

Summer 2011

Source

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



Photo By Anna Diehl

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A Message from the *Associate Director*

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

Over a Century of Veterans in My Family

Father Time

Back in early April I had the pleasure of talking with Ron Maurer, Director of VA's Congressional Liaison Service in Washington, D.C. Most of you may know Ron as the U.S. Representative for Oregon's District 3. During our conversation Ron mentioned he discovered in the House Veterans Committee Room on Capitol Hill a grandfather clock in the back corner of the hearing room. Its dedication plaque read: "In appreciation of the House Committee on Veterans Affairs dedicated efforts on behalf of all Veterans presented by members of the Veterans Administration Domiciliary, White City, Oregon 1967." I was surprised and very interested in the history of the clock. Quickly, I learned that no one remains who was on hand at the time the clock was presented, but did learn that during the 1967 timeframe the VA strongly considered shutting down our facility. The community rallied together and its voice was heard in Washington, D.C. Thus, the timepiece was affiliated with their success in keeping the facility open.



The intrigue and purpose behind the grandfather clock gave rise to thoughts of another clock and the meaning of time. In the house where I was raised, there stands in my parent's living room a similar grandfather clock. In looking at the faces of family photos on the walls some facial features stay the same like a twinkling in the eyes, a warm smile, or a dimple in the cheeks. As we grow up and develop, time and space move around us and with us. The old familiar face of the grandfather clock chimes every quarter-hour and on the hour, reminding me of time within our home surroundings. Minutes, hours, days, weeks, months and years carry us forward, with a reminder that our families and our Veteran family members represent the stories of their lives which build the stories of our time.

I began thinking across the span of family history and about the many family members who served our country as Veterans. Several years ago during my Leadership VA experience, I collaborated on a special team project. The design was comprised of a comprehensive interview and presentation of the life story of a Vietnam Veteran who was a Native American Elder from Idaho. The remarkable honor and service embodied in the Veteran's personal story sparked a curiosity in me about my family's Veteran's life stories. As a family project, I researched the lives of 54 Veterans through personal discussion, photo archives and genealogical records. Amazingly, I identified the significance of service to this country in each Veteran's life story. Beginning with the Civil War to WWI, peacetime

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“Recovery is possible, and I am the evidence!” That is the mantra of Chris McKennett, Peer Support Specialist, Community Integration Program (CIP). Chris is a proud, native Oregonian born in Oregon City.

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Bishop Richard B. Higgins, Visits Source

Bishop Higgins held the 10:30 am Mass at the VA SORCC chapel on Sunday, August 28th. Bishop Higgins is the Vicar for Veterans Affairs at the Archdiocese for the Military Services USA

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Women In The Military

Col. Carronne C. Cousteau, with a Ph.D. in Aerospace and Astronautical Engineering, served in the Air Force from 1965 until 1990. .

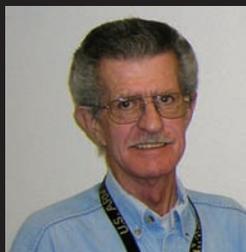
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Strolling Through The Stages

Erikson’s Theory of Psychosocial Development stems from birth to adulthood. Erikson believed that personality develops in a series of stages.

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Goodbye My Friend



Dennis Gloyn passed away Sunday, August 7, 2011. Dennis was a Deputy Representative for the VFW. Please continue to send prayer to his wife Lucy.



Happy 80th Birthday Al

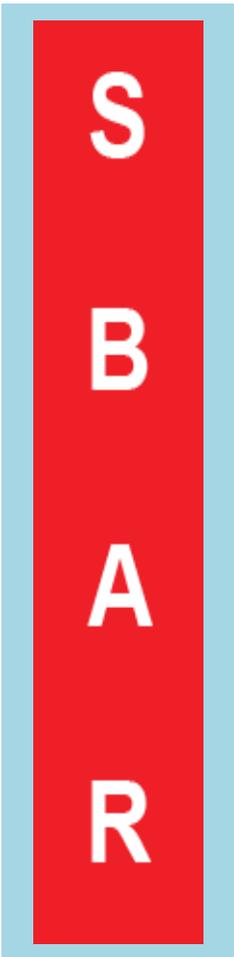
Al Inlow turned 80 on August 20th and 15 of those years, Al has spent as the White City Museum curator.

On September 15, 1942, the camp was officially dedicated as "Camp George A. White" after the Adjutant general of the Oregon National Guard, who had recently died. The scale of Camp White was awesome. It covered seventy-seven square miles, over sixteen times the size of Medford in 1941, four times as big as the present-day city. The population of Camp White, slightly less than 40,000, was more than three times the size of Medford's population in 1941. It was just a couple hundred shy of the total of all Jackson County. At its height, Camp White was the second largest city in the State of Oregon. Even now, it would have as many people as Ashland, Butte Falls, Central Point, Gold Hill, Phoenix, Rogue River, Shady Cove, and Talent– every incorporated city in Jackson County except Medford-combined!

Al Would love to tell you more about the Camp White Museum, even during his birthday celebration, he stopped to give a tour or two. If you would like to know more about the Camp White Museum or just say hello to Al, the Museum hours are Monday through Friday 10:00 a.m. through 3:00 p.m.



What process does SORCC use to communicate among staff and caregivers regarding Patient Care Issues?



Use the following SBAR steps to communicate issues, problems or opportunities for improvement to coworkers or supervisors. SBAR can be applied to both written and verbal communications.

Situation - State what is happening at the present time that has warranted the SBAR communication. *Example: Patients and visitors are entering the medical center through the wrong doors and getting lost trying to find their destination.*

Background - Explain circumstances leading up to this situation. Put the situation into context for the reader/listener. *Example: The campus has many buildings and is accessible from both E. Washington St. and Eastland Dr. Other entrances are more noticeable than the hospital's main entrance. MD offices do not have good maps to mark and hand to patients when sending them to our campus, and they often misdirect patients.*

Assessment - What do you think the problem is? *Example: People need something that they can carry with them when they are coming to the hospital so they park outside the appropriate entrance.*

Recommendation - What would you do to correct the problem? *Example: Create a campus visitor guide that includes an "aerial" map of the campus as well as a community map and floor by floor maps. Distribute widely, including to physicians offices. Make the available to visitors in admission packets and at all entrances.*

Did you know that the VA SORCC has a Resident Falls Committee?

Preventing Falls & Fall related injuries is a top priority for the VA SORCC!

The Resident Falls Committee ensures that we C.A.R.E. for our Veterans:

- Create a safe environment
- Assess a patient's risk
- Reduce the patient's risk
- Evaluate interventions

Help keep Veterans safe at our facilities. Report Resident Falls through the Patient Incident Reporting System. Instructions for reporting can be found at the Patient Safety Share site: <http://moss.white-city.med.va.gov/patientsafety/default.aspx>



Dear VA SORCC Employees,

On behalf of the Stakeholder Council thanks you for the expedient, compassionate and understanding way that you addressed the very real concerns of veterans toward our grief and loss of the last couple of months.

We understand that loss and grief is very difficult for us all and that in the process anger, although sometimes misdirected, can destroy all that has been accomplished. The need to get through that stifling moment and move on forward into personal responsibility, recovery and the acceptance that we are ultimately responsible for our lives and how we handle the situations we encounter can be hard to do on one's own. We recognize the compassion and concern it took to provide this outlet and relay our deepest appreciation and respect.

Our sincere and heartfelt thanks go out to all those who participated in the August 9th open forum in the theatre.

*Sincerely,
Andy Draper
President, Stakeholder Council*



Congratulations

Congratulations!!

DR. Thomas McElroy on winning the Grand VAEA drawing for two at Gold Beach Resort and Jet Boat ride at Jerry's Jet Boats.

Winning ticket was drawn in front of the Greeters Desk in Bldg 201 by one of our Outpatient's wives.

Her name is: Sue A. Thanks Sue for drawing our ticket.



Congratulations!

Cynthia Sweet. Winner of the \$25.00 Cinemark gift certificate for registering for Facebook and Twitter. The ticket was drawn at the July Town Hall meeting by Associate Director Sharon Kalvels.

Also congratulate Cynthia on her swimming activity. Cynthia has swam 1,225 miles which is 11 miles away from swimming the equivalent from San Diego to Portland. "And it only took me from March 2003 to do it!", said Cynthia.



Building 219 upstairs in the Game Room

Fourteenth Annual Pow Wow

By Ricky Martin and Rhonda Haney Photos by Anna Diehl

White City VA Southern Oregon Rehabilitation Center and Clinic (SORCC) was host to this years 14th Annual Rogue Valley Veterans Pow Wow. The event was open and free to the public and there were hundreds of Native Americans and non-Natives in attendance.

The Pow Wow kicked off Saturday morning with a Traditional Gourd dance and story followed a little later by a Grand Entry led by carriers of the Eagle Staff and our Nation's flag. Native American prayer and traditional songs immediately followed the Grand Entry. Those participating in the Grand Entry included Native Americans from all parts of the country in full regalia and all Veterans were invited to join in the entry. Both days opened in similar fashion. This year all Veterans received a medallion to thank them for their service to our country and to welcome them home. The medallion was designed and produced in the Laser Engraving CWT shop. Vendors sold arts and crafts and Native American drum groups and Native American dancers from all over the Northwest participated in the event.

All experienced the honorings, dances, and traditional ceremony. Over the 14year history, the Pow Wow Committee has been committed to providing Veterans at the SORCC and from around the Northwest with access to healing and restoration through the experience of Native American practice, acknowledgement, and fellowship.

Prior to the Pow Wow there was a special Sweat Lodge conducted Thursday evening and Elders from several tribes came together for a pipe ceremony in a traditional teepee, on the ball field at VA SORCC. These tribal elders came together for the spiritual healing of the pipe and to promote inter-tribal unity throughout the region.

The VA SORCC is proud of its commitment to culture sharing. The annual Rogue Valley Veterans Pow Wow provides an opportunity for residents in rehabilitation programs at the SORCC and citizens of the greater Rogue Valley to experience the beauty, pageantry and spirituality of this traditional Native American gathering.

Part of the healing quality of the Pow Wow comes from the focus on service to family, community and country. Native American storytellers weave the idea of the spiritual nature of service to others as a key element in recovery. These qualities are also highly valued in the VA SORCC

rehabilitation mission. The residents of the SORCC who helped the elders and children find their way, or served up "Indian Tacos", or helped set up and tear down the tents and shelters, displayed the healing power of community. The Pow Wow offers a beautiful display of how Veterans can experience healing by helping others.

The Rogue Valley Veterans Pow Wow Committee wishes to thank the VA SORCC, SORCC Stakeholder council, the residents and staff for all their help and all Veterans, families, and business for their support and attendance to the 14th Annual Rogue Valley Veterans Pow Wow. The success of this event is directly related to the combined efforts of everyone.



Dr. David Donnelly and Ricky Martin enjoy Pow Wow



Medal given to Veterans



Tom Smith



Young Native American Dancer



Young Native American Dancer

“An Oregon Success Story”

By Chris Miller

Many people who appreciate vintage motorcycles remember the name Hodaka which means “to grow higher”. But most don’t know that Hodaka motorcycles originated in the state of Oregon. Up in the northeastern corner of Oregon there is the very small town of Athena best known for its rolling hills and farmland. But back in the early 1960’s there was a group of ranchers living in Athena that also liked motorcycles and trail riding. Pacific Basin Trading Company (PABATCO) was started by this group of ranchers who established a farm supply company that traded goods with Japan for goods to the United States. Being motorcycle riding enthusiasts, PABATCO also imported a small 59cc two cycle motorcycle from a Japanese company named Yamaguchi. Sales of the little Yamagucci motorbike grew rapidly in the US and within two years 5000 units had been sold and 480 dealers established. But suddenly in 1963, Yamaguchi went bankrupt leaving PABATCO without a motorbike to sell. Also hard hit by Yamaguchi’s shut down was Hodaka Industrial Company. For over a decade, Hodaka had been making motorcycle engines and transmissions, a large portion which had been consigned to Yamaguchi. Back in Athena Oregon, the men who founded Pabatco assessed the situation and formulated a way to turn adversity into opportunity for both themselves and Hodaka: build their own motorbike. In 1964, the first purpose built trail bike was introduced in the US, designed in Athena Oregon, the Hodaka Ace 90. By 1966, 10,000 units had rolled off the assembly line in Nagoya Japan and Hodaka trail bikes were on their way to becoming a success. Selling an affordable simple motorcycle was how Hodaka helped bring dirt bike riding into popularity in this country. Hodaka introduced an additional model shortly after the ACE 90, (later to become the ACE 100), and possibly made the first out-of-the-crate racer, the Ace 100 MX, better known as the “Super Rat”. Many weekends were engaged racing the Super Rat at motocross tracks across the country by weekend motorcycle worriers. Hodaka motorcycle’s even won some prestigious racing events which caught the attention of the now well know manufacturers, Honda, Yamaha, Suzuki and Kawasaki, (the big four). Hodaka went on to develop other models sporting names like Wombat, Combat Wombat, Dirt Squirt, Road Toad and Super Combat all part of the fun intended when riding a Hodaka. Hodaka’s success ironically became the primary factor leading to its demise. By the mid 70’s, the big four had found that making dirt bikes was profitable and put forth much time and money into their R&D resulting in some very fast affordable motorcycles. Hodaka struggled to keep its piece in the market and started building larger bikes, the SL175 and a 250 named “Thunder Dog”. But Hodaka could not keep up with the big four manufacturer’s profits and research and continued to struggle. The final blow came when Shell Oil Company which had purchased Farm Chemicals, which owned PABATCO, checked the books, decided PABATCO was losing money and shut down the business in 1978. The Hodaka motorcycle still lives on today through the faithful fun loving dedication of enthusiasts who restore and ride them. Every year in late June these folks gather in Athena for “Hodaka Days”. A fun weekend filled with a bike show, a parade down main street, rides, races and fun games all in fond memory of the Hodaka Motorcycle’s glory days and where it all began.



Motorcycle Safety

There’s still plenty of good weather to ride your motorcycle, but remember motorcycles can be fun to ride and may get better gas mileage than cars or trucks; However, a motorcycle itself provides virtually no protection in a crash, but if you choose to ride a motorcycle, please consider the following:

- Attend a motorcycle rider-training course to learn how to ride with skill and be safe.
- ALWAYS wear eye protection and a DOT approved helmet.
- Don’t use alcohol when planning to ride a motorcycle. Even a little bit of alcohol slows your reflexes.
- Treat other motorists with courtesy and respect.

Follow These Rules of The Road

- Don't tailgate.
- Don't ride between lanes of slow moving or stopped traffic.
- Know and obey traffic laws, including those in your town.
- Use turn signals.
- Don't suddenly brake or turn.
- Check the rearview mirrors before changing lanes or stopping.
- Be very alert at intersections. About half of all motorcycle crashes with cars happen there!
- Maintain a safe speed as related to your skill level and driving conditions.
- Watch the road surface and traffic ahead to be ready for problems and road hazards.
- Be more careful when riding in bad weather, on slippery surfaces and when encountering obstacles on the road.

What is Distracted Driving ?

Distracted driving is any non-driving activity while driving a motor vehicle. Such activities can distract you from the primary task of driving and increase the risk of crashing.

There are three main ways to be distracted:

- Taking your eyes off the road
- Taking your hands off the wheel
- Taking your mind off what you're doing

Why Are People Distracted?

- Busy lifestyles
- Stress
- Children and pets in the vehicle
- Electronic devices such as cell phones, MP3 players, navigation devices.

But I Use A Speaker Phone In The Car, Is That ok?

Research shows that even using a hands-free device can take your mind off your driving. This can make you more likely to miss seeing and hearing cues needed to avoid a crash.

What About Talking To Somebody Who Is In The Car With Me?

Both can be risky. At least a person in the car can help you monitor and alert you to possible hazards. A person on the other end of the phone won't know about your driving situation.

How Can I Be Less Distracted?

- Pay attention to the road and surroundings while driving.
- Don't get into stressful conversations while driving.
- Keep children and pets safely restrained while in the car.
- Put your cell phones down while driving. If you must use the cell phone, pull far off the road before dialing, talking or sending text messages.

People who have ridden motorcycles a long time would tell new riders to pretend other drivers can't see you.

Adapted from the official US Government website for distracted driving. For more information go to:
<http://distraction.gov/faq>

Employee Spotlight

If you haven't done so, please welcome Dr. Kelly Goudreau as she assumes the position as the new Associate Director for Clinical Support Services.

Dr. Goudreau is a 1985 graduate of the University of British Columbia School of Nursing in Vancouver, BC, Canada (BSN), a 1992 graduate of the Washington State University School of Nursing in Spokane, WA (MSN) and a 2000 graduate of the University of Alabama at Birmingham, AL (Doctorate of Science in Nursing). After working in the private sector for several years she joined VHA nursing full time in 2001.



Kelly A Goudreau, DSN, RN, ACNS-BC
Associate Director
for Patient Care Services/Nurse Executive

Dr. Goudreau is a Certified Clinical Nurse Specialist in Adult Health and has had many roles in clinical, administrative and academic environments. She was previously the Designated Learning and Education Officer for the Portland VA Medical Center in Portland Oregon from 2001 until 2011. She is a graduate of the VA Executive Career Field Candidate Development Program (ECFCDP) 2009-2011. Dr. Goudreau is involved in nursing leadership initiatives at the local, regional and national level and is a past president of the National Association of Clinical Nurse Specialists (2006-2007). She is well published with many articles to her name, is the co-editor of the book Foundations of Clinical Nurse Specialist Practice (Fulton, Lyon & Goudreau, 2010) and is an Associate Editor of the Clinical Nurse Specialist: Journal of Advanced Practice.





2nd ANNUAL CYCLE SORCC CRUISE

This summer's 2nd Annual CycleSORCC Cruise held at the VA Southern Oregon Rehabilitation Center and Clinics was a success. A total of 31 Veterans, employees, and volunteers rode an impressive combined total of 463 miles. The CycleSORCC Cruise is an annual fun cycle ride sponsored by the SORCC MOVE! Committee, Prosthetics Department, and Volunteer Services. Acting-Director Dr. Donnelly kicked off the ride with a blow of a train whistle. The Cruise started at the SORCC Duck Pond and went out through scenic roads behind the facility. Participants enjoyed routes from 5 to 22 miles that weaved through green fields with wild flowers and featured great views of the Table Rocks and Mt. McLaughlin. After completing the cruise, participants received their now traditional CycleSORCC Cruise dog tag to signify they completed the cruise. Breakfast was served and music was playing as participants waited for the final cyclists to finish the cruise. The event wrapped up with a drawing where participants walked away with gift certificates, bike gear, water bottles, gift baskets, and even a brand new bicycle. Thank you to the following groups for helping to make this event a success: VA Voluntary Service Committee, MOVE! Weight Management Program, Prosthetics Department, Buffalo Graphics, Bear Creek Bikes, Rogue Valley Cycle Sport Inc, Marty's Cycle, Cycle Analysis, Bear Creek Home Brew Company, Ashland Mountain Adventures, Al's Cycle, Felt Bicycles, and Wild River.

Employee News **Welcome:**

June 5th

Amber A. Summers – RN – Primary Care Patient Service Line

Kelly A. Goudreau - RN – Associate Director for Patient/Nursing Services (Nurse Executive)

Judy T. Smith – Medical Reimbursement Technician – Business Management Office

Transferring from another Service

Theresa L. Murphy – From Nutrition and Food to - Medical Support Assistant – Primary Care Patient Service Line

June 19th

Linda R. Brown - Social Worker – Social Work Service

Dawn Y. Germain – SCEP Student – Social Work Service

Frances E. Jones – Security Assistant – Security Police Service

Jeri L. Pairish-Lack - Nurse Practitioner – Home Based Primary Care

Transferring from another service

Margaret McDermott from Resources Management Service to Medical Support Assistant –, Primary Care Service Line

July 3rd

Benjamin Taylor – Optometry Resident, Primary Care

Ian Bennett – Police Officer – Security Police

William Floyd – Police Officer – Security Police

July 17th

Jeremiah R. Brunkala – Food Service Worker, Nutrition and Food Service

Transferring from another service

Jessica Shannon – Lab, Medical Technician to AOD, Business Office

Shawn M. Furdiga – SPD, Medical Supply Tech to Quality Management, Program Specialist

Margaret McDermott– Agent Cashier to Primary Care, Medical Support Asst.

Mary Clark – RN Primary Care to RN Utilization Management

August 1

Dr. Sarah McElroy – Physician – Primary Care

Lisa V. Acup – Food Service Worker, Nutrition and Food Service

Sandra D. Mestas – Food Service Worker, Nutrition and Food Service

Kevin L. Fitzsimmons – Food Service Worker, Nutrition and Food Service

Chanel R. Donaldson - – Food Service Worker, Nutrition and Food Service

Caroline Alexander – Medical Support Assistant – Primary Care Service Line

Transferring from another Service

Josh Zirkle – from Comp & Pen – Human Resources Assistant, Human Resources.

August 14th

New Employee

Patrick B. Callahan – IT Specialist – Information Technology Service

August 28th

Raymond Cruz – Grants Pass Vet Center

Yvonne T. Mete- Pharmacist, Pharmacy Service

Elizabeth Candelaria – RN – Clinical Support

Recovery

The Success Story of Chris McKennett

By: Carrington Chatham

“Recovery is possible, and I am the evidence!” That is the mantra of Chris McKennett, Peer Support Specialist, Community Integration Program (CIP). Chris is a proud, native Oregonian born in Oregon City. He served honorably in the U.S. Army (1976-79) as a member of the Corps of Engineers. While attached to Schofield Barracks, Chris performed nuclear clean-up duties in the Marshall Islands making him a distinguished member of “Nuclear Vets”. Chris suffered from the horrors of substance abuse for over 30 years. He believes his alcoholism started in the Army, but escalated post service. Addiction caused Chris to lose everything positive and everyone supportive in his life, and eventually led him to homelessness. However, he admits to being a lousy homeless person. After a series of events in his life, Chris found his way to the SORCC. His travels to SORCC started at Portland VA which eventually led him to Vancouver VA where he actually slept on the floor of the restroom to avoid relapse from his new found sobriety. He finally landed at SORCC on April 20, 2003.



The SORCC is where Chris “learned about recovery”. His road of recovery led him to Rogue Community College and Southern Oregon University where he earned a B.S. in Psychology in 2008. He lived in an Oxford House while attending school, and credits his stay there as very instrumental to his academic success. Also while in school, Chris “stayed connected” to SORCC by continuing to volunteer as a driver. He did his work study and his senior year Capstone Project at SORCC.

Upon graduation from college, Chris worked at the ARC Moore Center in Medford. He worked graveyard shifts in the Drug Unit. He received a job offer as a Peer Support Specialist from SORCC in June 2009. After gaining the trust of his family again through recovery, his brother Tom came from Alaska to visit Chris on his birthday. The call from SORCC came that day, and Chris thought it was Tom calling to ask for directions to his house. “One of the best days of my life!”, Chris recalls.

The SORCC gave Chris a chance to live again, and he knew that peer support was his calling. Recovery is life to Chris! “I eat and breathe recovery.” He’s very grateful for the chance to have recovery and to have the opportunity to show other veterans that recovery is possible. “If I can do it, anybody can!”

The Strength of Boundaries

By Marleen Granas

The ability to establish and maintain boundaries is crucial for health care professionals. Our professional relationships with our Veterans exist for both of our benefits, but most of all the Veteran. The relationship between patient and healthcare professional is unique. As a result, healthcare professionals must be acutely aware of proper behavior when dealing with Veterans, family members, and all individuals involved in the care process. The definition of a boundary is the ability to know where you end and where another person begins. When we talk about needing space, setting limits, determining acceptable behavior, or creating a sense of autonomy, we are really talking about boundaries. When you know where you end and others begin, you can then closely engage with others because you won't feel overwhelmed or unprotected. Having a sense of autonomy prevents the need to distance ourselves from others with a barrier. When professional boundaries and priorities have been clearly defined, it's very likely that a group can function effectively, even in the absence of its leader. Boundaries range from vague to clear, stable to unstable, unconscious to intentional, compatible to conflictual, nurturing to toxic, imposed to negotiated, and flexible to rigid.

Another important area that should be negotiated is interpersonal boundaries, because professional and interpersonal boundaries substantially impact workplace productivity and the quality of social environments. A boundary or limit is the dividing line between what behavior you'll tolerate from others without reacting. Interpersonal boundaries help define your personal identity, integrity, relationships, and security. Boundaries will have no meaning if your actions don't back up your words. Professional boundaries are important because they define the limits and responsibilities of the people with whom you interact in the workplace. So it is important that as a healthcare professional we make sure our own needs are being met on a regular basis. Otherwise it can negatively impact the role we play with Veterans. The boundaries we set give us a level playing field, so that we may focus on the important matters at hand. Heightened awareness of the concepts of boundaries, boundary crossings, and boundary violations will both improve patient care and contribute to effective risk management. If someone has poor boundaries they are more likely to look to others to support their own self worth. Poor boundaries can cause stress both professionally and personally.



Boundaries are a key term in understanding professional ethics as well. According to Everett and Gallop (2001) boundaries define the helping pathway for both Veterans and professionals and are an integral part to the effectiveness of our professions. Boundaries should support the welfare of the Veteran. Boundary violations can move a professional from a strictly objective standpoint and affect the care that is offered. A consideration to think about is not just the behavior itself but the meaning of the behavior to the client. Boundary violations are behaviors that always result in harm to someone. Professional standards are strong guidelines for how you treat yourself within your profession. They can include a code of ethics which are guidelines usually set up by your agency. Reviewing them on a routine basis would be a healthy step in setting your own boundaries. Professional standards and boundaries create a professional atmosphere around your agency. Professional boundaries define effective and appropriate interaction between professionals and the public they serve.

It is impossible to have a healthy relationship with someone who has no boundaries, with someone who cannot communicate directly, and honestly. Boundary violations harm the patient and the professional. The ramifications are widespread. Damage usually extends to marriages, families, other patients, communities, clinics, institutions, and other professions in general. Failure to understand professional boundaries can lead almost any professional to make serious mistakes, such as career threatening ones. Any act of professional misconduct can lead to disciplinary measures being taken by this facility or the Department of Veterans Affairs. Even an unfounded allegation of professional misconduct could be permanently damaging to a professional, to their Veteran, and to the profession itself.

Boundary violations and boundary crossings in psychotherapy refer to any deviation from traditional, strict, 'only in the office,' emotionally distant forms of therapy. They mostly refer to issues of self disclosure, length and place of sessions, physical touch, activities outside the office, gift exchange, social and other non-therapeutic contact and various forms of dual relationships. Basically, they may all be seen as a departure from the traditional psychoanalytic proceedings. Boundary crossings are not unethical. Ethics code of all major psychotherapy professional associations do not prohibit boundary crossings, only boundary violations. Learning how to set boundaries is a necessary step in learning to be a friend to ourselves. It is our responsibility to take care of ourselves - to protect ourselves when it is necessary.



Like dual relationships, boundary crossings are normal, unavoidable and expected in small communities such as ours. Different cultures have different expectations, customs and values and therefore judge the appropriateness of boundary crossings differently. As with dual relationships, boundary crossings should be implemented according to the client's unique needs and the specific situation. It is recommended that the rationale for boundary crossings be clearly articulated. The purpose of having boundaries is to protect and take care of ourselves. We need to be able to tell other people when they are acting in ways that are not acceptable to us. A first step is starting to know that we have a right to protect and defend ourselves.

The Twelve Core Action Values

And the Cornerstones that Put Action into those Values

Laying a Solid Foundation

The first six Core Action Values and associated cornerstones develop inner strength of character.

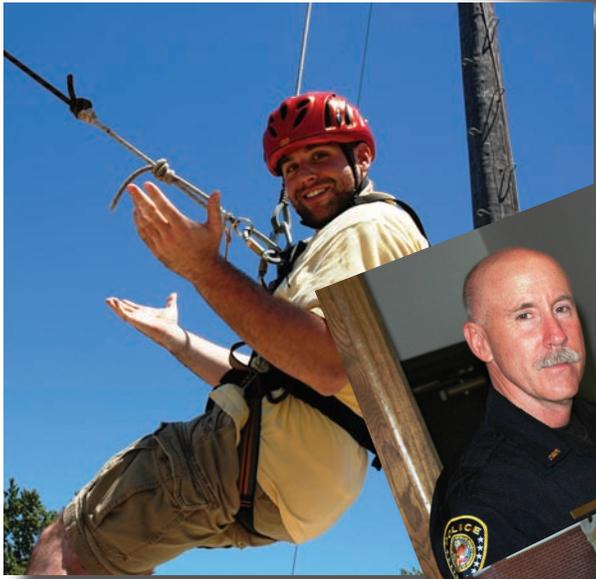
- | | |
|--|--|
| <p>1. Authenticity
Self Awareness
Self Mastery
Self Belief
Self Truth</p> | <p>4. Courage
Confrontation
Transformation
Action
Connection</p> |
| <p>2. Integrity
Honesty
Reliability
Humility
Stewardship</p> | <p>5. Perseverance
Preparation
Perspective
Toughness
Learning</p> |
| <p>3. Awareness
Mindfulness
Objectivity
Empathy
Reflection</p> | <p>6. Faith
Gratitude
Forgiveness
Love
Spirituality</p> |

Taking Effective Action

The second six Core Action Values and associated cornerstones catalyze action and contribution.

- | | |
|---|---|
| <p>7. Purpose
Aspiration
Intentionality
Selflessness
Balance</p> | <p>10. Enthusiasm
Attitude
Energy
Curiosity
Humor</p> |
| <p>8. Vision
Attention
Imagination
Articulation
Belief</p> | <p>11. Service
Helpfulness
Charity
Compassion
Renewal</p> |
| <p>9. Focus
Target
Concentration
Speed
Momentum</p> | <p>12. Leadership
Expectations
Example
Encouragement
Celebration</p> |

Employee Appreciation.....



... Day





Anger Management Tips: Taming Your Temper

If you have a tough time controlling your anger, you can take steps on your own to improve your anger management. The suggestions listed below can help you get your anger under control:



- Practice deep breathing. If you feel yourself getting angry, don't let it build up until you have a violent outburst. Try breathing deeply from your diaphragm in long, slow breaths, giving your heartbeat a chance to slow down. Repeat a word such as "relax" or "calm" as you breathe. Breathing deeply will ease your tension.
- Change your environment. Get out of the situation if you need to. The quickest way to uncouple yourself from a source of anger is to take a five-minute walk and get some fresh air. The walk will help you calm down and the break can give you time to think about the cause of your anger. Find someone to talk things over with – someone who can help you calm down and gain perspective.
- Count to ten. Counting to ten is an anger management tip that has worked for centuries. The Roman poet, Horace (65 – 8 BC), said, "When angry, count ten before you speak; if very angry, one hundred." Counting to ten (or one hundred) helps you step back from an anger-provoking situation, buys time for you to examine the problem, and then decide on an effective, rational way to express your anger.
- Do something physically exerting. Physical activity can provide an outlet for stressful emotions. Numerous worldwide studies have documented that exercise can dissipate stress energy and improve your mood. If you're about to erupt, go for a brisk walk or run, a swim, lift weights or shoot baskets.
- Ask yourself this question. Before you react in anger, ask yourself: "Will the object of my anger matter ten years from now?" Chances are, by asking this question, you will see things from a calmer perspective.
- Let go of what is beyond your control. You can change only yourself and your responses to others, not what others do to you. Getting angry doesn't fix the situation and often makes you feel worse. If someone constantly arouses your anger, focus on the troublesome situation and brainstorm solutions.

Your EAP is here to help

If you feel that your anger is really out of control, if it is having an impact on your relationships or on other important parts of your life, consider contacting your Employee Assistance Program (EAP) to learn how to handle it better. A psychologist or licensed mental health professional experienced in anger management can work with you in developing a range of techniques for changing your thinking and behaviors.

Your EAP can help you and your dependent family members 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

The VA2K Walk, Roll, & Run + Health Fair Was a Great Success!

Katie Dodd and Melanie Olivas

Many people came out to the event including:

- 110 Veterans
- 75 Residents
- 20 Employee Veterans
- 160 Employees
- 5 Volunteers

Participants walked, rolled, or ran a 2K around the facility and learned about many of the great programs the SORCC offers.

Thank you to the VA2K Planning Committee, Co-Coordinator Melanie Olivas, the MOVE Committee, the Recreation Department, Housekeeping, the PEE Band, and the following programs for having booths at our VA2K Health Fair:

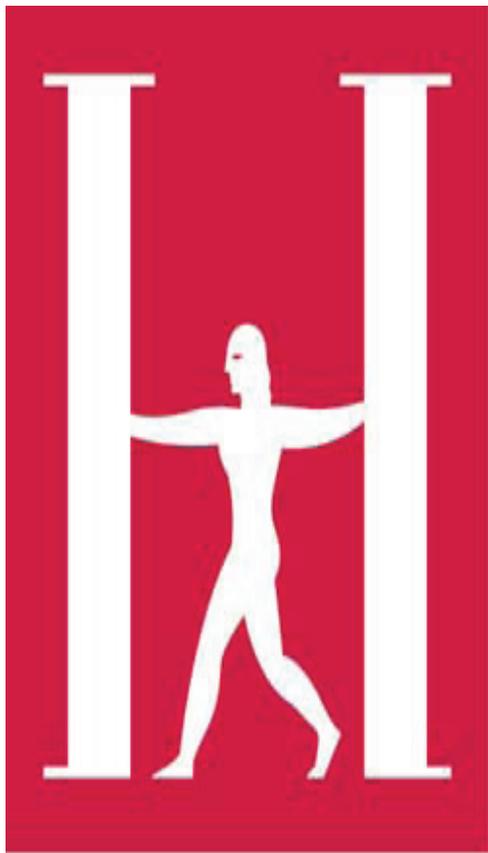
- | | |
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| <input type="checkbox"/> My Healthe Vet | <input type="checkbox"/> OEF/OIF Program |
| <input type="checkbox"/> MOVE! Weight Mngt Program | <input type="checkbox"/> GreenSORCC |
| <input type="checkbox"/> Cognitive Skills Group | <input type="checkbox"/> CycleSORCC |
| <input type="checkbox"/> Caregiver Support Program | <input type="checkbox"/> HPDP Program |
| <input type="checkbox"/> Smoking Cessation | <input type="checkbox"/> Homeless Program |
| <input type="checkbox"/> Stakeholders Council | <input type="checkbox"/> CDSMP |
| <input type="checkbox"/> Visually Impaired Services | <input type="checkbox"/> Dental Dept |
| <input type="checkbox"/> CRD | <input type="checkbox"/> Women's Program |
| <input type="checkbox"/> Infection Prevention/Control | <input type="checkbox"/> Suicide Prevention |
| <input type="checkbox"/> Diabetes Clinic | <input type="checkbox"/> Stroke Prevention |
| <input type="checkbox"/> Nursing Ed. Committee | <input type="checkbox"/> Infirmery |
| <input type="checkbox"/> Mental Health/ NAMI | <input type="checkbox"/> Respiratory Function/Vitals |

Be ACTIVE Your Way VA!

The committees would like to send out a big THANK YOU to everyone who participated in our first ever VA-2K event. Numbers show that 235 people attended. It was a great event and lots of positive energy. Kudos to the VA-2K Planning Committee and a special kudos to Katie Dodd for all their hard work. Thanks to our PEE Band for their music. Thanks to all who walked, rolled and ran. Thanks to all our services who represented what they do for our Veterans. Most importantly, thank you to our Veterans for their service to our country. I had a blast!!! Hope to see you at next year's VA-2K!!!



VA Earns Recognition for Workforce Diversity



WASHINGTON –The Department of Veterans Affairs (VA) has been selected by the Hispanic Association of Colleges and Universities (HACU) to receive the Outstanding HACU Public Partner Award in recognition of the Department’s efforts to bring Hispanics into its workforce. The award will be presented at HACU’s 25th Annual Conference this October in San Antonio, Texas.

“This award demonstrates VA’s commitment to a diverse workforce,” said Secretary of Veterans Affairs Eric K. Shinseki. “These young people are given a unique opportunity to learn about the Department of Veterans Affairs and Federal Government through the HACU internships. Many will return to VA as fulltime employees.”

The program’s objective is to provide professional work experience that will enable Hispanic students to make more informed career choices and supplements their academic study with practical experience. VA’s Administrative Internship Program averaged 58 summer participants every year.

“Veterans Affairs is an active partner in the National Internship Program,” said HACU CEO Antonio

*Student intern
Program
Averages 58
Participants
Every Summer*

Veterans Health Administration alone has interns every the last five

fairs has been and long-term HACU’s National Internship Program,” President and Flores.

“By its active participation, VA has increased its opportunities to hire well-qualified Latino graduates, thereby diversifying its workforce. At the same time, the internship has raised awareness of young Hispanics about employment opportunities in public service generally, and the VA in particular.”

Nancy Carrillo, a 21-year-old psychology major at the University of Texas at El Paso, is interning at VA’s Readjustment Counseling Service in Washington, D.C. “I’m very interested in counseling as a career, especially counseling Veterans,” she said. “I appreciate the sacrifice they’ve made for our country. Counseling and helping them reintegrate into civilian life is my way of thanking them.”

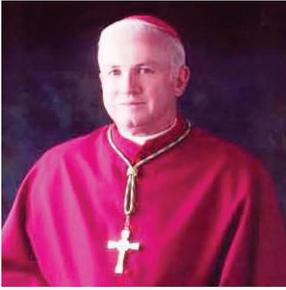
Ivan Jimenez, 23, is majoring in architecture and environmental design at the University of Houston. This summer he’s interning in the Facilities Management Office at the VA Medical Center in New Orleans. “This is fun, and I’m learning a lot,” Jimenez said. “Right now I’m helping them design the new fitness center here. I get to go to meetings with the architects and consultants.”

The Hispanic Association of Colleges and Universities is a national association of nonprofit higher education institutions. Established in 1986, the association represents more than 350 colleges and universities in the United States and Puerto Rico. The HACU National Internship Program has become the Nation’s largest Hispanic college internship program. HACU represents Hispanic-Serving Institutions where Hispanic Americans constitute as least 25 percent of the total enrollment at either the undergraduate or graduate level.

HACU



Bishop Richard B. Higgins, D.D., STD Visits VA Source



Bishop Higgins held the 10:30 am Mass at the VA SORCC chapel on Sunday, August 28th. Bishop Higgins is the Vicar for Veterans Affairs at the Archdiocese for the Military Services USA where he is responsible for over 270 Catholic chaplains in 153 VA Medical Centers throughout the United States, Puerto Rico and Guam. He also serves as the Bishop Protector for the 13,000 members of the Catholic War Veterans of America and is the Episcopal Moderator for the Worldwide Military Council of Catholic Women. He is a member of the Board of Governors of the American College of the Immaculate Conception, Leuven, Belgium.



Bishop Higgins meets the altar boys for the Sunday Mass



Dan Kelly presents Bishop Higgins with the VA SORCC coin as Parishioners look on



"The Welcome" FILM offers a fiercely intimate view of life after war: the fear, anger and isolation of post-traumatic stress that affects vets and family members alike. The film lets us join them in a small room for an unusual five day healing retreat. We witness how the ruins of war can be transformed into the beauty of poetry. Here our perceptions are changed, our psyches strained, and our hearts broken. And at the end, when this poetry is shared with a large civilian audience, we begin to understand that all of us are a vital piece of the Welcome as Veterans try to find the way back home. Their examples of unflinching honesty, courage and love lift us up, inspiring all of us once again to feel our common humanity, always the first casualty of war.

If you did not get a chance to view the film there will be showings October 14, Rogue Valley Community College-Medford, OR Campus and October 28, Rogue Valley Community College-Grants Pass, OR Campus For more information about the project visit www.thewelcomethemovie.com

Women In The Military A Changing Landscape

Col. Carronne C. Cousteau, with a Ph.D. in Aerospace and Astronautical Engineering, served in the Air Force from 1965 until 1990. Her accomplishments were many but the most memorable for her was when she received her Ph.D. from MIT and did test flying for the military at Edwards AFB. Her work proved whether these aircraft were airworthy. She designed many of the propulsion systems and signed off only on aircraft that she personally had flown. She worked under General Bruce Carlson and says "Although her last test flight was in 1999, the propulsion systems she originated are still in use today in Iraq and Afghanistan."

Lt. Col. Melinda Spolski, FNP.C. MSN served in the Army from 1987 until 2010 as an Intensive Care Nurse and later, a Nurse Practitioner. She says, "I was in the reserves and as a result was called up frequently for short tours; I supported many different missions and was able to network with people all over the United States and Germany and have been from one side of the United States to the other; almost every single Army base in the country. In the two years I was at Ft. Dix, New Jersey, I got to see our Nation's Capital and to work with the Surgeon General during which time we wrote some of the Policy for Women's Health still in effect today."

Lt. Col (P) Pam Mindt, LCSW, a Bronze Star recipient, has been in the military for over 34 years. She has served in Guantanamo, in Iraq, and is slated to serve in Afghanistan. She expressed the highlight of her career as: "Commanding a medical detachment (Combat Stress Control) in support of Operation Iraqi Freedom," as well as "leading people in a combat zone and over-

seeing people delivering behavioral health services which is critical in maintaining today's fighting force." Women are traditionally thought to be well suited to "service" roles in our society – those of caretakers, homemakers, teachers, and mothers. This innate ability of women to care for others extends also to roles outside traditional boundaries, and nowhere is this more evident than in the myriad roles women play in service to our country through enlistment in the military.

Beginning during the Revolutionary War and continuing through every major conflict in which our country has engaged, American women have stood proudly and bravely alongside their male counterparts in defense of the United States. In the past decade, the numbers of women serving in the military, and the roles they have assumed, have undergone rapid transition. Currently, women comprise approximately 15% of the active duty military, and 17.5% of the National Guard and Reserve forces. Compare this to the fact that women made up only about 3% of the military forces as recently as during the Vietnam War era 35 years ago.

More amazing than the rapid rise in numbers is the increasingly evident fact that women have outgrown the restrictive roles they once were cast in, and are now serving, and thriving, in nearly all job categories available in the military except combat infantry. Although women are still technically restricted from serving in direct combat, the changing battlefield of our current wars makes this distinction less than clear. Over 224,000 women have been deployed to Iraq and Afghanistan since 2001 and there are no "combat-free" zones in these countries. Women in the military now proudly perform many combat-support roles such as piloting attack helicopters and jets, plotting artillery fire, analyzing intelligence data, maintaining telecom-



Anna Diem, Vicky Kaufman and Dan Kelly



Julie Wright and Patricia Wright

munications equipment, monitoring radar/sonar, providing frontline medical treatment and evacuation, and driving trucks to deliver supplies within combat areas.

This seismic change in women's military roles and numbers in the military has created a need for increased services in the Veterans Healthcare Administration to provide continued healthcare and emotional support as women transition back to civilian life. Enrollment of women in the V.A. has nearly doubled in the past decade and is predicted to continue growing an additional 50% over the next five years. Currently, women comprise about 6 % of all Veterans who use V.A. for their health care services, and it is estimated that by 2020 women Veterans will constitute 9.5 % of V.A. patients. In addition, many younger women are now seeking primary healthcare through the V.A. 77% of the women who have served in the current conflicts and enrolled in V.A. healthcare are under 40 years old.

The V.A. has responded to these challenges with robust changes to the structure and function of offered services aimed at providing gender-specific care. Providers with training in women's health concerns, ranging from reproductive health to menopausal issues to healthy aging, have been recruited and trained to provide gender-specific women's care in V.A.'s across the nation including here at the SORCC. The V.A. has supported an increased focus on special concerns for women Veterans

including outreach to remote rural population centers, prevention and treatment of homelessness, and treatment of mental and emotional disorders. The V.A. is striving to become the healthcare provider of choice for today's women Veterans, establishing lifelong relationships with patients and emphasizing holistic and preventive medicine.

The V.A. Southern Oregon Rehabilitation Center and Clinics honored these women Veterans holding a free luncheon program and reception each year in August. If you are a woman Veteran, and is interested in attending next years event please calling 541-826-2111, ext. 3366 to reserve your spot.



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.



The SORCC Staff continues to embrace a culture devoted to maintaining our Veteran's customer loyalty and trust through courtesy, a can-do attitude and a commitment to providing great health-care in Southern Oregon.

Civility, Respect and Engagement within our SORCC family and our I CARE Values are the foundation to support our Service Mission. The below names are a testament that the VA SORCC is dedicated in our roles, willing to adapt to the challenges we face and are acknowledged for innovation within one of the finest and most unique Veteran facilities in the nation.

The following SORCC Staff have been acknowledged by our Veterans for their Excellence in Service, Care and for their hospitality

DR. PAUL ANDERSON
MATT BECKER
MISTY BIPAT
BEN BRYAN
LORI CELAYETA
COLLEEN CORSON
LEWIS FURBER
DR. JOHN HALL
JAMES HOSTICK
KRISTY HUDDLESTON
LINDA JACOBS
LARRY JOHNSON
PAT KESSLER
SUE KREUL
DON LOCKWOOD
GINGER MALLON
GENISE MCGAHN
POLICE SERVICE

LOIS MCGRAW
CHRIS MCKENNETT
JOANNE MIZELLE
MONICA MORTIMER-LAMB
KEITH PARKER
JODY PARROTT
ANNE PATTERSON
JOYCE PERRY
HEATHER PHILP
INDA PLUMLEE
JAMIE REASONER
VICKIE ROBERTS
CHRISTINA SAUNDERS
SHILO SCHALK
JAY SPOLSKI
DR. LARY STIEGLITZ
KEVIN WILLIAMS
DR. KAY YOUNG



Here are a few examples of the nice compliments from our Veterans:

~The Infirmary Nurse who helped me today is one of those rare people who has truly found her calling! By far the best Nurse I know of in the entire VA system. Please recognize her for the amazing work she is doing. Hire more like her.

~Today was awesome because everyone was so nice. My Team was so kind. This is the best I have ever been treated.

~Today was outstanding thanks to the mental health clerk and thanks to my mental health p-rovider who shows a sincere interest in patient healthcare. Thank you.

~Today we had MAG graduation. My experience has been very positive. Compliments to all the guys. Please recognize these employees for helping me grow.

If you have an idea or suggestion that you feel will assist in improving Veteran Satisfaction and HealthCare delivery at the SORCC, please let us know. Some of your suggestions have already been made manifest. Continue to make the difference and let's maintain the SORCC as a place of compassionate care, excellence & healing within our community.



Strolling through the Stages

By Marleen Granas

Erikson's Theory of Psychosocial Development stems from birth to adulthood. Erikson believed that personality develops in a series of stages. Unlike Freud's theory of psychosexual stages, Erikson's theory describes the impact of social experience across the whole lifespan.

One element of Erikson's psychosocial theory is the development of ego identity. Ego identity is the conscious sense of self that we develop through social interaction; the sense of oneself as a distinct continuous entity.

According to Erikson, our ego identity is constantly changing due to new experiences and daily interactions. If the stage is handled well, the person will feel a sense of satisfaction which is sometimes called ego strength or ego quality and move on to another stage. If the stage is managed poorly, the person will emerge with a sense of inadequacy and end up staying in that stage. When people see the stuck point they can work on it and move on or stay stuck in that place in their life. Some people will move on while others become imbedded in their crisis. Stuck points are dangerous places especially for addicts.

In each stage, Erikson believed people experience a conflict that serves as a turning point in development during these times where the potential for personal growth is high, but so is the potential for failure. According to Erikson, each stage of development involves a crisis. It's the resolution of this crisis that determines the outcome of a specific stage whether positive or negative. Whether we stay stuck or move on.

The stages

Infant: Trust vs. Mistrust

Is the infants basic needs being met?

Needs maximum comfort with minimal uncertainty to trust himself/herself, others, and the environment

Toddler: Autonomy vs. Shame and Doubt

Toddler realizes they're a separate person

Works to master physical environment while maintaining self-esteem

Preschooler

Initiative vs. Guilt

Children are beginning to socialize with other children
Begins to initiate, not imitate, activities; develops conscience and sexual identity



School-Age Child

Industry vs. Inferiority

Child's world extends beyond the home to the school.
Tries to develop a sense of self-worth by refining skills
Adolescent

Identity vs. Role Confusion

Constructing an identity defines who they are.

Tries integrating many roles (child, sibling, student, athlete, and worker) into a self-image under role model and peer pressure

Young Adult

Intimacy vs. Isolation

Learns to make personal commitment to another as spouse, parent or partner

Middle-Age Adult

Generativity vs. Stagnation

Seeks satisfaction through productivity in career, family, and civic interests

Older Adult

Integrity vs Despair

Reviews life accomplishments, deals with loss and preparation for death; reflects over life

Loose Leaf Library

Springhouse Corporation (1990)

Veterans Resources for a Healthier You

The VA SORCC is excited about the 12-week Veteran Grief and Loss Group that started September 15th for for 1.5 hrs. The program is looking to serve Veterans who have experienced a loss by death that continues to cause difficulty. It will be open to both SORCC residents and out-patients, males and females.

Veterans were required to submit a Referral Form for screening consideration. Once received, group facilitators reviewed the Referral Form and Veteran chart, and then schedule an in-person Screening/Intake appointment. Following the Intake, a final decisions are made as to whether the Veteran is appropriate for the group at this time.

The groups objectives are to present psycho-educational materials about the grief process as it pertains to the loss(es) causing difficulty. and to highlight the impact of other life losses, e.g., divorce, loss of a pet, health, or employment, have upon daily functioning and a space for Veterans to share the range of feelings involved in the grief process, e.g., sadness, anger, depression, or disbelief, as well as to learn to understand and support others in their responses appreciate and have es in individual grief individual and group and discussion/shar-

Veteran Grief and offer opportunities to The current Veteran ie Neck, MSW: Valerie she was an intern at graduate, she has facilitate the 12-week PRRC Coordinator: a very important topic similar group in Psy-Center (PRRC) at a

If you are interested in the next 12 week Veteran Grief and Loss Group or know a qualifying Veteran that may be interested in the program contact Dr. Terry Brenner, B-239, R-106, mailstop: 116B1, or by mail: Dr. Terry Brenner, 8495 Crater Lake Hwy, Bldg 239--116B1, White City, OR 97503. For further information, please contact Terry Brenner at (541) 826-2111, ext. 3142, or Terry.Brenner@va.gov.



to grief. Participants were encouraged to empathy for the similarities and differenc-experiences. Experiential activities include exercises, poetry, art, journaling, rituals, ing

Loss Group also provides information and begin practicing healthy coping skills. Grief and Loss group facilitators are Valerie created the Grief and Loss Group when the SORCC (2009-2010). Now a MSW teamed up with Dr. Terry Brenner to co-group. Dr. Terry Brenner, Psychologist, Dr. Brenner believes that grief and loss is for Veterans and will continue to offer a cho Social Rehabilitation and Recovery later time.

If you are interested in the next 12 week Veteran Grief and Loss Group or know a qualifying Veteran that may be interested in the program contact Dr. Terry Brenner, B-239, R-106, mailstop: 116B1, or by mail: Dr. Terry Brenner, 8495 Crater Lake Hwy, Bldg 239--116B1, White City, OR 97503. For further information, please contact Terry Brenner at (541) 826-2111, ext. 3142, or Terry.Brenner@va.gov.

VA Directive 6001 outlines “limited personal uses” of VA Computers, Phones, Software (including Communicator) and equipment with the following restrictions:

- (1) Involve minimal additional expense to the Government;
- (2) Are performed on the employee's non-work time;
- (3) Do not interfere with VA's mission or operations; and,
- (4) Do not violate standards of ethical conduct for VA employees.

Please remember that when you are using Government equipment even during non – work time, we must adhere to the highest standard of conduct. What each of us may find funny or think is not offensive, may be to a fellow employee. Further, use of a Government Owned cell phone or Blackberry to vote on American Idol or other reality TV shows, order ring tones or games, etc. is against VA regulations to use any Government equipment for those uses.

If you have any questions about what is an is not allowed, please contact Bernice Reber, Information Security Officer at extension 7404



Great American Smokeout



November 17, 2011 is The Great American Smokeout which challenges people to lead healthier lives by quitting smoking. The concept was first created in the early 1970s by Lynn Smith, the publisher of a Minnesota newspaper. She announced its first observance and called it “D Day.” The idea quickly spread throughout the nation and in 1977 it went under the sponsorship of the American Cancer Society. Each year, the American Cancer Society promotes the benefits of not smoking and encourages people to quit. This year the VA SORCC is giving out free “cold turkey” sandwiches and cookies to resident smokers who turn in at least half of their pack of cigarettes! The SORCC is also promoting a healthy lifestyle by providing smoking cessation classes along with tips and assistance to quit smoking. For more information contact Linda Feldthausen at 541-826-2111 extension 13940. Quit for a day. Quit for life.

Residential Awards

**Carrington Chatham- Honesty
Steve Petty –volunteering
Orville Rice- Excellent Customer Care
Scott Dahlheimer, Aaron Free, Don Sevier- Honesty**

Volunteered At This Years Pow Wow

**Andy Draper
Dwight Walker
Dennis Carr
Mark Nicholas
David Willey,
Keith Hancock
Kim Olson
Steve Mortensen
Troy Kelly
William Steverson
Robin Yule
Rick Dowd**

**Jeffrey Darling
Joseph Passarella
Michael White
Clifton Harp
Joanne Weldon
Danial DeCova
Kim Mille
Marc Smith
Alfred T Chapple
Roger Johnson
Cathy Thomas
Robert Harrison**

Joel Setzer

Current Members of The Stakeholder Council

PRESIDENT

Andy Draper

VICE PRES.

Bruce Peterson

Members

Marc Smith
Michael White
Joel Setzer
Samuel Dyer
Jeffery Darling
John Armstrong
Shawn Locke

STAFF MEMBERS

Anna L. Diehl.....Public Affairs Officer
Chris McKennettPeer Support Specialist
Janet Bowen.....Program Support Assistant
Gail German-Rightnour.....Patient Centered Care Coordinator
R.J. Beadle.....Union President

COMMUNITY MEMEBERS

Michael Phillip.....Soldiers Heart
Rebekah Lawrence.....Easter Seals
Patricia Garoutte.....NAMI



October is Breast Cancer Awareness Month

Breast Cancer is a disease that has touched most of our lives.

We invite all Employees and Veterans to join women nationally for a PINK OUT day.

Wednesday, October 12, 2011

Everyone is invited and encouraged to wear pink in support of Breast Cancer Awareness.

The SORCC challenges everyone to support the fight against breast cancer.



A group photo of everyone dressed in pink will be taken at 12:00 noon by Building 201 entrance. Show your support, dress in pink.

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.



SHARON WINNINGHAM EXT. 7504
SHARON.WINNINGHAM@VA.GOV

WOLFGANG AGOTTA EXT. 3657
WOLFGANG.AGOTTA@VA.GOV

IMPROVEMENT OF VETERANS HEALTHCARE IS OUR BUSINESS!

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



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.

continued message from the Associate Director between WWI and WWII, WWII, Korean War, Vietnam War, Desert Storm to Operations Enduring Freedom/New Dawn, members of my family have contributed to the freedom I cherish today. My family's military history is but one of millions. My compassion for high quality healthcare and service provided to our Veterans runs deep within me as I know it does in each of you. This commitment leads us to help others understand the significance of American Veteran Honor. A Veteran's Honor is something that not even Father Time can erase.

Definition of a Veteran

A Veteran, whether active duty, retired, National Guard, or reservist, is someone who at one point in his/her life, wrote a blank check made payable to the 'United States of America for an amount up to and including my life.' This is Honor, and there are way too many people in this country who no longer understand it.

