

# ALPHA BITS

## ALPHA OMEGA HEALTH, INC.

1ST QUARTER 2007—VOLUME 5, ISSUE 1

**John K. Horne, Jr.**

President and CEO



**Rebecca Wood**

Executive Vice President

## ALPHA OMEGA HEALTH REACCREDITED BY JOINT COMMISSION

### Letter from the President

Thank you everyone for your hard work, support and contributions.

We just received notice that we are fully accredited by the Joint Commission. With everyone's help working as a team, we continued our accreditation for another three years. Thanks go especially to Wendy Nipper and Kathryn Ray and the others on the JCAHO committee: Kim Lewis, Michelle Campbell, Carolyn Butler, Louis Mitchell, and Rebecca Wood.

It is a job well done!

Most other agencies do not have an outside accreditation. Alpha Omega Health remains accredited by the Joint Commission (formerly named the Joint Commission on Accreditation of Healthcare Organizations), for twelve straight years in Behavioral Health Care and now that accreditation is extended another three years.

It was a difficult task. To realize how difficult, you must look at all the other things going on with in the thirteen offices of this agency. Reviews for full endorsements to provide services are also being done with the LME'S. At the same time we are dealing with the almost weekly audits by the State, the LME's and DMA regarding Community Support Services. Add to this the fact that we actually deliver the best services we can to the citizens in the communities where we are located.

With all the reviews and incessant audits going on, one could wonder how we have time to deliver the services to the citizens we serve. I will tell you why! It is because we have a great staff of employees who keep our priorities in order. We are here to serve the clients in our communities to the best of our abilities. Your work and dedication to your work shows it very clearly. I am proud of you and I am proud of this agency.

I am proud that even with all the obstacles that are placed in our

path we succeed. These are obstacles that would normally keep anyone from being successful in delivering the best services possible, yet we continue to overcome the obstacles as much as we can and serve the clients we are here to serve. I am proud of you. I look forward to the day when again the State, LME'S and local county governments work together cooperatively for the good of their citizens.

It is because of people like you who make our successes possible.

— J. K. Horne, Jr.



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## REGIONAL NEWS & EVENTS

**Happy Birthday to all staff born in August, September, and October!**

### Coastal

Congratulations to Jeanna Schalk who is now Jeanna Davis after her marriage on October 6!

### **Anniversaries**

1 year -- Therese Coleman, Patrice Fields, Amy Gumbus, Jannett Myers, Treva Underwood, Evangeline Wilson  
 2 years – Robin Bell, Dawn O'Toole, Julianne Shaw  
 3 years – Kim Lewis  
 4 years – Connie Currin, Amber Faircloth  
 5 years – Priscilla Crandle, Belinda Benz  
 6 years – Asa Brown  
 8 years – Karen Cannon

### Mountain

Please note that the N. Wilkesboro office has moved locations. They are enjoying the extra space, but are still working on arranging the furniture. You can visit them in Wilkesboro at 1260 College Avenue, Suite 1.

### **Anniversaries**

1 year – Julie Harrison, Drewed Hensley, Amy Moore, Malcolm Owen, Sherry Rose, Maiya Stokes  
 2 years – Jr. Grindstaff, Janet Rhudy, Billie Robinson, David Robinson  
 3 years – Amanda Anderson, Janice Gilliam, Carolyn Gunter  
 4 years – Stephanie Roark  
 8 years – Christopher Nance

### North Central/Chapel Hill

### **Anniversaries**

1 year – Josephine Blackwell, Christopher Brown, Brenda Cobbins, Carissa Perry, Yvonne Talley, Janice Trusky  
 2 years – Chawatta Bland, Minnie Harris, Nytisha Middelijn, LaVerne Perry  
 3 years -- Peter Brown, Michelle Campbell, Linda Pohl, Jermaine Puryear  
 4 years -- Janet Kolb, Kiona Pruitt, Christopher Rhone, Cynthia Wright  
 5 years – Wilbert Alston, Wanda Bumper, Antonio Burwell, Tonya Johnson  
 6 years – Audie Hicks, Sandra Hicks, Alexander Watson  
 7 years – Brenda Small  
 8 years – Gloria Vann  
 9 years – Tammy Branch, Dorothy Forston

### Southeastern

### **Anniversaries**

1 year – Pamela Godley, Walter Sadler, Lanquita Stewart

2 years – Keonya Waters  
 3 years – Winifred Chambers

### Corporate/Triangle

Alpha Omega will no longer be providing services in the Wake/Johnston area effective in October.

### **Anniversaries**

1 year – Richard Crompton, Quinn Dunn, Suzanne Morgen  
 5 years – Kathryn Ray  
 6 years – Wendy Nipper

### Western

### **Anniversaries**

1 year – Theresa Deberry, Ruth Nolen, Samantha Seagraves  
 3 years – Shelia Swinton  
 4 years – Rosalyn Williams  
 6 years – Loretta Barnes  
 7 years – Fannie Eleby  
 9 years – Shirley Ray  
 11 years – Carolyn Butler, Nawatha Carter

### Residential

### **Anniversaries**

1 year – Humeka Daniels  
 2 years – Carolyn Barrow  
 6 years – Ethel Berksteiner, Doris Bullock



Executive Vice President Rebecca Wood celebrates her birthday at the Corporate Office.

## IT'S TIME FOR THE STATE FAIR!

The North Carolina State Fair runs from October 12-21 this year. State Agriculture Commissioner Steve Troxler is predicting attendance this year to reach 1 million for the first time.

Another first this year is the number of rides—112 in total—more than any other state fair.

This year the fair will also feature more environmentally friendly measures including a water conservation program, biodiesel powered generators, and cardboard recycling.

Troxler recommends attending the fair earlier rather than later since the last Saturday tends to be the busiest.

For more information about the fair visit [www.ncstatefair.org](http://www.ncstatefair.org). The site includes a map and accessibility information. Admission tickets are available at all gates the day of the fair.



## EMPLOYEES OF THE MONTH

### June

Jessie Ramsey (Wilmington), Earlean Rivers (Kenansville) - Jessie and Earlean both started working for Alpha Omega in February of this year, but they have already proven to be exceptional workers. Jessie's supervisor says she has been flexible and a joy to work with. Earlean performs her job duties consistently and works well with her client.

### July


Mark Smith (Mountains) - Mark is an extremely dedicated paraprofessional from the Mountain Region. Not only does he always submit his paperwork on time and keep up with all his trainings, he goes above and beyond to improve the lives of his clients. Mark worked with a client who was dying of terminal cancer and stayed by the

man's side in the hospital even though he did not receive pay for his time spent there. Regional director Joe Martin writes that "the client bonded with Mark and held on as long as he could because of the joy and strength Mark gave him."

### August

Antwane Parker (Wilmington) - Antwane's supervisor writes that he is "a very devoted and dependable staff" who cares about his client. He also maintains good communication with his supervisor and always keeps her informed.

*Congratulations to all our employees of the month and thanks for your hard work and dedication!*



Nominate your  
co-workers!  
Fill out a ballot  
and give it to your  
Regional Director

## PROFESSIONAL OF THE QUARTER

Congratulations to Lindsay Foard, Professional of the Quarter!

Lindsay is a Qualified Professional at the Wilmington office. Her supervisor, Amber Faircloth, writes that she has "stepped up on several occasions to help others in a job that was not her responsibility." Lindsay's emergency information notebook was so well organized that it served as a model for the entire company.

Lindsay has already contributed a great deal to Alpha Omega in the months she has been working here. She has also traveled to Raleigh to participate in monthly meetings on top of her other responsibilities.

Lindsay definitely deserves to be recognized for a job well done!

## THERAPEUTIC FOSTER PARENT OF THE QUARTER

Congratulations to Theresa Deberry, Therapeutic Foster Parent of the Quarter!

Theresa has been working with Alpha Omega's Winston Salem office for almost one year. Not only is she diligent about her paperwork and attending meetings, but she always has a fun, positive attitude. Carolyn Butler, Western Regional Director, says Theresa parents the three teenage girls in her home "with tough love while continuing that consistent sweet, fun and loving disposition."

Theresa also graciously allowed a JCAHO reviewer to visit her home during the audit. She was able to answer questions and offer feedback without being intimidated. Thanks for all your hard work and dedication!

## OCTOBER SAFETY TOPIC — WORKPLACE VIOLENCE

**Policy:** Alpha Omega Health, Inc. maintains a zero tolerance stance against any and all matters of potential violence towards clients, staff, and visitors. This includes verbal and nonverbal threats and related actions. Acts of potential violence include, but are not limited to, harassment, threats, physical attack, or property damage. Alpha Omega Health, Inc. may utilize corrective actions, assistance programs, or dismissal policies to secure the workplace from violence and to reasonably protect clients, visitors and staff.

### Procedures:

#### 1. Identifying and Reporting Workplace Violence

- A. The ability to recognize the early warning signs of workplace violence can often lead to resolving the problem before it escalates. Certain warning signs are obvious while others may be less obvious. Some typical early warning signs and individual may express are:
- a. Making direct or veiled verbal threats of harm towards a person.
  - b. Intimidation of others by words or actions.
  - c. Carrying a concealed weapon or flashing a weapon to test reactions.
  - d. Displaying a paranoid behavior, such as perceiving the whole world is against them.
  - e. Referencing moral righteousness and believing that the organization is not following its rules and procedures.
  - f. The inability to intake criticism of job performance i.e.: holding a grudge, especially against a supervisor and often verbalizing hope for something to happen to the person against whom the employee has the grudge.
  - g. Expression of extreme desperation over recent family, financial, or personal problems.
  - h. A history of violent behavior.
  - i. Extreme interest in semi-automatic weapons and their destructive power to people.
  - j. A fascination with incidents of workplace violence and the approval of the use of violence under certain circumstances.
  - k. Disregard for the safety of staff.
  - l. Obsessive involvement with the job, often with uneven job performance and no apparent outside interests.
  - m. Being a loner who has a romantic obsession with a staff member who does not share this interest.
- B. Staff members who recognize the early warning signals of workplace violence will immediately report the concern to

his/her supervisor.

- C. An Incident Report must be completed.
- D. The Human Resources Director will be notified when warning signs of workplace violence are reported. Detailed documentation of the incident will be maintained to protect the employee and the agency.
- E. No reprisals will be taken against an employee for reporting or experiencing workplace violence.

#### 2. Immediate Threat of Workplace Violence

- A. In certain cases an individual may become violent without warning. It is important for staff to remain calm and summon assistance immediately.
- B. Staff will utilize the safest means available at the time to summon assistance
- C. Staff will not attempt to challenge a violent individual who is displaying a weapon of any type
- D. Staff will call 911
- E. When possible, staff not providing direct care will exit the area of concern and retreat to an area that can be locked behind them. If a client is in danger and can be moved, staff will move the client to an area that can be secured. These persons will remain in the secured area until they are advised by a police officer that the area is clear of danger. If a client can not be moved the staff member will remain with the client and attempt to make the area as safe as possible.
- F. The staff confronted by the violent individual will file an Incident Report. Included in this report will be a description of the violent individual.
- G. No reprisals will be taken against an employee who reports or experiences workplace violence.



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Have something you want  
to share?

Email [smorgen@aohealth.com](mailto:smorgen@aohealth.com)  
with any news you want to  
include in the next issue.