

# Campus Connection

Monthly Newsletter for the Employees of Central Virginia Training Center



July 2014

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## Eric's Journey into Community Living

The discharge process for Eric began in February 2013 when his personal support team went to look at a home operated by Innovative Community Solutions (ICS) in Salem, Virginia. His team and Legal Guardian thought that the home – a one bedroom detached cottage behind another ICS home- was perfect for Eric. After many delays and obstacles along the way, Eric finally went to live at his new home on May 12, 2014 and was officially discharged from CVTC on May 14, 2014. He is the only person living in his home, so he will have regularly assigned one to one staffing at all times to support him.



Although Eric's transition was a little rough at first, by the second Post Move Monitoring visit on May 22, 2014 he was eating and sleeping well, bonding with his new caregivers, and initiating contact with his peers who live in the other home. One of Eric's favorite things about the home is "his deck." According to staff, he chooses to sit outside daily; enjoying the serene, rural setting with his collection of favorite belongings right beside him!



During his stay at CVTC and throughout his life, one of the most significant challenges in supporting Eric was his frequent refusal to leave his living area/ home to go anywhere. Years had been spent developing strategies to get him to even go for a ride into the community. Prior to Eric's discharge from CVTC, several dedicated staff had managed to get him to take rides but he still refused to actually get out of the vehicle to go into a store. On 5/22/14, the ICS staff reported that Eric had been asking about going to Kmart and they were going to attempt a community outing following the post move monitoring visit. Shannon Patsel, Residential Director, reported that they did not know what to expect but they were hopeful and ready to support him. So, with fingers crossed and bated breath, the ICS staff took Eric to Kmart. After a few prompts and words of encouragement, he got out of the van and went into Kmart! He walked all over the store, picked out a few items and even participated in the purchasing process. When the PMM spoke with Eric's guardian, she stated that this was the first successful community outing for him in many years. She, along with his former caregivers at CVTC and staff at ICS, was ecstatic!



Eric has now lived in his new home for approximately six weeks. Since that initial trip, he has returned to Kmart again to purchase sun glasses, action figures and "Hulk hands." He also continues to go on van rides to become familiar with his new community and communicates his desire to go out by walking to the van. The 15 months of hard work and pre move meetings to work out details and overcome obstacles was a small price to pay for the joy of seeing Eric take steps to becoming an integrated member of his community. ICS staff is currently planning a special celebration for his upcoming birthday. While Eric continues to have challenges at times, the ICS staff and his guardian are very pleased with how far he has come and are looking forward to supporting him as he experiences all that community living has to offer.

*Submitted by Carla Scott, Post Move Monitoring Coordinator.*

## The Fanciful & Beautiful: Imagination Soared at the Annual Art Show

From melted crayons turned into a unique art piece . . . to a whimsical, very detailed Fairy Village . . . to a flower made from coffee filters, this year's Art Show certainly highlighted the creativity and imagination of staff and individuals alike. Also showcased, a painstakingly hand embroidered sari, beautiful paintings and photography, wonderful wood-carvings, and a fanciful flower garden made from discarded paper towel tubes. Participants should be proud of the variety of art, crafts and photography submitted. Talent abounds at CVTC!!!

### The Winners: Staff

#### Art

- 1st Place: "Old Country Winter" by Sharon Canfield  
 2nd Place: "Christmas on 17 Building" by Sharon Canfield  
 3rd Place: "Blooming Success" by Tammy McCary

#### Photography

- 1st Place: "White Egret" by Elizabeth Pfister  
 2nd Place: "Owl Man" by Elaine Lee  
 3rd Place: "Gilbert's Cove" by Pamela Shepherd

#### Craft

- 1st Place: "Dogwood" by Marty Taylor  
 2nd Place: "Large Platter" by Liz Coleman  
 3rd Place: "Mother Bird Feeding Her Baby" by Marty Taylor

#### Best in Show

"Hand Embroidered Sari" by Kalyani Shah

### The Winners: Individuals

#### Art

- 1st Place: Tommy S., Senior Citizen Center  
 2nd Place: Hazel G., Senior Citizen Center  
 3rd Place: Jerry B., Senior Citizen Center

#### Crafts

- 1st Place: "Crayons" by Glenn B., Senior Citizen Center  
 2nd Place: "Filter Flower" by Glenn B., Senior Citizen Center  
 3rd Place: "Flowers" by Mary M., Senior Citizen Center

#### Group Project

- 1st Place: "Fairy Village" by the Senior Citizen Center  
 2nd Place: "Flower Garden" by Rivanna  
 3rd Place: "Water Gun Fun" by Individuals on 19B



1st place for crafts: "Crayons" by Glenn B.



Kali Shah receives a "Best in Show" Trophy from Calvin Staton for her beautiful hand embroidered sari.



Kali shows the detailed hand stitching on the back of the sari. Thousands of meticulous stitches adorn the garment.

2nd place craft by  
Glenn B.:  
"Filter Flower"





1st place for photography by Elizabeth Pfister



Sharon Canfield's 1st place painting



2nd place group project: "Flower Garden" by Rivanna



Marty Taylor's winning wood carving

1st Place for Art by Tommy S.



1st Place Group Project: Fairy Village by the Senior Citizen Center



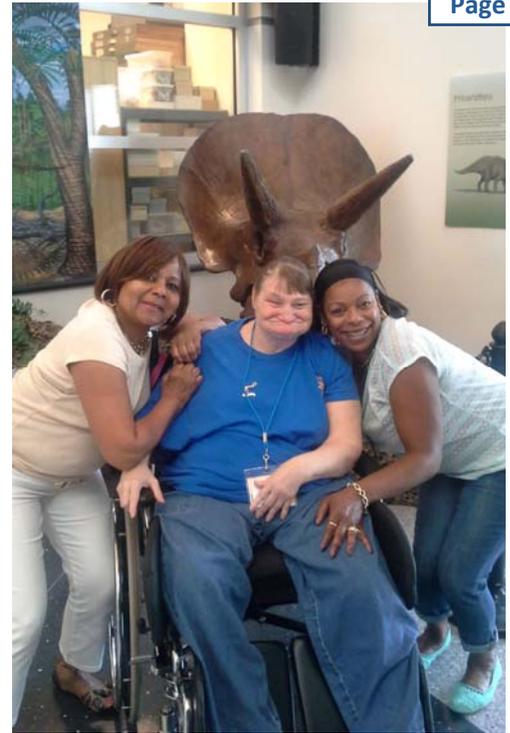
## SFEC Attends District Conference and Museum of Natural History

The Special Friends Exchange Club (SFEC) of Lynchburg attended the 75th Colonial District Conference in Martinsville on June 7th. The five members who live at CVTC attended and helped with the opening ceremony. Yuvany led the group with the Pledge To The Flag and the entire group sang "You're a Grand Old Flag" and "God Bless America".

The group was given a tour of the Museum of Natural History which was enjoyed by all.



No bones about it, Yuvanny is enjoying his visit to the museum.



Jaecine, Diane, and Marie pose in front of a triceratops.



Something's really "bugging" John!

## Summer Kick-Off

CVTC kicked off summer with a Block Party blowout! Everyone enjoyed music by our exceptional D.J., Clarence Reeves (Senior Citizens), delicious smoothies by our dedicated kitchen staff, and the chance to win a variety of door prizes. Thank you to everyone who came out and celebrated with us!

*Katie Duff, Recreation*



Glenn goes for a "ride" at the Block Party!



## July Activities

### Church Services

Each Tuesday at 7 PM in the Auditorium- Dates: July 1, 8, 22, 29

### Movie Night

July 10, 7 PM, Auditorium

### Pool Party

July 17, 6:30 PM, Pool

### Bingo Night

July 24, 7 PM, Auditorium

### Ice Cream Sundae Party

July 31, 7 PM, Canteen



## Splash of Summer Color



## The Vivid Colors of 31 Building's Garden

Roses are red, violets are blue, Rivanna Ridge would like to extend an invitation for our friends and family to come to the garden to sit a spell and sniff a bloom or two. Thank you to those who participated with contributions, money, and flowers; we appreciate it greatly: Arlene Braxton, Tammy Thomas, Joanne Bailey, Basira Harpster, Dr. Slater, Shirley Brown, Wanda Stills, Bucky Elliott, Herman and Violet Williams.



## 14 Building Garden

Take a walk along the flower-lined fence at 14 Building and you will be in for a treat. Not only are the flowers beautiful, the fragrance of the various lilies is wonderful. And there is no shortage of colorful butterflies! Thanks to June Loving, Cathy Belkin, and the individuals on 14 Building for maintaining the area for our enjoyment.



# Kronos to Go “Live” on August 25, Preparations Begin Now

We are pleased to finally release the timeline for Kronos implementation at CVTC. The coming weeks will be filled with activity and we ask for everyone’s patience and cooperation as we enter the final stages of this project.

## Employee Photos to be Taken

Over the next couple of weeks, Mandy Mayberry and Beverly Webb will be going to the suites on all three shifts, weekdays and weekends, to take staff photos. To minimize disruption to the areas, photos will be taken on the suites when possible or in a designated area nearby. The photos will then be matched to the corresponding employee record in the Badge Database so employee badges can be preprinted. This will help make the badge making process go faster and smoother.

## Employees to be Scheduled to Come to the Communication Center

Specific employee groups, broken down by building or work area and shift, will be given dates and times to come to the Communication Center (front desk) in the Administration Building to complete the badge making process, which includes completion of required paperwork and registration of biometrics (registering your fingerprint at the Kronos clock). Employees must bring their personal vehicle information, including make, model and license plate number for the vehicles they drive to work.

**You will be notified when it is time to get a new badge!**

*Everyone, including new employees, will need a new badge. Badges will be produced in a systematic process. Do not contact Communications.*

## Kronos Training

Training will be conducted for the following staff:

- **Staff Members** who perform more than one role, who pick up overtime working in a different capacity from their primary responsibilities, or perform the same job, but in different departments, will be trained on what to do so they will be properly paid.
- **ALL Managers and Supervisors** must be trained on what their responsibilities are in Kronos and how to perform them.
- **Support Staff (AOS Positions)** who will be aiding managers by entering comments onto timecards, will be trained to learn what part the managers and supervisors play and what their role will be in Kronos.

Sessions will include training on: How to sign off for your employees time in Kronos; how to set up queries so you can find what you need; how to pull up timecards for the check-in process; how to add comments to employees timecards for things like training, appointments, leave, special circumstances, etc.; information on the revised Leave Request; information on the new Time Clock Adjustment form.

Sessions for timekeepers and Payroll employees will be announced.



## Kronos Timeline

The timeline, as it stands right now, is as follows:

June 27 to July 24	<b>Badge Making Process in groups as scheduled:</b> <ul style="list-style-type: none"> <li>■ Get a new badge if one is not already printed.</li> <li>■ Biometric registration (Registering your fingerprint at the Kronos Clock).</li> <li>■ Complete required paperwork.</li> <li>■ Turn in your current badge at this time.</li> </ul>
July 7 to July 11	Training for employees who perform more than one job on campus or fill in as overtime in a different department. For example, a SAA in Vocational Services who picks up overtime as a DSP on a Suite or an ICF Nurse who picks up overtime on 31 Building in Nursing Facility.
July 13	Punching in and out begins for all those who have badges and registered biometrics. Employees should also continue checking in and out as they normally do until told to stop.
July 14 to July 18	Stephanie Harris, the DBHDS Kronos Administrator, will be here to train: <ul style="list-style-type: none"> <li>■ Timekeepers</li> <li>■ Payroll Employees</li> <li>■ Managers, Supervisors, and Support Staff who will add comments to timecards (see schedule on page 7)</li> </ul>
July 20	Begin using revised “Leave Request” form and new “Time Clock Adjustment” form.
July 25	Parallel comparison of data between check-in sheets and overtime reports begins.
<b>August 25</b>	<b>Kronos “Go Live”! We will be fully on Kronos beginning 12:01 AM on August 25th.</b>

**Communication will be crucial! Help keep staff who do not have e-mail informed by posting information as it is released.**

## Mandatory Kronos Training Sessions

Stephanie Harris, DBHDS Kronos Administrator, will conduct training for managers, supervisors, schedulers and support staff who will have a role in adding comments to employee timecards or who will require access to Kronos to aid managers and supervisors.

Four training sessions will be held in the AV Room as follows:

- Session 1: Monday, July 14th, 8:00 AM - 11:30 AM
- Session 2: Monday, July 14th, 1:00 PM - 4:30 PM
- Session 3: Friday, July 18, 8:00 AM - 11:30 AM
- Session 4: Friday, July 18, 1:30 PM - 4:30 PM

Due to limited seating availability, you must sign up to attend.

E-mail Amanda Mayberry with your session preference and an alternate. You will receive a confirmation indicating which session you have been scheduled to attend. Emails must be received no later than Thursday, July 10th!



## Career Pathway Information Tip

All employees who are enrolled in Level 2 or Level 3 of the Career Pathway Program are eligible to take online courses at Wytheville Community College this fall. Application and registration forms will be sent in the mail to sign up for fall classes. Eligible employees are strongly encouraged to take advantage of this opportunity to earn college credits at no cost. Textbooks are also available at no cost! It is very important that you complete the form(s) as soon as possible and return them to Eric Verdu, Staff Development and Training.

Any employee who completed Level I of the Career pathway Program is eligible to sign up for the online classes offered as part of Level 2. If you haven't signed up or completed all of the courses for Level I, please take advantage of this free educational opportunity. Contact Eric Verdu (7.6354 or 7.6871) for more information.

Remember: SD&T instructors can assist employees with validation check offs. Contact Jeff Wilder at 7.6278 to schedule a time and instructor to assist.



## Top Honor for CVTC Respiratory Therapist

Congratulations to **Anthony W. Davis, RCP**, on 31 Building, for being recognized by *The International Association of Respiratory Therapists* as one of the top Respiratory Therapists in Virginia. Anthony was included in the 2013-2014 edition of *Worldwide Leaders in Healthcare* publication. Inclusion is limited to those individuals who have demonstrated leadership and achievement in the field of Respiratory Therapy. Congratulations Anthony!



## 4th Quarter LMS Courses July/August/September

The third quarter of LMS for the 2013-2014 year ended on June 30th, 2014. If you have not finished the courses for the quarter, you are still required to complete them and submit your transcript to your supervisor as soon as possible.

Staff members can view and print their course transcript by completing the following steps: Log on to the Knowledge Center. Click on **My Workspace**. Click on **My Transcript**. Click on **Print Version**. Click **PRINT** to print entire transcript.

The LMS courses for the 4th quarter will be posted during the week of July 7th. They must be completed by September 30th. After completing the courses, be sure to submit your transcript to your supervisor.



Remember to log in using your **COV** login ([firstname.lastname@dbhds.virginia.gov](mailto:firstname.lastname@dbhds.virginia.gov)) and **password** at least once per quarter (preferably monthly) to keep your **COV account** enabled.

7 Courses for Direct Contact Staff	Search
CVTC Individual Out of Normal Supervision	dc4
CVTC Mood Stabilizers and Side Effects	dc4
CVTC Nutritional Management	dc4
DBHDS IT Security Awareness	DBHDS
DBHDS DI 703 Intranet/Internet	DBHDS
DBHDS HIPAA	DBHDS
MVP Valuing Differences	MVP
4 Courses for Support Staff	Search
DBHDS IT Security Awareness	DBHDS
DBHDS DI 703 Intranet/Internet	DBHDS
DBHDS HIPAA	DBHDS
MVP Valuing Differences	MVP



### Questions? Contact:

Gary Anthony, 7.6250, Pervis Thomas, 7.2749, Jeff Wilder, 7.6278, or Dianne Young, 7.2149.

## E-mail Etiquette: Tips for Professional Communication

E-mail is a primary method of communication in the workplace. It is reliable, convenient, allows for mass communication, and it lets you respond in your own time. However, many e-mail messages are poorly composed, difficult to read, and unclear as to the purpose. How you will be perceived, your credibility and your levels of professionalism and ethics will be judged by how you communicate with others online. Here are some tips to help you with e-mail communication.



**Evaluate the best method of communication.** Don't assume that e-mail is always the best method. Determine if the communication would be better served by phone or face-to-face. If you have many points or a very complex point to discuss, it may be quicker to pick up the phone and speak to the person. One phone call is sometimes as effective as 20 e-mail messages bouncing between two people. E-mail communication isn't appropriate when sending sensitive, confusing or emotional messages. If you have a problem with someone, speak with that person directly. Don't use e-mail to avoid an uncomfortable situation or to cover up a mistake. And don't use e-mail to criticize others. Chances are, you will simply offend the other person, and they will miss your point. These kinds of conversations are usually better handled face-to-face. Especially, don't use e-mail to criticize a third party. E-mail messages live forever. Remember, once it's out of your hands, it's out of your control -anything you send can be easily forwarded by recipients . . . intentionally or unintentionally.

**Do not use e-mail to discuss confidential information.** Assume the Internet is not secure. Sending an e-mail is like sending a postcard. If you don't want your e-mail to be displayed on a bulletin board, don't send it. Moreover, never make any libelous, sexist or discriminating comments in e-mails, even if they are meant to be a joke.

**Keep messages brief and to the point.** Put your main point in the opening sentence, then provide detail if necessary. Reading an e-mail is harder than reading printed communications, especially a long e-mail. There is nothing worse for the recipient than having to wade through a long message to get to the point. Additionally, if you send long messages, it is much less likely that the person will act on what you have sent or respond to it. If you find yourself writing an overly long message, pick up the phone or call a meeting. If it is too much work to read an e-mail, it often gets set aside and, unfortunately, forgotten.

**Use proper structure & layout.** Since reading from a screen is more difficult than reading from paper, the structure and layout is very important for e-mail messages. Write concisely, use short paragraphs and add blank lines between each paragraph. Number or bullet your points.

**Be clear as to the purpose of the e-mail.** Make sure that all recipients know exactly why they are receiving the message. Is it for their info? Are they expected to respond? If so when?

**Use specific subject lines to indicate content and purpose.** Use a subject that is meaningful to the recipient as well as yourself. Having a descriptive subject line helps the recipient know whether he should read your e-mail now or later, and where to file the message so he can retrieve it later. It also helps you find your message in the "sent" folder. Putting "Re: . . .something " is too vague. **Never** leave the subject line blank. And when you get an e-mail with a vague subject line like "Two questions," change it to something more precise in your reply.

**Don't discuss multiple subjects in a single message.** If you need to discuss more than one subject, send multiple e-mails. This makes it easy to scan subject lines later to find the message you need. It also contributes to briefer e-mail messages and a greater likelihood of a response. More than 43% of professionals abandon complicated e-mails in the first 30 seconds. They either pause and say, "I'll get back to it later" - or don't read them. Stick to one topic per e-mail and to send a new message for other, unrelated requests. And if you get a three-part message, respond to each one with a separate, accurately renamed e-mail.

**Read the e-mail before you send it.** Reading your e-mail through the eyes of the recipient will help you send a more effective message and avoid misunderstandings and inappropriate comments.

**Complete the "TO" line last.** This will help safeguard you from sending unintended information to the wrong person.

**Don't assume someone will read your e-mail immediately.** If you schedule a meeting for an hour from now and send an e-mail to each attendee, the chance that all the attendees will read that message within the hour will be pretty small. On the other hand, if you schedule the meeting for later in the week, the chance that they will read the message will be pretty high. Remember, e-mail is not designed for immediacy (that's why you have a telephone), it's designed for convenience.

**Use a signature with your contact information** (title, phone number, building, and CVTC address). This is a courtesy for those receiving your messages and it saves their time if they need another way to contact you. This is especially helpful if you send e-mails outside of CVTC.

### To create a signature line:

From the main Outlook window, on the **Tools** menu, click **Options**, and then click the **Mail Format** tab. Under **Signature**, click **Signatures**, and then click **New**. In the **Enter a name for your new signature** box, enter a name. Click **Next**. In the **Signature text** box, type the text you want to include in the signature. You can also paste text to this box from another document. To change the paragraph or font format, select the text, click **Font** or **Paragraph**, and then select the options you want. Click **Finish** when you are done editing the new signature. Your signature will appear in the Preview window. Click **OK**. Be sure the name of your signature appears in the Signature for New Message and Signature for Reply and Forwarding box. Now when you send a new e-mail, the signature will automatically be inserted.

## Who Is It?



I've been here twice.  
 I left and came back.  
 I've been here so long,  
 It's hard to keep track.  
 I learned to dance  
 With those Valleydale Pigs.  
 Though I'm older now,  
 I can still dance a jig!  
 I love all music...  
 Whatever you've got.  
 If the tune's got a beat,  
 I'll drop it like it's hot!  
 When I was young,  
 I wanted children galore.  
 I've met that goal,  
 And so much more.  
 I dress neat and clean.  
 I'm always in fashion.  
 The people who live here  
 Are my deepest passion.

### Who Am I?

The first two people to submit the correct answer (one for the online issue; one for hard copy) by e-mailing or calling Dianne Young (7.2149) will receive a prize and will have their name published in the next issue.

### Last Month's Winners

Congratulations to Wanda Bond, 6A, Senior Citizens Center who was the first to correctly identify last month's mystery person as Treva Bragg, Beautician.

To submit your picture, call Dianne Young at 7.2149.

## Personals

### Thank You

I would like to thank everyone for the phone calls, letters and personal visits while I was incarcerated in other health care facilities. It is truly a blessing to be back at work. Thank you again.

*Sincerely, William LeSure*



## We're Losing It!!!!

The CVTC Weight Watchers group has lost a grand total of **256.2 pounds** since starting on February 20<sup>th</sup>! Congratulations to all!

### If you'd like to lose weight, it's not too late to join us!

You can sign up any time. We meet each Thursday in Room 106 of the Nagler Building. You can weigh in any time between 11:30 AM and 1:00 PM. The lecture is held from Noon to 12:30 PM. If you have any questions, call Dianne Young at 7.2149.

Take advantage of the convenience of attending meetings on campus while receiving a state discount (\$34.35 a month) and 50% reimbursement of this fee when attending 9 out of 12 meetings (final cost \$17.17 a month).

To sign up go to <https://wellness.weightwatchers.com> .  
 Codes: **COMPANY ID: 63569 PASSCODE: ww63569**

## Educational Assistance

The Educational Assistance Committee meets on the second Tuesday of the month. Applications must be approved prior to course starting date by the Supervisor and Building Manager, Department Head, Educational Assistance Committee and the Facility Director. Applications must be sent to Staff Development and Training no later than the Monday preceding the meetings. Information regarding educational assistance is included in Policy Pointers as part of LMS training.

## Campus Connection Submissions

If you would like to submit an article, announcement, or a note in the "Personals", contact Dianne Young via e-mail, campus mail, or by calling 7.2149. All submissions must be approved by the editorial staff and may be edited for space. Deadline for the August issue is July 25.

## CVTC Welcomes New Employees!

Please welcome the following employees hired in June and help them feel “at home”.



*Left to Right:* Sheena Mickles, DSPII; LaTonya Thurman, DSPII; Sierra Stevens, DSPII; Cleneisha Brown, DSPII; Cameshia Morris, DSPII/CNA; Sabrina Burks, DSPII; Cindy Redding, AOS, IT Dept.; Trentina D. Morris, DSPII; Janet Saunders, DSPII



*Standing, Left to Right:* Marjorie Alexander, DSPII; Wilnette “Willie” Alston, LPN; Shanika Horsley, DSPII; McKinley Harris, Program Admin. Manager I; Kathy Reynolds, LPN; Teresa Jones, DSPII; Kimberly Aaron, Healthcare Tech. II  
*Seated, Left to Right:* Joyce Womack, DSPII/CNA; Joanne Davis, DPSII; Eva “Marie” Vosburg, DSPII/CNA; Lori Gibney, RNII; Gloria Howard, DSPII

## New Building Managers Named

Mary Fulcher has accepted the position as the new Building Manager for 16 Building. Mary comes to us with over 30 years of experience with the Department of Behavioral Health & Developmental Services. She started her career here at Central Virginia Training Center as a Direct Support Professional. Her other experiences includes Medication Assistant, Charge Aide, and Special Activity Aide. Mary also worked in the Vision Program, and then became a Shift Supervisor for several years. Mary’s strong leadership and organizational skills over the years will aide her with her new role as Building Manager. Mary will start the position on July 10<sup>th</sup>.

McKinley Harris comes to us by way of Southside Virginia Training Center as the new Building Manager for 19 Building. He has an Associate Degree in Criminal Justice and a Bachelor of Science Degree in Organizational and Security Management. McKinley served in the US Armed Forces for approximately five years with his last role as a Platoon Sergeant. His experience includes a wide background in Human Service fields such as Department of Juvenile Justice, the Crater Youth Center Commission, the Department of Behavioral Health & Development Services, the Virginia Employment Commission, the Department of Rehabilitative Services, and the Department of Social Services. McKinley began employment on June 25<sup>th</sup>.

Please join me in welcoming the new Building Managers as they start their new careers at Central Virginia Training Center.

*Gerry Henderson, Director of Campus Living*