Ryan Carter, Reassign – Admin Officer of Day; Victoria Crockett, Promotion – Lead Admin officer of Day

VISN 20 IT: Allen Stevens, Promotion – IT Specialist Systems Analyst; Andrew Peterson, Promotion - IT Specialist Systems Analyst; Kathleen Rafish - IT Specialist Systems Analyst

RETIREEES:

Clinical Support Services: Patricia (Pam) Turman – Dietitian

Mental Health Product Line (MHPL): Herb Vallee – Supervisory Vocational Rehab Specialist

Did You Know?



Did you know that there are almost two million women veterans? From the American Revolution to Panama, Bosnia, Kosovo, Afghanistan and Iraq, women have served in some way in every conflict. Not that they were legal in the early days. History tells us that thirty three thousand women served in World War One and almost 500,000 took part in World War Two. During the Korean era 120,000 women were in uniform and seven thousand were deployed in theater during Viet Nam. During Desert Storm over forty thousand women (seven per cent) of the total U.S. forces deployed were women.



What's The Purpose Behind It All?

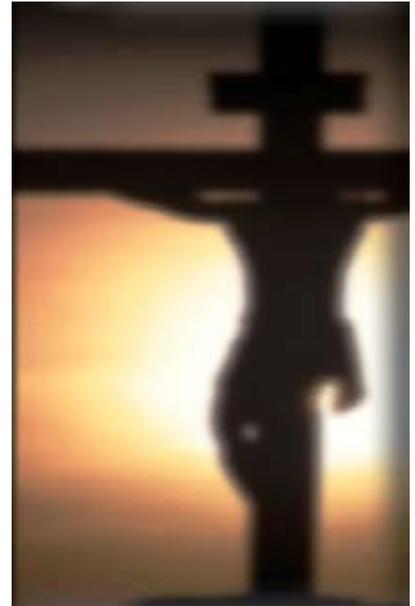
Vets come to the VA-SORCC with traumatic stories of pain, injustice, abuse, and suffering in their pasts – not only from military service but from childhood experiences and home life. The question is often asked of us, as chaplains, “What’s the purpose for what I’ve had to go through?” Often God is blamed for allowing the painful event. Often veterans develop a cynical or hopeless perspective toward life because they see no purpose in what they have had to go through. But others who have faced suffering have discovered a purpose and find a deeper spirituality because of it.

There are no easy answers to the unwanted experiences and certainly it would be trivializing deep emotional and physical scars to respond with trite answers. Just trying to explain why one soldier is killed and another is not leaves us all stymied. The suffering event is, in itself, seemingly unfair and unjust and horrific. The purpose is often found, however, not in the event or the experience itself but rather in what the veteran does with the experience. An example is the story of Frederick Downs, Jr., the author of the book The Killing Zone. As a platoon leader in Viet Nam, he stepped on a “Bouncing Betty” mine and lost his arm. Returning from Viet Nam as an amputee he decided to live life as fully as he could and became involved in helping other amputees. In helping others who have experienced what he went through, he has multiplied his life and has found a purpose for the horror he suffered. The purpose cannot be found in the experience, the purpose is found in helping others with the same experience. The only one who can help a combat veteran is another combat veteran. The only one who can help an abused soldier is another abused soldier. The only one who can help an addict is one who has experienced addiction. Point Man Ministries, a group of Viet Nam vets, highlight the purpose that can be found in their nightmares with the motto: “Saved to Serve.”

Some sense can be found for our suffering, not in asking “Why did this happen?” but in asking “How can I help others who have gone through the same thing?” Stories come to mind of those who have found purpose not in their past, but in helping others find a future. I think of a woman who lost her daughter in a tragic car accident and started an organization to help prevent such trauma to others. I think of a criminal, whose life was changed by Jesus Christ, and he started a ranch to help abused children – for he himself was abused and his anger had led to his previous life of crime. I think of the recovering alcoholic who successfully maintained sobriety and gives his time to helping others as a sponsor. I know of women who suffered the pain of abortion and now devote their time to helping other women who have experienced that trauma.

In the Bible is the story of a man named Joseph. He was hated by his brothers and sold by them into slavery. He was unjustly accused of molestation and was wrongfully imprisoned for years. His prison term was extended another two years when an inmate he helped forgot him and left him neglected. But this man became an exalted leader over Egypt and when he met his dysfunctional brothers seventeen years later, he said to them, “but as for you, you meant evil against me; but God meant it for good, in order to bring it about as it is this day, to save many people alive.” He discovered his purpose, not in analyzing the injustice he experienced but in seeing the opportunity to help others. So God stands by you to redeem the suffering – to lead you into opportunities to share your experiences with others and to help pull them out of their pits ...and in so doing answer the question, “what’s the purpose behind it all?”

Chaplain Steve Philo



VA SORCC a Leader in Diabetic Care

Did you know of the over twenty-one million diabetics in the United States, approximately 6 million do not even know they have the disease? How about this: there is an estimated additional *fifty-four million* adult Americans with 'Pre- Diabetes'?

The diabetic clinics here at the VA SORCC are leaders in diabetic education with national award winning recognition for delivery of diabetic care and achievement of individual diabetic control.

With our growing diabetic population, it is the goal of our clinics to be able to educate more patients, be more accessible to our local diabetic veteran population, and intervene earlier in the disease process, thus allowing diabetics more control over their disease, and a longer, happier, healthier life.

Future plans...

Within this next year, A VA SORCC goal is to have a full-time diabetic clinic, with daily diabetic triage nurse, wellness-preventative care clinic, intensive intervention clinic, and insulin therapy clinic. As our patient population base expands, and with the growing diabetic epidemic, the need for a full time devoted diabetic clinic has arrived. While we do not celebrate the need for more diabetic programs, the group clinic staff do look forward to providing more specialized medical therapy and being a larger support for veterans and staff. Pictured above are Diabetic Clinic staff: Theresa Brooks, Dawn Baker, Jim Phillippe Mary Feagan, Heather Philp and Sharon Hall.



White City places Third in National Bowling Tournament

Eight of our residents bowled their hearts out in a forty-five game tournament that was comprised of sixteen team's nation wide. This annual event is sponsored by the Bowlers to Veterans Link (BVL) who are bowling's oldest charity and most successful, raising more than \$35 million dollars for our veterans and active duty personnel. In addition, BVL supports 155 VA Medical Centers and provides grants for arts, crafts, music, sports, and educational tools that speed recuperation and boost veteran's spirits.

Our team comprised of five primary bowlers and three alternates. They were; Steven Brockman, Les Ackerman, Joseph Gillum, Gerry Hunter, James Bieber, Matt Fisher, Jerry Sapp and Dennis Bowen. Combined these guys bowled an impressive 8,377 point scratch score, which equates to an individual average of 186.15! What a great accomplishment considering there were over 128 individual bowlers in their category. The bowlers will receive individual certificates, a team trophy and a \$25.00 cash award. An award ceremony will be held in the near future. Please congratulate these bowlers on their fine accomplishment.

Fourth Annual Health Fitness Day



The SORCC celebrated our fourth annual Health and Fitness Day with the traditional 1.25 mile walk around our campus. The event was delayed by one week due to numerous requests from staff indicating they could not participate on the traditional third Wednesday in May. It had rained long and hard the few days before the event, and we all ventured out under the cloudy sky, some with trepidation not knowing if it would start raining again. Most every one were resolved to the fact that Oregonians and rain just go together. Rain droplets fell along the way but no one ran for cover. Once back inside, the nursing staff was there to take blood pressures, and there were fresh fruit snacks, water bottles, written materials on wellness, free pedometers, etc. Recreation Service coordinated the event with our Police Department and supervised the walk. There was a drawing for dinner certificates at local restaurants for staff and gifts for patients. Employees not able to participate due to working obligations were able to walk on their own and still participate in the drawing for the dinner certificates. It was a fun and healthy event that can be done again and again with co-workers or by one's self.



Drawing Winners of The Annual Health and Fitness walk

\$40.00 Dinner Certificates:

1. Phil Baehmann
2. Max McIntosh
3. Andrea Cordova
4. Dalton Maurin

\$35.00 Dinner Certificates

1. Mike Hines
2. Denise Roberts
3. Luc Peterson
4. Colleen Corson

\$10.00 Dinner Certificates

1. Yvonne Shamblin
2. Mary Fagan
3. Tonia Allenger
4. Dawn Baker

Congratulations to Everyone!!! And stay tuned for the next facility challenge!!

Utilization Management Service Attend Team-Building Retreat

Utilization Management Service (which includes Admissions and Case Management) had a Team Building retreat in early May. Thanks to Jan Vaughn, who covered the Admissions area, and Residential Care SSAs who covered for the Case Managers, Utilization Management Service were able to meet off-station at the Central Point Library for an un-interrupted, activity-filled day.

In addition to some fun exercises designed to help the staff get to know one another better, and work together effectively as a team, they also accomplished some important tasks and learned some new concepts. For example, the service learned about the five competencies of *Emotional Intelligence* (Self-Awareness, Self-Regulation, Self-Motivation, Empathy, and Effective Relationships). They had the opportunity to assess their comprehension of the concept of Emotional Intelligence, as well as work with a couple of the competencies.

The service also watched an inspirational DVD entitled *FOR THE LOVE of IT*, which helped them identify ways to make their working lives enriching.

As a group, they reviewed and made some revisions to the Patient Admissions Agreement, and re-enforced the role of everyone in acquainting patients to its content. The service members also discussed some communication issues, and then finished off the day with a video emphasizing the role of humor in stress management, *Humor Your Stress*. All in all, it was a very productive day, and they came back to work with renewed vigor and purpose.



Gordon Pritchett, Patient Advocate

Can help you with: Compliments, complaints or unmet needs. If you have SORCC policies and procedures questions not answered elsewhere, come see me I have an open door policy. My hours are:

6:30 a.m. to 4:00 p.m.
Monday—Thursday
Building 202, Room 103
Ext. 3657

To submit articles, editorials, letters or story ideas for possible inclusion, please contact Rhonda Haney at:

541-830-7585 or via email:
Rhonda.Haney@va.gov



Summer Camp

- | | |
|-------------|--------------|
| 1. ARTS | 17. LAKE |
| 2. BOAT | 18. LANTERN |
| 3. CAMERA | 19. MAPS |
| 4. CAMPFIRE | 20. NATURE |
| 5. CANOE | 21. PACK |
| 6. CANTEEN | 22. SCOUT |
| 7. CHORES | 23. SHELTER |
| 8. CLIMB | 24. SONGS |
| 9. COOKOUT | 25. STORIES |
| 10. CRAFTS | 26. SWIMMING |
| 11. DIVE | 27. TENT |
| 12. EXPLORE | 28. TRAILS |
| 13. FISH | 29. TREK |
| 14. GROUP | 30. TRIPS |
| 15. HELPER | |
| 16. HORSE | |