

# Source

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



Fred Hill: WWII Photographer

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## A Message from the *Director*

Dear Fellow Employees, Volunteers, Veterans and Friends of VA SORCC:

Thank you for your excellent support during the past year, FY10. We ended the FY10 in great fashion with outstanding clinical measures, almost perfect financial scorecard, outstanding All Employee and Ethics Surveys participation, highly successful accreditation reviews by the Joint Commission and CARF and exceeded many of the performance standards. Performance Improvement Teams with broad employee participation concluded 18 Chartered Teams. I want to thank each one of you for the work you do every day in serving Veterans. Thank you!



This facility has a culture of innovation and teamwork with a deep commitment to personal leadership at every level that is unequalled across VHA. Your leadership will be especially important to operate successfully this FY11, and implement organizational and programmatic changes to position WCO for FY12/13. We have significant financial challenges in FY11 related to the FTEE cap across V20 and a budget of approximately 6.0 percent to pay current staffing levels and control points while accommodating annual enrollment growth of 5 percent. But we know that FY2012 and FY2013 will be very lean financially as the Nation copes with the economy and we need to use this year to prepare for the changed fiscal reality. In addition, the FTEE cap means we cannot afford our current staffing levels as funded in FY11. So, I am asking the Tetrad to review all of the current vacancies and then I will be asking each Service and Program to review their operations and find efficiencies. We will have positions throughout the year that have to be filled, but those will need to be carved out of our existing FTEE. This will be difficult; it will require sacrifice, continuous change, constant improvement and ultimately directed reassignments. The Tetrad will review all vacancies but ultimately I will make the final decision on every position. Every Service and Program is expected to re-organize operations to offset reduced staffing.

It's a very significant challenge but something I know we can manage successfully. We are known across the country for our can-do attitude, willingness to accept change, personal leadership, innovation and Teamwork.

Thank you for the work you do every day; you touch more people than you will ever know, and I know we can manage these mandated changes and come out a stronger organization entering the 21st Century that provides "The Best Care Anywhere" for our Veterans based on respect, compassion and veteran centric care.

It's a privilege to work with such a talented and committed group of colleagues.

Max McIntosh PHD/MBA (SES)  
Director, WCO

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# Veterans Day

The VA Southern Oregon Rehabilitation Center & Clinics (SORCC) celebrated Veterans Day on Thursday, November 11, 2010 at 10 a.m. in the facility theater which was decorated with art work by local schools. We were honored to have Jim Klug, Commander of the Military Order of the Purple Heart, Rogue Valley Chapter No. 147 and Vietnam Veteran as our guest speaker; followed by a Memorial Tribute to our fallen Oregonian OEF/OIF heroes to include a ceremonial wreath. During the ceremony both Congressman Greg Walden and Dr. McIntosh presented our VA SORCC Challenge coin to more than 35 uniformed soldiers in the audience. A patriotic musical performance was given by the Rogue Valley Symphonic Band followed by Native American VA SORCC Veterans Program Honor song and Drumming along with the 1-186th Army Infantry Honor Guard posting/ retiring the Colors which included a mesmerizing taps rendition. Even though Congressman Walden was already running behind on his speaking engagements, it did not stop him from taking the time to visit a palliative care Veterans in the infirmary.





## 2010 Elks Lodge Christmas Party with PRRC Veterans

by Devin Shea and Michelle Condon

This year's Psychosocial Rehabilitation and Recovery Center's (PRRC) Christmas Party was provided by the Ashland Elks Lodge in a whole new atmosphere; the Elks opened their lodge up to Veterans and staff. One of the PRRC's goals is to assist Veterans with integrating into the community. The generosity of the Ashland Elks in hosting the event in the local community was felt by all who participated. The Lodge was beautiful, a real taste of "home"—from the table decorations, to the festive trees and music, the setting was wonderful and it was apparent that much time and love were invested!

Upon entering the Lodge, Veterans were greeted by the Elks members. It was a wonderful statement of the support the Elks provide year round to Veterans in the area. Conversations were lively, laughter jolly, and holiday cheer was shared by all. Again, as every year, each Veteran was given a Christmas gift.

The dinner was great! Roosters Restaurant provided salads, rolls, lasagna, and a bevy of different pies for desert; once again, they outdid themselves. Volunteers served each dinner personally with so much enthusiasm and care, giving a feeling of special attention for each person served.

This year the PRRC members were also individually recognized for their accomplishments and commitment to recovery. This recognition ceremony will become a PRRC tradition. It was an amazing experience to be able to share the accolades and celebration with community members.

A big thanks goes out to all who participated in the event--Veterans, Elks, and VA staff. All of the Veterans who attended have successfully accomplished personal goals and through sacrifice and dedication have given us the best reason to celebrate; personal recovery. The Elks and their undying attention to the Veterans in the area continue to provide true statements of gratitude and appreciation for the sacrifices made during the Veterans' time in service. A special thanks, goes to Rhonda Bristol our VAVS Elks Deputy Representative!



# Volunteers In The Spotlight

## *Holiday Fun For Everyone*

The Holidays at the VA Southern Oregon Rehabilitation Center and Clinics (SORCC) are always filled with fun, gifts, food, prizes and compassion. Unfortunately, some residents are unable to actively participate in all events. However, there are always others that take a special interest in those residents infirmed or confined to a bed. Volunteers and Service Organizations always prepare gift packages, providing every resident with numerous gifts and snack items. This year, a special group of people wanted to ensure that our infirmed residents received special recognition. A local Chapter of the International Association of Workforce Professionals(I.A.W.P.) ensured that each patient had a \$5 phone card just prior to Thanksgiving. Wanting to do more for Christmas, they provided 10 gift bags containing wrapped gifts of gloves, stocking caps, socks, game books, a fleece blanket, pencils, a calendar and a whole lot of love. Pictured with resident Norman "Bubba" Bittner are Representative Gina Green, President Charlene Grafton and Vice President Tammy Schroeder. Thank you to everyone involved with I.A.W.P. for their efforts to make this Holiday just a bit more special.



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## *Residents New Year's Eve Party*



As tradition would have it, Recreation and CRD Services combined forces to provide our Veterans with a blow-out New Year's Eve Party on Friday, December 31. Service Organization volunteers helped serve numerous (meaning a lot) of six-foot hoagie sandwiches along with cake (yummy). Entertainment was provided by the dynamic-duo, "Pyramid". The Veterans appreciated the thought and caring the volunteers had by coming-out on New Year's Eve to celebrate a new beginning (2011) with them.

# 2011



## Annual Tree Lighting

VA SORCC Director, Dr. Max McIntosh, lights the facility Holiday Tree during the annual Tree Lighting Ceremony on December 1. Entertainment was provided by the Eagle Point Choir. Our Service Organization volunteers helped serve delicious refreshments and concluded with a special visit by Saint Nick (Mike VanSaudt) that topped off the event who handed-out candy canes throughout the facility while the choir sang festive musical favorites.



## VAVS CALENDAR

- February '11 7th VAVS Committee Meeting, 10 am Activity Room  
13th-19th National Salute to Veterans Week \*@  
21st President's Day – CRD Office Closed
- March '11 2nd Volunteer Awards Ceremony-Red Lion  
17th St. Patrick's Day
- April '11 13th – 19th National Salute To Volunteers Week  
19th Youth Volunteer Recognition Party
- May '11 2nd VAVS Committee Meeting, 10 am Activity Room  
30th Memorial Day Ceremony, VA Cemetery \*@
- June '11 14th Flag Day Program
- July '11 4th Residents Fourth of July Picnic/Carnival \*@
- August '11 1st VAVS Committee Meeting  
10 am Atchley Picnic Shelter

\*= Volunteer assistance needed @=Volunteers invited to attend

## Residents Holiday Party



On Saturday, December 17, CRD and Recreation Staff held a resident holiday party in the theater. Service Organization volunteers distributed very nice travel bags with much needed items inside which included a beanie, muffler (scarf), flannel lap robe, alarm clock, 100 minute phone card, \$5 worth of canteen books and to, top it all off, a huge candy cane. Entertainment was provided by "Sound Stage Review" which left our EVERYONE spell-bound. We also had give-a-way prizes ranging from shirts to stereos. A BIG Thank you to all of the donors, Veterans' Service Organizations and spirit volunteers that worked together to provide our Veterans with another meaningful holiday season.

# Employee Spotlight

By Andy Draper, Stakeholders Council Member

Mike Lockett spent four years in the United States Army where he specialized in infantry. After his honorable discharge he headed to Alaska. From 1988 to 2000 he fished commercially for crab and other deep sea fish. The dangerous conditions and long weeks away took a toll on his marriage and divorce was inevitable. Shortly after his divorce Mike began using drugs and alcohol.



Mike was directed to the VA SORCC in April 2004 and for 18 months Mike Lockett spent his days and nights as a resident at the facility. He quickly learned that staying focused on his recovery and being positive was the only way he was going to survive this bump in the road.

Completing treatment was rewarding, but uncomfortable with the thought of moving out into the community. He decided the best choice would be to move into the Oxford House where he would have support of other Veterans. He has maintained his sobriety by regularly going to meetings and keeping in contact with his sponsor.

With the faith to maintain sobriety confidence he had obtained residing at the SORCC he was able to land a job working at Harry and David. This was just a step in the direction he wanted to go. Mike was determined to have employment here at the SORCC. Being relentless and never giving up Mike turned in numerous applications and through his perseverance on July 11, 2007, Mike began working at the SORCC.

Working in PAP, Maintenance and performing pack outs he has now seen both sides of being a resident and an employee. Customer service is a big part of Mike's day and he states that "It is hard work and I have to work on it every day", saying, he remembers how it was being on the other side" and keeps that in the back of his mind daily.

"Everything that has happened in my life I feel a higher power was with me." No matter what, I have been clean and sober since 4-1-2004, he says. Through his hard times, confusion and frustration he continues to make a better life for himself and provide quality service for those who need it.



# Prosthetics Open House



Cindy Sweet, Randy Tegge, Kathy Geiman and Gary Foster

SORCC Prosthetics held an open house in conjunction with VHA National Prosthetics Day In November. Employees, volunteers and Veterans visited Prosthetics to see first-hand some of the services provided to our Veterans. Visitors viewed the VHA's Prosthetic and Sensory Aids Service video, literature on various products were made available, and pictures of different devices past and present were also available for visitors in addition to a word find puzzle of prosthetic items provided to Veterans. The major highlight of this year's event was a test version of a myoelectric prosthetic hand. Visitors were given the opportunity to operate the hand through sensors similar to those used by an amputee.

Prosthetics is responsible for providing medically justified items to qualified Veterans on an outpatient basis to include everything from wheelchairs, walkers, blood pressure cuffs, braces, blind aids to auto adaptive equipment, home improvement, structural alterations and cognitive aides. These items are provided to help and improve the quality of life for our Veterans.



Gary Foster, Volunteer



Cindy Sweet, Prosthetics Purchasing agent



Randy Tegge, Prosthetics Representative



Nationally, 77% of Veterans are overweight. The VA SORCC has 2,600 veterans who are clinically obese. Many of these Veterans live in rural areas or have mobility disabilities. Participating in the MOVE! Program just isn't practical for them. Now we have the TeleMOVE! Pro-gram to serve this group.

## The TeleMOVE! Program Is Here!

By Mary Ann Prosygniuk, RN

### What does TeleMOVE! Involve?

Our participants will receive a monitor with a connected scale that will reside in their home. They are required to weigh themselves and answer questions that appear on the monitor every day and exercise 3 times a week for at least 90 days. The goal is to lose 1/2 to 2 pounds per week. As long as they are making progress, they can stay on the program--3 to 9 months is common. Handouts in the MOVE! Book, along with daily comments and questions on the monitor, will guide them to modify their eating, exercise and well being activities in their lifestyle. Participants are welcome to join other MOVE!Activities provided at VA

SORCC.

### How does a Veteran get into the program?

Criteria are BMI >30 or >25 with weight related health risks (diabetes, sleep apnea, arthritis, etc, however stable), be able to commit to daily data submissions for 3 months, and have a telephone land-line. Cell phones will be added to the program tentatively mid-2011. Also provider consult to Telehealth/Care Coordinator Home Telemonitoring (CCHT) or Veteran can self-refer by contacting Mary Ann Prosygniuk, RN, at (541) 826-2111, Ext. 3237.

## Move Tips

By Sue Eikenbary

Lots of people struggle to fit physical activity into their busy lives. Activity doesn't have to take up a lot of time in your day. If you are having a hard time getting active here are some tips to get you started.

Start small. Make small changes in your daily routine like parking further away, taking the stairs and playing active games with your kids. Take a walk or do desk exercises instead of a cigarette or coffee break. Try taking a walk after dinner twice a week. When shopping at the mall, walk around before going into any of the stores. Choose activities you enjoy and you'll be more likely to stick with them. Plan ahead for exercise. If exercise is not put into your schedule it does not happen. Plan it into your day, make it a priority and part of your daily schedule. If you are asked to do something else during this time, refuse to change your exercise plans.

For more information about increasing physical activity, see: <http://www.health.gov/paguidelines/adultguide/default.aspx>

### Be ACTIVE Your Way VA!

Get 150 min. of physical activity every week

## My HealtheVet Secure Messaging

By Maureen Dose, Privacy Officer

Secure Messaging through My HealtheVet is now available to Veterans at the VA SORCC.

Secure Messaging is a web-based message system that allows participating VA patients and VA health care teams to communicate non-urgent, health related information in a private and safe computer environment. Secure Messaging is not e-mail, but an encrypted, secure communication tool

through My HealtheVet. Users may access Secure Messaging 24 hours a day, 7 days a week at: [www.myhealth.va.gov](http://www.myhealth.va.gov). Using Secure Messaging offers many benefits. Secure Messaging can help build a better partnership between the Veteran and members of their care team. It makes sharing information about health concerns easier. Secure Messaging is easy to use. It reduces the need for telephone calls and waiting on hold. It is more efficient than the telephone for non-urgent issues, such as prescription renewal, test results and appointments.

Have you ever been frustrated trying to take care of these concerns by telephone? You can now use Secure Messaging to type in your request and "Send" it to your health care team.

# MOVEmployee



# Yoga!



By Katie M. Dodd

"I have always wanted to try yoga and would probably not have done so if it had not been offered here."

-VA Employee



Employees at the VA Southern Oregon Rehabilitation Center and Clinics were encouraged to improve their overall wellness by attending one of four MOVEmployee Yoga events offered through the MOVE! Weight Management Committee. Ninety-five employees took on the opportunity to sign-up for yoga. Thanks to employee wellness funds from the VHA Employee Health Promotion Disease Prevention Program, all participants received their own yoga kit (yoga mat, brick, strap, and DVD), water bottles, and three classes from a certified yoga instructor to help get them started on a journey to better health.

## Why Yoga?

Yoga is a type of physical activity that most anyone can do which focuses on both the body and the mind. Some of the benefits of yoga include flexibility, strength, posture, better breathing, decreased stress, more calm, better concentration and mood, and improved overall well-being. Instructor Kelly Birch, from Deep Springs Yoga, was able to bring the spirit of yoga to the SORCC. This event provided employees the tools to

do yoga, the classes to learn it, and a DVD to continue the journey at home.

## What Employees Had To Say about Yoga

MOVEmployeeYoga was an overwhelmingly successful event. Here's what some employees had to say about the event:

"Well done. I was apprehensive to start a new regimen, but this was a fantastic addition to my existing plans. The instructor was positively fantastic – she simplified complex moves, was incredibly encouraging, and highlighted the importance of each step. I felt informed, encouraged, and motivated to continue."

"I really enjoyed the YOGA and with my health issues it is very good for me... I feel that it is something I can do that won't be as much stress on my body but relaxing also. I appreciated the opportunity that was provided by the MOVE."

"I have always wanted to try yoga and would probably not have done so if it had not been offered here."

"NEVER THOUGHT I WOULD LIKE IT, BUT I LOVED IT!"

## Interested in Learning More About Yoga?

If you are interested in looking into yoga as a way to improve your wellness look for classes offered in your community, at your local gym, or pick up an instructional DVD from the store. Physical activity guidelines recommend that everyone get 150 minutes of moderate-intensity physical activity per week with episodes of activity lasting at least 10 minutes at a time. Yoga may be the enjoyable activity you've been looking for to reach your activity goals and improve your health. Remember to be active your way VA! Thank you to the employees who participated and provided planning for this event.

## RESIDENTIAL COUNCIL

By: Resident Council Member Mark Wallace

Tom Hailey grew up in San Antonio Texas where he spent a lot of his time in the desert. He enjoys outdoor activities such as hiking, fishing, and camping.

He joined the military where he spent 8 years combined in the Navy and Coast Guard. Much of that time he spent working in the engine rooms as a mechanic.

When Tom left the military he found himself homeless and living in his car. Fortunately, he also found his way to the SORCC. He resided here from September 1998 thru March of 1999. When asked how he benefitted from his stay at the VA he said, "It saved my life, gave me self respect and employment."

After leaving the VA he moved to a nearby community. This is when Tom decided to come to work for the VA in 2004, where he works in the Veterans Canteen Service (VCS).

Tom continues to practice a clean and sober lifestyle and has great support from family and friends.

*"You have to be able to rely on yourself. Perception is everything. Change is inevitable."*  
Tom Hailey



## Home Based Primary Care

**H**ome Based Primary Care (HBPC) is a two-year old program offered at the VA SORCC. HBPC provides primary care in the homes of Veterans who are unable to receive traditional outpatient care. Examples of Veterans served through HBPC include those with complex medical, social, and behavior conditions who often are isolated, live alone, or have difficulty getting to clinics. The goal is to maximize Veteran independence, improve quality of life, and to best use VA resources. The VA

SORCC HBPC team serves Veterans in a wide radius from White City to Ashland to Wolf Creek to O'Brien.

VA HBPC differs from other federal or state home care programs (such as Medicare and Medicaid) that typically provide short-term care. HBPC personnel provide primary care, chronic disease management, physical therapy, social work intervention, nutrition management, home safety evaluation, ongoing case management, and mental health services. HBPC also collaborates with other VA programs, such as contracted skilled care, adult day care programs, homemaker home health aide, and home hospice. These services are often the crucial factor that allows aging in the home versus institutionalization.

HBPC has proven to be such a successful model that on March 23, 2010, the Independence at Home provision was signed into law as part of the Patient Protection and Affordable Care Act (Public Law 111-148). The model targets complex chronic disabling disease and it provides interdisciplinary, longitudinal care in home. The program was modeled on hundreds of successful programs across the country that have existed for years including the VA's Home-Based Primary Care Program. The passage of this act is testament to the success of HBPC.

If you are a Veteran and have questions about if Home Based Primary Care is an option for you, please talk with your primary care provider.



# Native American

## Tradition Celebrated At The SORCC

**W**ithin the spirit of honor and respect regarding our Nation's commitment to Native Americans during Native American Heritage Month, the VA SORCC in cooperation with local Native American Elders Volunteers hosted an open house for all residents, staff and volunteers at the Native American Veteran Yurt (Roundhouse). The, second annual open house featured a Salmon feast (cooked the traditional way) accompanied by other Native American foods, traditional drumming, arts and crafts exhibit and the traditional game of shinny.



## *Klamath Falls* VA CBOC *Celebrates 10 Years*



In October Klamath Falls VA Community Based Outpatient clinic, celebrated 10 years of service to our Nation's Veterans. The celebration was joined by (left) John Howard of Congressman Walden's office David Donnelly, Clinic Manager; Kathy Pierce, Veterans Service Office; Dr. McIntosh, Director VA SORCC, Sheryl Hukill, County Commissioner, Dr. Donnelly, Chief of Staff VA SORCC, and visiting from the VISN office, Dr. Marree', Chief Medical Officer of VISN 20 to help commemorate this proud moment.

## How to leave job stress at work...and create a positive mindset to be a better partner and parent at home

Are your relationships at home strained because you often arrive home from work too stressed or exhausted to be a good partner or parent? The positive strategies below can help you leave job stress at work and be the kind of caring partner and parent at home that your family needs and deserves.



1. Before arriving home, give yourself a “time out.” Five or ten minutes before you walk into your home, give yourself a much-needed time out. Stop the car a block away from your home or close your eyes on the bus, train, or subway to find a moment of serenity. Then take a few moments to breathe, pray, meditate, or talk silently to yourself about the fact that the people you are about to meet in a few minutes (your partner and/or your kids) are more important than any client, customer, supplier, boss, or work colleague you've dealt with all day. Even if your work-focused brain wants to take your loved ones for granted, this is the moment when you can once again realize they are the most important people in your life right now.

2. Make a daily promise to yourself. Instead of tuning out your loved ones or having a short fuse during family time, shift your mindset from work mode to family life by consciously deciding to be fully “present” for your family when you arrive home. Make a promise to yourself each day to be the caring, interested and relaxed partner or parent your loved ones deserve, rather than being impatient, disinterested and stressed out. Complement your commitment to be fully present for your family by learning and practicing healthy methods to increase relaxation, dissipate stress and lift your mood.

3. Set guidelines for positive communication. When you sit down to talk with your partner after work, set some guidelines that will allow the two of you to have a good check-in conversation. One helpful guideline is for the two of you to take turns (10 to 15 minutes for each partner) sharing and listening about each other's day. Instead of having one person go into a 60-minute monologue where the other person is struggling not to tune out or interrupt, with this guideline both of you will have a chance to be heard and understood each night no matter how stressful your day has been. Especially if one of you is very talkative and the other person is the silent type, this guideline of "ten minutes for each person so we both get a turn" is a remarkable way to restore balance and closeness in your relationship.

Your EAP is here to help.

Remember, your Employee Assistance Program (EAP) can help you with any type of personal, family or work-related concern. To obtain no cost counseling or other EAP services, please call 800-869-0276 or securely request services from the Member Access section of the EAP website: [www.eapconsultants.com](http://www.eapconsultants.com). We're here to help you.

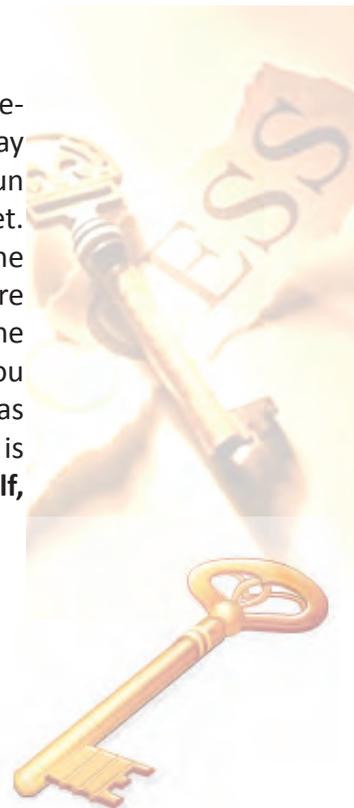
The power of positive thinking! The more you think positive thoughts, the more you will begin to believe in your own healing. Whatever ails you, can be lightened by the power of positive thinking.

Exercise your right to positive thinking by repeating this simple sentence in your head: **"I am strong. I am wise. I am well."**

Every time you feel the urge to put yourself down, say this. Every time you feel like the world is too much to bear, say this. And every time you think you are not getting what you need, say this. There is no healing without thought. And there is no healing without those thoughts being positive.

Everyone has experienced self pity and self harassment by their own thoughts. Those hurtful thoughts you **ALLOW** yourself to think can have a physical effect as well as mental. Keep this in mind.

Today, is a good day, despite everything that may be going wrong. The sun rose today! And it will set. So will your problems. The river and the oceans are still flowing, cleansing the earth- which means you can fix your problems as well and that change is eminent. **Heal yourself, and the world will heal with you.**



## How important is the role of positive thinking in your life? Take this Quiz

### POSTIVE THINKING QUIZ

Questions: (answer yes or no):

1. If my supervisor asks me to see me, I instinctively think that I have done something wrong.
2. I can't help but bring my home life to work, or my work life home.
3. When I do well at a task at work or home, I feel empowered to do better.
4. If there is a negative situation at work or home, I feel powerless to get the situation under control.
5. I am a strong decision maker. I may not know everything, but I can learn quickly and I can make successful decisions through my hard work and common sense.

What is your Score?

**If you said yes to 3 & 5:** you are already a pro at positive thinking! Way to go!

**If you said yes to 1, 2 & 4:** This means you need to be a little easier on yourself. You may be indecisive about how you can handle certain situations. Try thinking more positive throughout your day, and you will be more productive in your decision making.

### POSITIVE THINKING SKILL BUILDER

Try and notice the impact positive thinking does to your day and to the people around you. We cannot control the people around us, nor can we always immediately change the environment we are in. Therefore, we must come up with some creative ways to break the cycle. Start with how you are thinking. Here are some alternatives to negative thinking:

IF YOU ARE HAVING A PARTICULARLY HARD DAY AT WORK SAY TO YOURSELF:

"I am a great worker. I may not be perfect, but today I'm going to give my all."

"I can do anything I put my mind to."

"No bad situation is too big that I cannot use my common sense to fix it."

"I have the power to change my environment for the better, all the while being respectful towards others."

This may feel funny at first, but the more you do it, the more powerful your words become as you start to believe in the influence of your own positive thinking.

# Veterans Court

## In Klamath Falls

by Steve Tillson

KLAMATH FALLS – Oregon’s first Veterans Treatment Court (VTC) began operation November 9, 2010, in Klamath County. The day began with a grand opening ceremony attended by local and state Veterans, dignitaries and the public culminating the months long planning and implementation process to open the new court. The court was formed in response to increasing numbers of veterans coming before the Klamath County Circuit Court charged with criminal offenses. This phenomenon has been observed nationwide and led to the 2008 formation of this country’s first VTC by Hon. Robert T. Russell, Jr. in Buffalo, New York. Since then, jurisdictions across the country have mobilized to form VTCs to address the specific problems and treatment needs of justice involved veterans. Oregon’s VTC is the 45th such court in the nation.

### Why Veterans Treatment Courts

From WWII to OIF/OEF and all eras in between, some veterans have returned to their communities with health problems that interfere with responsible social functioning. When not properly treated, these health problems can lead to unemployment, homelessness and repeated involvement in the justice system. Based on a successful, evidence-based treatment court model common to Drug Court programs, a VTC prioritizes treatment over incarceration. Nationwide studies of the treatment court model over the past twenty years validate its effectiveness and cost savings to the public. For every dollar invested in treatment courts, the public saves an average of \$3.36, by reducing the costs of incarceration and repeat offending. The veteran benefits by gaining wellness and restoring honor. The community benefits through increased public safety.

### How it works

Key to the operation of the Klamath County Veterans Treatment Court is the collaborative partnership of the judicial system, the U.S. Department of Veterans Affairs, the county Veterans Service Office, Veterans service organizations, community agencies and volunteers. Members partner in a treatment team which convenes before each court session to review cases and develop problem solving court recommendations. This coordinated response addresses an array of issues from community protection and restitution to offender rehabilitation. Weekly court appearances afford close judicial supervision of the Veteran defendant’s progress. The court hands out encouragement and sanctions as warranted. A distinguishing feature of Veterans Treatment Courts is the assignment of a Veteran peer mentor to each defendant. The support afforded by a healthy role model who has “been there” contributes to the success of the defendant. Linking the Veteran to rated VA and VBA benefits funds treatment services while helping the defendant get back on his or her feet.



Members of the Klamath County Veterans Treatment Court and faculty on the final day of the Veterans Treatment Court Planning Initiative training in Buffalo, NY.

From left to right: Bill Gourley, Deputy District Attorney  
Steve Tillson, Treatment Court Coordinator  
Kathy Pierce, Veterans Service Officer  
Kiki Parker-Rose, Community Corrections Director  
Hon. Marci Adkisson, Circuit Judge  
Rose Ewing, Training Faculty, Tulsa (OK) Veterans Treatment Court

Joe Barrett, VA Addictions Therapist  
Lisa Anglin, Peer Mentor Coordinator  
Sergeant John Hanns, Klamath Falls Police Department  
Paul Skinner, VA Veterans Justice Outreach (VJO) Specialist  
Hon. Robert T. Russell Jr., Training Faculty, Buffalo (NY) Veterans Treatment Court  
Steve Hedlund, Defense Attorney

### Not for every veteran offender

To enter the program the defendant must plead guilty the offense. This willingness of the veteran defendant to accept responsibility for the offending behavior is the foundation for positive change. Some charges, such as Measure 11 offenses, felony weapons offenses, sexual offenses and commercial drug offenses render the defendant ineligible for the program. The District Attorney's office may screen away any case when victim or community safety cannot be reasonably assured. As the VTC is a treatment court, the veteran must be diagnosed with a treatable substance abuse and/or mental health disorder. Admission decisions are made by treatment team review incorporating prosecution, defense, probation and VA treatment personnel recommendations.

### From vision to reality

Development of the Klamath County Veterans Treatment Court began with discussions between Klamath County District Attorney, Ed Caleb and Klamath County Veterans Service Officer, Kathy Pierce. Caleb and Pierce broadcast a call to veterans service organizations, VA treatment personnel, attorneys and court personnel leading to formation of a planning committee. This committee met weekly to discuss the problems of justice involved veterans and resources available to address those problems. Treatment court personnel from the Oregon Judicial Department guided program design to follow the established successful model adopted by other jurisdictions in the country. Implementation planning accelerated when the Klamath County team became one of 11 jurisdictions nationwide to attend a week long pilot training for the establishment of Veterans Treatment Courts. This training, presented and funded by the Veterans Treatment Court Planning Initiative of the National Drug Court Institute and the U.S. Bureau of Justice Assistance, was held in Buffalo, NY last October. The Klamath County team returned home understanding the best practices necessary to implement a successful VTC.

### The promise of Veterans Treatment Courts

"Veterans have a whole different bag of ghosts they carry," says Ron Ballard, Commander of the Klamath Falls VFW. When those "ghosts" lead to the veteran becoming involved in the justice system, a Veterans Treatment Court is able to respond in a manner cognizant of those ghosts and the interventions necessary to bring wellness to the veteran defendant. The VTC is a special program but is not a "get out of jail free card." The participating veteran must admit guilt and participate in a rigorous program of treatment and community service. The close judicial supervision of the veteran's compliance and progress brings a high level of accountability to the process. By assuring veteran participation in rated VA and VBA services and benefits, the VTC seeks to recognize the veteran's service to our country while administering justice for the veteran and the community.

The outstanding feature of Veterans Treatment Courts is the collaboration among justice system and VA/VBA personnel. These partners have done their jobs independently for years. At little additional public expense, combining forces to create coordinated responses to veteran offending and treatment needs promises improved outcomes for the veteran who has run afoul of the law. To learn more about Veterans Treatment Courts visit [nadcp.org](http://nadcp.org).

Steve Tillson is the Treatment Court Coordinator for the Oregon Judicial Department's 13th Judicial District serving Klamath County.

Steve Tillson  
Treatment Court Coordinator  
13th Judicial District  
316 Main Street  
Klamath Falls, OR 97601

541 883-5503 x263



## President Issues Memo Explaining Pay Freeze

SUBJECT: Freezing Federal Employee Pay Schedules and Rates That Are Set By Administrative Discretion

On November 29, 2010, I proposed a two-year freeze in the pay of civilian Federal employees as the first of a number of difficult actions required to put our Nation on a sound fiscal footing. As I said then, Federal workers are not just a line in a budget. They are public servants who, like their private sector counterparts, may be struggling in these difficult economic times.

Despite the sacrifices that I knew a pay freeze would entail for our dedicated civil servants, I concluded that a two-year freeze in the upward statutory adjustment of pay schedules is a necessary first step in our effort to address the challenge of our fiscal reality. The Congress responded to my proposal by including such a freeze in the Continuing Appropriations and Surface Transportation Extensions Act, 2011 (H.R. 3082), which I signed into law today (the "Act"). The Act freezes statutory pay adjustments for all executive branch pay schedules for a two-year period. It also generally prohibits executive departments and agencies from providing any base salary increases at all to senior executives or senior level employees, including performance-based increases.

While this legislation will prevent adjustments in executive branch pay schedules that are made by statute, some laws allow such adjustments to be made by agency heads as an exercise of administrative discretion. In order to ensure consistent treatment of executive branch employees and to promote the fiscal purposes of my original proposal, agency heads who have such discretion should not provide any upward adjustments in Federal employees' pay schedules or rates during the two-year period covered by the statutory pay freeze.

Accordingly, you should suspend any increases to any pay systems or pay schedules covering executive branch employees that could otherwise take effect as a result of an exercise of administrative discretion during the period beginning on January 1, 2011, and ending on December 31, 2012. You also should forgo any general increases (including general increases for a geographic area, such as locality pay) in covered employees' rates of pay that could otherwise take effect as a result of the exercise of administrative discretion during the same period. To the extent that an agency pay system provides performance-based increases in lieu of general increases, funds allocated for those performance-based increases should be correspondingly reduced to reflect the freezing of the employees' base pay schedule.

This memorandum shall be carried out to the extent permitted by law and consistent with executive departments' and agencies' legal authorities. This memorandum is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any party against the United States, its departments, agencies, or entities, its officers, employees, or agents, or any other person.

The Director of the Office of Personnel Management shall issue guidance on implementing this memorandum, and is also hereby authorized and directed to publish this memorandum in the Federal Register.

BARACK OBAMA

# WORD SEARCH

L D E H N Z A S A C T T E H H F F I L S L B  
 F A H G J O S C O M E K B L O F N B A C A F  
 R Q N U D E I M T V O W I O I F B I T I I P  
 Z E B O N O M T E I R V D F L T V C N M C F  
 E L C L I U L H A V V K E U Y B O Y E O O U  
 P N L O N T T T Q Z D I E Z U Y L C M N S L  
 L E B I G L O Z A E I N T G F C U L N O E F  
 W K T D A N Z M N E Z L N Y P E N E O G E I  
 L Y T E N N I S E A W O A R Z G T S R R Y L  
 S A H Y Z O Z T V N I S E I G X E Q I E O L  
 W Y B O J G A A I T D V O H C P E Z V T L M  
 M U Z Y H S C R I O E J D K Z O R P N M P E  
 J G O J R C V R T N N O G Q D G S X E X M N  
 B M E G I I T S T L L A B T E K S A B T E T  
 I H L N M U N I M A C E D U C A T I O N B E  
 E Z E H N P O T S S E N I P P A H N F V W J  
 G C H U R N H J H I Q M Y P H Y S I C A L H  
 O P N A E N E W S L E T T E R S J E L X T X  
 L Y R A R B I L M Y G J P S S K N K A L R L  
 F E F Y L C O Z D F L U M G N N I S A G M S  
 E R A C L A U T I R I P S A D N Y E P D V X  
 S Y E C T Z B O G L S I P X G I H X S B N R

Activity  
 Balance  
 Basketball  
 Bicycles  
 Community  
 Education  
 Emotional  
 Employee  
 Environmental  
 Ergonomics  
 Fulfillment

Fulfillment  
 Golf  
 Gym  
 Happiness  
 Health  
 Influenza Vaccine  
 Labyrinth  
 Library  
 MOVE  
 My Health Vet  
 Newsletters

Nutrition  
 Physical  
 Prevention  
 Recognition  
 Social  
 Spiritual Care  
 Sweat Lodge  
 Tennis  
 Volunteer  
 Walking  
 Wellness

# Crew *"Civility Respect Engagement in the Workplace"*

submitted by SORCC CREW Coordination Team



## **Have you spoken ill of others today? What can make us speak ill of others?**

When we are in competition with others, sometimes we can't help believing that we will shine by contrast if we make them look bad. It is less demanding and less painful to point out other people's problems—real or imaginary—then to try to solve our own. By disparaging those who wronged us we exact our revenge.

## **Why shouldn't we speak ill of others?**

Speaking unkindly of others may be severely judged by those who are listening to us. When we threaten someone else's reputation we put our own at risk as well. As we speak ill of others we can make those who are listening to us uncomfortable or even angry. One doesn't have to be the target of unkind words to be offended and hurt by them. Our disparaging words against X can prompt X to retaliate, and not only verbally. The possibility of things spiraling out of control is always present. We know for a fact that many acts of violence have their origin in acts of incivility. This is your chance to start with civility. You can make the spiraling stop by showing your compassion for others. Change will not happen unless at least one person is willing to change.

## **Can you be the one to change?**

### **Not what but how:**

Can your perception of your behavior be inaccurate? You may believe you came across very respectfully and tentatively, but that's not how it appeared to others.

Sometimes we think and feel like we are being civil and respectful, when the other person thinks we are rude and offensive. Ask for feedback to those around you. Their observations can open your eyes.

I just had a situation happen to me two weeks

ago, where I thought I was being respectful and helpful. The employee I was speaking to felt completely different. Luckily I was able to have an opportunity to be more mindful of my interactions.

Sometimes when you are bogged down with tons of work, you can forget that you are dealing with people too. How are you being perceived? Try to be open to feedback. You can be surprised on how you can grow.

Below are some of our wonderful employees that have been caught CREWin' around. They have all received a CREW Cut 59er for their abilities to be Civil, Respectful, and Engaging in the Workplace. If you have caught someone CREWin' around, please fill out a CREW Cut nomination sheet, send it to the WCO CREW COORDINATION mail group. Remember that the CREW Cut 59er award is an award from the Director so it is not counted towards the four 59ers used a quarter.

The VA SORCC CREW Coordination Team would like to thank all those that makes the VA SORCC a great place to work.

### **Teresa Silva**

"Teresa was a lifesaver to NFS (and especially to ME!) with her experience and patience, assisting through the payroll close-out process. She took time from her busy desk most of the day to assist and truly engaged herself in the work place by sitting by my side leading me thru the process. I am grateful to her dedication."

### **Rodney Johnson and Josh Zirkle**

"They have patience, tolerance and professionalism under fire. Both are civil and extremely empathetic to the plight of Veterans that must schedule exams for compensation and pension. some of our clients or patients have co-morbid or dual diagnoses for both physical and mental health disorders and invest much in our c+p exams to receive com-

***“If the work required in a relationship far exceeds the fun, people start to think of you as medicine instead of pleasure—they take you when they have to, but not when they can avoid it”***

***- Joseph Grenny, coauthor of Crucial Conversations***

compensation for their service. It is typical for both Rodney and Josh, on a daily basis, to have fielded several calls where a Veteran is swearing down the phone (I can hear their explicative's when in the same vicinity) and our clerks breathe deeply, distance the phone a bit from their ear and patiently and in quiet tones express a recognition of the veterans frustration but explanation and reassurance of their rights as Veterans and desire for our office to gladly assist them. I am sure it gets demoralizing at times but both Josh and Rodney are kind and tolerant of these patients and exceed expectations by giving an unlimited sense of respect and assistance. I don't think they receive as much thanks and gratitude as we providers do after their exams. I wanted to fully recognize their efforts at facilitating these exams. I know few of us truly understand what the Veterans we see have experienced and whether or not Josh and Rodney share the veterans experiences, their patience is limitless as if they had all the time in the world to meet the Veterans needs.”

### **Cathi Stegall**

“This staff member really works hard at making our workplace better by noticing when you are feeling stressed out or overwhelmed and takes time out of her busy schedule to sit down and talk, which does help relieve much of the stress. Not by giving answers, but by listening and showing that she cares.

I have watched her help staff members, including myself, and Veterans. She demonstrates true compassion and a willingness to help make our workplace a better place to work.

Cathi goes out of her way to offer assistance in any way that she can help other staff members and the Veterans. I feel she is a true asset to the Psychiatry Service and SORCC.”

### **Joyce Perry**

“This staff member works very hard scheduling and rescheduling Veterans appointments, mainly for psychiatry in her Pod, but she also

helps the other clerks in whatever way she can.

She goes above and beyond her duties; helping any staff member that asks her for information or assistance. She does this all in a friendly and cooperative manner, with staff members and Veterans.”

### **Debbie Starr**

“Debbie always shows consideration to me when I have additional duties. She shows support which leads to an environment of honesty and mutual trust. With this great environment I was about to explain that my commitment to CREW would fall on a Payroll Friday, which is an extremely busy and most of the time stressful day. I was able to speak to Debbie and workout something with her to be able to do a group on Payroll Friday, which leaves her alone for a few hours. Since we have a very CREW like relationship I was able to approach her without any worries of back lash. I really appreciate her commitment to our working relationship.”

## **Happy Workers Serving our Veterans!**



Thanks to the Nutrition and Food Service Staff for their high performance in serving Veteran customers. During Fiscal Year10, the staff prepared and served over 307,000 meals, with total productive hours reaching 63,833!

Congratulations for a job well done and best wishes for a very happy and successful New Year!

## Anger Management at the SORCC

By Marleen Granas

Many don't know but there is an anger management group that is offered through Substance Abuse Treatment Program (SATP) here at the VA SORCC.

The anger management group offered through the Substance Abuse Treatment Program (SATP) at the VA SORCC is for Veterans who are dealing with different levels of anger. Any Veteran can attend either inpatient or outpatient treatment. The program is designed as a four week, eight session long treatment program. The main purpose is to learn how to manage anger effectively, stop the violence or threat of violence, develop self control over thoughts and actions, and learn to receive support from others. The program is set up to cover the core concepts of anger management.

### What is Anger

Anger is a feeling or emotion that ranges from mild irritation to intense fury and rage. Anger is an emotion or feeling related to one's perception of having been offended or wronged and a tendency to undo that wrongdoing by retaliation. Emotions or feelings are not good or bad, but how an individual deals with the anger can be healthy or unhealthy (good or bad). If the anger is out of proportion to the situation may be a indication of unresolved issues from the past.

### Anger can be unhealthy if:

It is directed at others in a hurtful manner and becomes abusive.

It is directed toward the individual in a hurtful way leading to depression, self-harm, substance abuse, etc.

It leads to irrational actions (quitting a job, ending a relationship) as opposed to talking it through.

It is used to keep others at a distance or to manipulate or control them.

Many people often confuse anger with aggression. Aggression is behavior that is intended to cause harm or injury to another person or damage to property. Aggression can be either physical or verbal. Hostility on the other hand refers to a set of attitudes and judgments that motivate aggressive behaviors. Hostility is regularly found to be a disease of the personality. Anger becomes a problem when it is felt too intensely, too frequently, or is expressed inappropriately. Feeling anger too intensely or frequently places extreme physical strain on the body.

One misconception or myth about anger is that the way people express anger is inherited and cannot be changed. Evidence from research studies, however, indicates that people are not born with set and specific ways of expressing anger. Rather, these studies show that the expression of anger is learned behavior and that more appropriate ways of expressing anger can also be learned.

Anger is an emotion that we all experience. It is an indication that we have been hurt, abused, treated unfairly, disrespected, etc. A healthy approach to anger involves acknowledging the anger and then identifying the underlying feelings that caused the anger. Anger can be used in a healthy way once the individual has calmed down enough to think rationally about the situation that led to the anger. This involves understanding the feelings that led to the anger and using that understanding to make changes.

If you are a Veteran interested in successfully managing your anger, talk to your case manager and primary care provider. The only requirement is that you abstain from drugs and alcohol while you are attending the Program. The group meets Mondays and Wednesdays from 2:00 PM-3:30 PM.

## "Two Wheels Only"

by Wolfgang Agotta

American Veterans and motorcycling have been friends for decades. In 1945, many young soldiers returned home to a nation that was beginning to establish a very new identity, prosperity and social structure. Many Veterans who were scarred by the brutality of war could not relate to the new society and the public had little understanding of combat trauma or weariness. These warriors connected with other survivors and the culture of motorcycle presented a circle for camaraderie, adrenaline, danger and the freedom of speed. Looking for adventure and independence on the new infrastructure of vast highways and roads, motorcycle riders created a new social institution; one which would have a tremendous impact on American subculture, romanticism and the countries psyche as a whole. Later and infused by the new revolutions in music, this culture would find itself portrayed darkly and feverishly in the 1954 classic, "The Wild One". Due to the war, production demands driven by need and the prior build-up, revolutionized motorcycles for military use. BSA and Royal Enfield alone supplied over 200,000 motorcycles to the armed forces and continuing until the early 1950s. The Germans were the first to use Motorcycles in their combat ops but others soon followed and years later, many American Police were using them for patrols.

Motorcycle attire was often made up of military surplus and aviator gear and early testing and development was often done at airfields and aerodromes.

Until the end of WW II, motorcycling had a prestigious badge within British society and was associated with wealth and glamour. By in the 1950s, the English middle class was able to buy inexpensive cars. The British motorcycling subculture came about due to the end of post-war rationing, a rise in lifestyle for young workers and the influence of American music and culture. British motorcycles like Triumph became the premier line for American motorcyclists and when Rock-n-roll met 2 wheeled horsepower, the "Rocker" movement took place on both sides of the Atlantic. American Veterans would continue to fire the irons of motorcycling culture into this present age.

In the next issues for Two Wheels Only.....The Ton-Up, Cafes and how Nazi and Communist Moto-racers revolutionized the rising Japanese Motorcycling industry. Don't forget to check your air pressure, stay alert and of course, enjoy the ride!



Wolfgang Agotta

## VA SORCC Promotes Gun Safety

Gun safety is increasingly a high priority as more and more service members have returned from Operation Iraqi Freedom and Operation Enduring Freedom. No one can be better trained than these men and women in the care and use of firearms under conditions of deployment. However, they may not have previous experience in the care and storage of guns in the home, and many of them have young children who all too often can experience gun accidents when they find firearms in their homes.

In July 2008, the Under Secretary for Health endorsed Project ChildSafe and required that the project be implemented in each VA Medical Center.

In March 2009 the VA Police Department began the implementation of the VA Family Firearm Safety Program. Employees at the VA SORCC are encouraged to tell our Veterans that the VA Police are making gunlocks available to them and their family members. Gunlocks are not intended for non-Veteran employee distribution. No identifiers will be collected from Veterans and/or their family members as part of this accounting process.



# SORCC LABYRINTH: Recovery is for Everyone

Charles A. Moore, Ph.D.

The seed of a dream was planted in July of 2005 at the Southern Oregon Rehabilitation Center and Clinics by Occupational Therapist, Carol Berger. After returning from an inspirational experience of witnessing profound changes in behavior by Veterans who had just traveled a labyrinth in Ashland, Oregon, she described her observations to Dr. Charles Moore, Coordinator of the Day Treatment Program. "Wouldn't it be wonderful," she concluded, "if we had a labyrinth right here at Day Treatment instead of having to take Veterans to Ashland?"

The seed of the dream rooted, sprouted and this past year, blossomed into a unique 45 foot diameter Labyrinth surrounded by a beautifully designed 22,600 square foot garden complete with butterfly section, reflection pond, Tai Chi circle and Veteran constructed mosaic stepping stones.

The dedication, held in June was a grand party on a sunny spring day. Veteran residents, SORCC staff, guests and ceremony participants were greeted at the garden's main entrance by an engraved boulder announcing:

VA SORCC  
Labyrinth  
Recovery is for everyone

Wolfgang Agotta served as the Master of Ceremonies, first introducing Chaplain Joe McMahan for the invocation and Director Dr. Max McIntosh for opening remarks. Wolfgang then proceeded to speak about the Labyrinth and its purpose.

"Imagine a time and a place where you can discover your own path to inner peace. where you can temporarily suspend the the world and go forward you can trust; one which you or lead you astray. and place where you can with full assurance that get to the end of your journey you may feel lost and is around the next turn. rinth experience. This is trusting in the process of

where you can  
insecurities of  
on a path that  
will not deceive  
Imagine a time  
travel this path  
you will safely  
ney even though  
not know what  
This is the Laby-  
a metaphor for  
life."



To open the Labyrinth prin-recognized and sitions along the (originator), Dr. designer), Dr. mover), Tom

(donations management), Stacy Webster-Wharton (final site selection), Kevin Lee (overall project manager), Tami Bowker for the late Troy Bowker (original garden design), Ed Stachel (master stone layer), Ward Walters (revised garden design), and Loni Rossetta (community consultant). Finally, Ken Thornton (artist of center mosaic) took his place at the center of the Labyrinth. Tonia Allenger performed the Native American ritual of smudging the Labyrinth and its "creators" to remove the darker influences of life and open the space up for light.

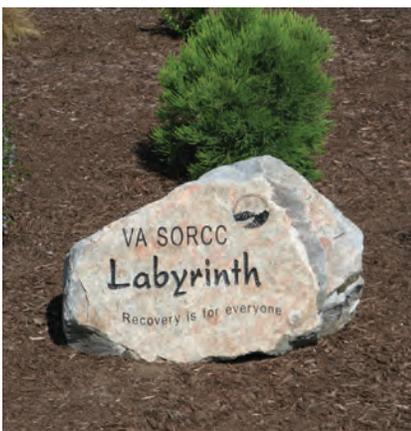
dedication ceremony, the ciple "creators" were then requested to take their po-west axis: Carol Berger Charles Moore (labyrinth Max McIntosh (prime Marshal for Anna Diehl

Under the direction of Commanding Officer Sal Blumenthal, the Young Marines presented the flags of the services, the MIA/POW flag, and the American flag, to the "creators" who then performed the symbolic act of creation known as "Charging the Labyrinth." Carrying the flags in a straight line formation around the radius of the labyrinth, human energy was symbolically joined with the energy of the Labyrinth, simultaneously dedicating

the space to American's Veterans. The delicately sweet music of Tom Smith's Native American Flute filling the air complimented and completed the dedication.

At the conclusion of the dedication ceremony, a memorial was held at the reflection pool for the late Troy Bowker. Refreshments were served by Voluntary Services volunteers and the Labyrinth was opened for walking. Having two entrances, the Labyrinth design allows for either two-way or one-way journeys. On this occasion the one-way journey was used. Rachel Blanchette and Anna Potter served as Labyrinth Hosts. Travelers had the opportunity to carry a blue glass "burden stone" from the entrance to the center where they could exchange it for a clear glass "star of enlightenment" to take from the Labyrinth and keep for a remembrance.

This amazing transformation of an unpaved parking lot was made possible through the generous donations and efforts of: Veterans of Foreign Wars Auxiliary, Military Order of the Cootie Auxiliary, Donna Markle, NCOA, American Legion Auxiliary, Charles Moore, Pauline Balch, and the SORCC/Facility Management Staff. Thanks to the efforts of these and many other participants, the SORCC Labyrinth is in place to fulfill a role in the care and service to Veterans for many years to come.



# VA AND HIV/AIDS

**Fact:** There are more than 33 million people living with HIV/AIDS around the world.

VA is the largest provider of HIV care in the country, and a national leader in high-quality, comprehensive HIV care. In 2009, more than 95 percent of HIV-positive Veterans enrolled in VA care were linked to an HIV/AIDS provider. Ninety-one percent received antiretroviral therapy, and more than 97 percent were screened for hepatitis B and C co-infections.

The Public Health Strategic Health Care Group sincerely thanks all VA providers. It is because of your hard work and dedication that this exceptional care is possible.



**FACT:** In the United States, there are more than 1.2 million people living with HIV/AIDS.

**FACT:** 1 in 5 HIV-positive people in the United States don't know they are infected. This means they aren't getting the treatment that could help them live longer, healthier lives.

**FACT:** HIV testing is as effective at saving lives as fecal occult blood screening or mammography.

**FACT:** VA recommends that everyone, not just persons who think they are at risk, get tested for HIV at least once in their life.

**FACT:** Veterans can now be tested for HIV without written consent. All that's needed is provision of basic information available from the HIV web page ([www.hiv.va.gov](http://www.hiv.va.gov)) and documented verbal consent.

Yvonne Chilcoat, RN, MA, CIC  
Infection Preventionist/Occupational Health



## **Congratulations!!!!!!!**

VA SORCC surpassed CFC goal of \$26,000 for this year's campaign by \$800!!!

YOU ALL ROCK!!!!!! Thank you so much for your support.



## **American Red Cross**

### **2011 Blood Drive Dates in the VA SORCC Theater**

**March 24**

**May 26**

**July 28**

**September 22**

**December 22**

# Operation Enduring Freedom Program

VA SORCC is launching a new program for families of newly returning combat Veterans. The VA understands getting back together with your family after deployments to the Middle East can be stressful on families and Veterans. Operation Enduring Families offers both information and support.

The goals of this program include: 1) education on a variety of topics related to reunification after deployment such as improving family relationships, facilitating communication and intimacy, dealing with anger, coping with PTSD and other reactions to trauma, reducing family stress and self care; 2) mutual support and encouragement.

Six monthly 90-minute educational groups will be held on the 3rd Thursday of each month, starting in February 2011 at the Klamath Falls CBOC from 11:30 am to 1:00 pm. Each session has a specific topic such as "Returning to Family Life after Deployment" and "Communication Tips for Post OIF/OEF Family Members and Veterans." Half of each session is devoted to discussion of participants' concerns.

Sessions are facilitated by Kristy Huddleston, RN, MSN, OperationasEnduring and Iraqi Freedom Case Manager and Dawn Dille, Social Work Intern. There is no charge for this program and no reservations are needed.

After the first cohort in Klamath Falls, the program will be offered at the VA SORCC in Fall 2011. If you have a referral to this program contact Kristy Huddleston, at 541826-2111 extension3798 or if you have any questions.

## VHA Patient Centered Care Principles:

1. Honor the Veteran's expectation of safe, high quality and accessible care.
2. Enhance the quality of human interactions and therapeutic alliances.
3. Solicit and respect the Veteran's values, preferences and needs.
4. Systematize the coordination, continuity and integration of care.
5. Empower Veterans through information and education.
6. Incorporate the nutritional, cultural and nurturing aspects of food.
7. Provide for physical comfort and management of pain.
8. Ensure emotional and spiritual support.
9. Encourage involvement of family and friends.
10. Provide an architectural layout and design conducive to health and healing.
11. Introduce creative arts into the healing environment.
12. Support and sustain an engaged workforce as key to providing Patient Centered Care.

# Employee News

## Welcome:

Bolchoz, Victor  
Reising, Marie  
Darland, Teresa  
Severson, Aaron  
Hahn, Mark  
Phillips, Treena  
Rodriguez, David  
McElroy, Thomas  
Brehm, Jenna  
Burnett, David  
Demulder, Sarah  
Bachman, Adam  
Sorenson, Daniel  
Miller-Flaugh, Jacinda  
Lindauer, Beth  
Russell, Jennifer  
Rodriguez, Misty  
Pettersen, David  
Andrews, Cynthia  
Burger, Chad  
Raymond, Terrence  
Lenners, Annette  
Zuniga, Armanda  
Parker, Keith  
Reasoner, Jamie  
Jenard, Heather  
Wagner, Cheryl  
Kautz, Carl  
Duvall, Cameron  
Jackson, Amy  
Romero, Thomas  
Brenner, Terry

Business Management Office Program Specialist  
Pharmacy Technician  
VCS Canteen clerk-Cashier  
Primary Care - Optometrist  
Primary Care- Medical Support Assistant  
MHC - SATP Addiction Therapist  
MHC - SATP Addiction Therapist  
Dental-Dentist  
MHC - Social Work, Social Work Trainee  
MHC - Social Work, Social Work Trainee  
MHC - SOCIAL WORK Social Work Trainee  
Facilities Management  
Psychiatry Nurse  
Primary Care-Ambulatory Medical Support Assistant  
Social Work-Dietitian  
Resources Management-Budget Analyst  
Primary Care-Medical Support Assistant  
Police Service-Police Officer  
Primary Care-Practical Nurse  
Recreation-Recreation Assistant  
Nutrition and Food-Service Worker  
Pharmacy-Staff Pharmacist  
Nutrition and Food-Service Worker  
Primary Care-Practical Nurse  
Clinical Support Nurse  
Social Work-Social Worker  
Clinical Support Nurse  
Recreation- Recreation Assistant  
Nutrition and Food-Service Worker  
Clinical Support-Medical Supply  
Nutrition and Food-Service Worker  
Psychology Service-PRRC Coordinator

## NEW- Applying for Federal Vacancies (Including SORCC Vacancies)

Effective March 1, 2011, all applications for federal vacancy announcements (to include SORCC vacancies), must be processed electronically thru USAJOBS. You will now be required to apply online for any positions using [www.USAJOBS](http://www.USAJOBS). Applications will no longer be accepted in Human Resources offices. Human Resource staff will assist you in faxing your required documents to USAJOBS if necessary.

What does this mean to you?

All users will need to create an account in USAJOBS, using Application Manager (applicants who already registered in USAJOBS will not need to establish a new account).

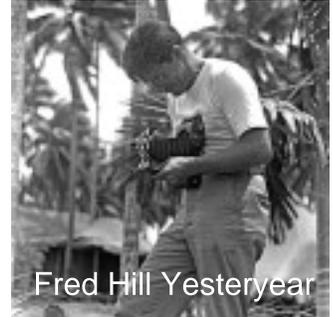
Knowledge, Skills and Assessments (KSA's) will no longer be required. Applicants will access and complete online questionnaires for each position applied for (Fax Cover sheets and Questionnaire packets for will be available at the Human Resource office).

Training is being provided via Webinars and Handouts. Detailed instructions on "How to Apply" and "Uploading and Using Documents Online" is provided at the Human Resources Sharepoint <http://moss.white-city.med.va.gov/HR/default.aspx>. Please contact Human Resources for additional assistance.

## from the Past

Rhonda Haney and Katie Dodd

Every Veteran has their story. VA SORCC employee Lynn Hill's father, Sgt Fred Hill, was recently able to share part of his. Fred Hill, noted photographer and historian from La Grande, Oregon donated his complete WWII collection to the Eastern Oregon University's Pierce Library. The more than 1,000 negatives assembled were taken primarily by Hill and document life behind the scenes in the South Pacific Theater where he was a sergeant and photo lab chief in the 17th Photographic Reconnaissance Squadron, 5th Air Force. The photographs are from 1943 to 1945, with some earlier images dating back to about 1940. All have now been digitalized and are available for anyone to view online.



Fred Hill Yesteryear

Born in Elgin, Oregon, Frederick H. Hill (1920–) was a photographer who served in the U.S. Army from 1943 to 1945. In May 1942, Hill married his sweetheart Martha Simonson at her parents' home in Tacoma, Washington. On November 4, 1943 and had seven children. Lynn A. Hill, VA SORCC Home Based Primary Care Nurse, (Army); Edward Harold Hill, two tours Army and Navy; Wayne Fredrick Hill, Retired Colonel; Dr. Stan Hill, Dermatologist; Jean Sterling, Math teacher; Vivian Mathews, High school English teacher at Union High School in Union, Oregon where her father attended and Sarah Hill, died at 18 month of spinal bifida. Soon after their marriage Hill left for the next seven months, to fly as an observer on coastal submarine patrol, photographed the camouflage of Coast Guard units, worked in various offices, and as always recorded the world around him with his camera. In December, Private Hill was transferred to a base in Salinas, California, where the Army assigned him to the 17th Tactical Reconnaissance Squadron, 5th Air Force. Eventually, the squadron got its orders, and the men moved to training bases in Louisiana and Mississippi.

On October 6, 1943, Hill boarded the SS General John Pope in Newport News, Virginia, and sailed for the South Pacific front. For some time, official opinion had generally agreed that "the military organization with the most efficient photographic reconnaissance would win the war." Hill would contribute to that victory.

The day he landed at Milne Bay to the heat, sweat, native drums, mud, papaya, mosquitoes, and malaria of tropical New Guinea, he sent his first letter to Martha. Over the next two years, he sent some 315 more letters, always censored by the army, letters Martha still read, responded to, and saved. After the war, she sorted and tied them with string and, leaving most in their original envelopes, stored them in a plywood box with other war memorabilia. Now, sixty years later, the letters have been transcribed and edited, and excerpts appear for the first time in print, *Darkroom Soldier: Photographs and Letters from the South Pacific*. They constitute one part of Hill's Pacific Theater album; rich, personal, and intimate correspondence from an Oregon soldier to his wife. Martha passed away May 2002.

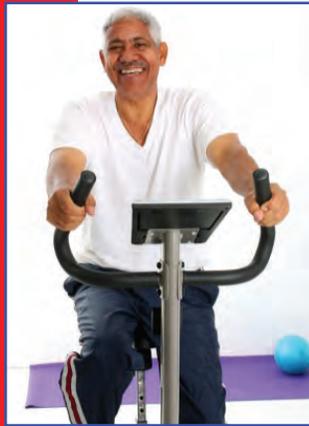


After his discharge Hill studied with Ansel Adams and Minor White at the California School of Fine Arts. From 1947 to 1986, Lucky Stores, a California company, employed him as a commercial photographer. In 1989, he returned to eastern Oregon, and during the 1990s his work achieved national recognition. His collected, published, and award-winning photographs show a full spectrum of interests—from the historical and documentary to the aesthetic and personal—and everything between. In 2007, he published *Darkroom Soldier*, a book of photographs and letters to his wife Martha between 1943-1945. The volume was named as a Finalist by national "Best Books, 2008."

Digitization of Hill's images, along with other historical photos, means that the collection is now accessible for public viewing from an online database. The image database is accessible from the Pierce Library webpage at [perce.eou.edu/home/](http://perce.eou.edu/home/). Click on the drop-down menu titled "Find Materials" and then select "Special Collections." For more information contact Pierce Library at 541-962-3780.

## The Gym

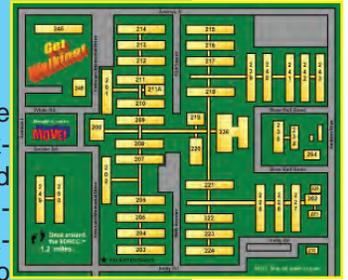
The gym located in Bldg 209 LN is available for employees to use on days employees work. All employees must sign a waiver and must never work out alone. Hours are from 8am– 7pm & 10pm– 8am M-F & all day Sat/Sun. Veteran residents & outpatients have priority to the equipment. The gym is available for employees only from 11:30– 12:30pm & 4:30-7pm M-F (employees may sign for a check-out key from the Infirmary during these hours). See MCM 117-003 for more information.



## MOVE!

### Walking Routes

The MOVE Committee has developed five walking routes, both indoor and outdoor routes to accommodate the changing seasons and motivate you to walk before/ after work or during breaks. The routes can be found on the SORCC SharePoint site on the "MOVE Committee" page under shared docs. Challenge yourself to try all five routes & get 150 minutes of physical activity every week!



## Location of Showers

Showers available for employees location:

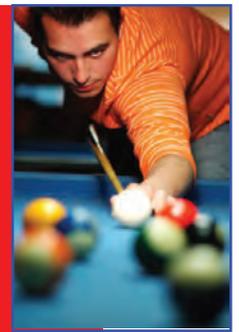
- Bldg211 Upper North, room 218
- Bldg211 Lower South, room 168
- Bldg224 Upper South, room 252



\*Shower for Men only located in B212 UN, room 208. Reminder! Bring your own soap, towels, and don't forget your shower shoes. (Note: these are old buildings and it takes time to get the water hot)

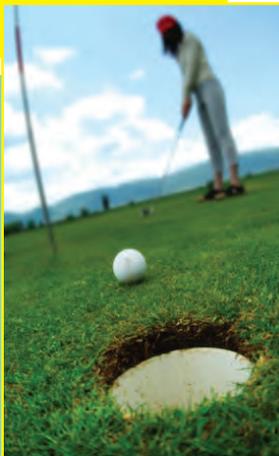
## Game Room

The game room is located upstairs in Bldg 219 above the Canteen. While primarily for Veterans, employees are welcome to use the game room during breaks and noon time lunch. The game room features checkers, puzzles, pool, and other games. If you have any questions about employee use of the game room please contact the Recreation Services.



## 9 hole Golf Course

The SORCC golf course is available for employees to use from 7am– 7pm 7 days a week. An employee ID is required at sign-in at the Golf Shop located off Bldg 214 (541)830-7406. The cost is \$6 for 9 holes & \$10 for 18-holes. Pull cart rental is \$1. You may bring your own golf clubs or rent a set for \$3. The driving range can be used for \$1 per bucket of balls. See MCM 135-009 for more information.



## Tennis, Basket Ball, & Other Sports

A tennis court, located at the back of the SORCC campus, is available for employees to use during meal breaks or after work. There is also a basketball hoop located in this court. Tennis rackets & balls, basketballs, badminton, a volley ball, and a football are available through the MOVE Committee for employees to check-out. Contact the MOVE Coordinator for more information.



## Fitness DVD Library

Twenty-five fitness and wellness DVDs are available for employees to check-out to improve their physical fitness at home. See the MOVE Committee page on the SORCC SharePoint site for a complete list of DVD titles. DVDs can be checked out from the SORCC Library in Bldg 210 lower south for periods of 2-weeks. The DVD collection is kept in a library staff office.



## Bicycles for Check-Out

Five one-speed cruiser bikes are available for employees to check-out before or after work or during meal breaks. Helmets are provided. Bikes can be checked out from the VA SORCC Police Department window in Bldg 202 and can be used for up to two hours at a time. Remember to bike safe! See MCM 132-004 for more information.



# A Healthy New Year

**IT'S OK TO ASK US!**



**“Have You Washed Your Hands?”**

Healthcare associated infections affect nearly 2 million individuals annually in the U.S. and are responsible for approximately 80,000 deaths each year. Transmission of healthcare-associated pathogens most often occurs via contaminated hands. Hand hygiene has long been considered one of the most important infection control measures for preventing infections.

# CUSTOMER SERVICE / VETERAN

## ADVOCACY

WE CAN HELP YOU WITH COMPLIMENTS,  
COMPLAINTS AND UNMET NEEDS.  
PLEASE EMAIL OR WRITE A LETTER SO WE CAN  
BETTER ASSIST WITH YOUR ISSUES.



Hours of operation are:  
8:00 a.m. to 3:30 p.m.  
Monday through Friday  
Building 209, Room 209



**IMPROVEMENT OF VETERANS HEALTHCARE IS OUR BUSINESS!**

WOLFGANG AGOTTA EXT. 3657

WOLFGANG.AGOTTA@VA.GOV

## VA Mission Statement

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

## Vision Statement

VA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient centered and evidence based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the nation's well-being through education, research and service in National emergencies.

## Not Your Father's VA



In November VA SORCC Staff calling themselves, "Not Your Father's VA" participated in the Rogue Valley Challenge Relay 50k Race. (Above) Matt Blakeley, Chief of Psychology; Chris Petrone, OEF/OIF Program Manager; Darcy Kleinman, OHSU Nursing Student; Tom Roberts, Education Coordinator and the Support team, D'Anne and Steve Shaw, Primary Care. Each runner completed between six and nine miles and finished 7th overall! The team plans on participating in the 100k relay next year. Go Team!