



Eldridge Press

Message from the Executive Director

by Karen Faria

There were three Town Hall Meetings held during the first week of August. The Town Hall was presented in a Power Point format by Executive Director, Karen Faria.

Ms Faria had this to say, "Each month the Town Halls will have a theme. This month's theme is 'Communication and Mis-Communication.' This process will be interactive and I will have questions for you the audience members during the Town Hall. Let's get started:

Why communication is an Issue?

- It gives staff needed information, builds trust, builds work relationships, focuses our efforts, helps get work done efficiently and makes a group of people an organization

None or Wrong Communication:

- It breaks an organization into an unconnected group of people, key steps and tasks are left undone, it creates frustration and anger, it slows everyone's efforts and someone could get hurt or worse

My role in Communication:

- As the Executive Director I will provide timely and accurate information, transparency, listen and consider information provided and ensure that information is passed throughout the organization

What is the role of SDC employees in Communication? (*responses from audience*)

- Listening, provide specific, clear and accurate information, communicate with kindness, don't spread rumors, feedback to management, commitment, etc.

Why Communication **Now**?

- So much is happening at SDC and beyond SDC that needs to be known, we need to make changes, we need to be a cohesive and efficient team, and we need to improve the lives of the people who live here

Reorganizing the Town Hall Meetings, which will now include:

- Information about the men and women who live here
- Information about the progress towards Conditions of Participation. "The regs!"
- Information about the stakeholders and media
- Information about suggestions and questions from staff
- Information about the people who work here

Progress on the Conditions of participation discussed:

- Governing Body and Administration, Client Protections and Rights, Staffing and Training, Active Treatment and Quality of Life, Facility Practices for Positive Behavior, Quality Health Care Services, Physical Environment and Dietary Services

Stakeholders update information

Topics to be addressed at next Town Hall (*responses from audience*)

I want to thank you for your participation and would like you all to know next month's theme will be, "Technology."



Karen Faria

Did You Know?

More from the Town Hall

During the Conditions of Participation portion of the Town Hall Power Point presentation, a variety of topics were discussed including:

Governing Body and Administration:

- Town Halls will have a theme and will be posted on the SDC intranet
- Karen Clark has returned in her role as Administrative Services Director
- Quarterly Governing Body Meeting occurred and will be posted on the SDC intranet
- Tobacco free campus for staff—in early stages, not sure what it will look like
- Staff Appreciation Picnic on August 23rd
- Administrative Reassignment process being looked at
- NOC Shift Communication Survey sent out—waiting on results
- General Acute Care (GAC) Survey in process (subsequent note: Passed GAC Survey well.)

Client Protection and Rights:

- Consent Policy has been revised and training on policy in process
- General Event Reporting (GER) Policy has been revised and signed and training is also happening
- Office of Protective Services and Clinical will be having joint meetings on how to ensure communication and understanding of reporting issues

Staffing and Training:

- We are hiring, only four days in August without Qualification Appraisal Panel and Selection Interview scheduled and many are on the same day, 102 applicants in the hiring process, currently there are seven employees at New Employee Orientation
- Abuse Prevention, Choices and Rights, CPR training discussed
- Residences are being surveyed for needed lift training by employees
- Supervisors Training Curriculum being discussed
- Upcoming trainings for MAB/PAST and Supervisors Training

Active Treatment and Quality of Life:

- Bike repairs occurring with sustainable process

(when needed)

- Cloth napkins being distributive to all units by a joint effort of Administrative Services and Clinical Services, for a more normative meal time experience
- Two new Active Treatment trainers
- Interviews for Teaching Assistants for positioning classes on NF residences this month

Facility Practices for Positive Behavior:

- Whole Person Review is working with units to follow-up on all items needed. This is getting better with new Office Technician tracking items.
- We are demonstrating a significant decrease in the use of Highly Restrictive Interventions.
- Change in process: All use of stat meds for behaviors are GERs with notifications.

Quality Health Care Services:

- Morphine, testing samples at independent lab and repacking bags with less syringes in them.
- Pharmacy Manager meeting with Unit Supervisors to discuss their concerns.

Physical Environment:

- Certified clearance for all mold on Emparan Floor
- Sprinkler project will be completed by 8/13/13
- All moves in NF residences will be done by 8/31/13. Kudos to all department and NF Services staff!
- Testing water: our testing reveals no bacteria problem, waiting on outside lab results (subsequent note: all lab results were clear)
- Butler Pool repairs delayed due to contractor issues, expect work to begin mid August

Dietary Services:

- Kitchen has started special tours and instructions to clients. This supports Active Treatment. Kudos to Nutrition Services staff. (See Take Pride Spotlight article)



A recent Town Hall Meeting

Did You Know?

Your Input Is Wanted!

As you may be aware, the Department of Developmental Services has contracted with the Delmarva Foundation, a nonprofit quality improvement organization as our Independent Consultative Review Expert (ICRE). The ICRE contract was effective June 26, 2013 and is a critical element of the PIP agreement with the California Department of Public Health (CDPH).

In the July 2013 issue of the *Eldridge Press*, Delmarva announced an online survey to solicit input from all employees of SDC, who wished to do so.

The survey is completely anonymous unless you indicate that you would like to be contacted by Delmarva to provide face-to-face information. The more input they have, the more valuable their analysis and recommendations will be. Dr. Matt Mason has returned in his role as the Senior Outcomes Analyst. His office will be located in the Corcoran Residence, Room 103. Below is the link:



Matt Mason

<https://www.surveymonkey.com/s/SCGN36M>

Fiscal Department News

Effective July 1, 2013, the Department of Human Resources (CalHR) increased lodging and per diem reimbursement rates for official State travel for SEIU [Bargaining Units (BU) 1, 3, 4, 11, 14, 15, 17, 20, and 21], CAHP (BU 5), and all non-Represented/Excluded/Exempt employees. Employees represented by PECG (BU 9) will have similar rates. Employees not represented by SEIU, CAHP, and PECG will continue to use the rates found in their current contract.

Short-Term Lodging Rate Increases (SEIU and Excluded Employees)

- All Counties/Cities located in California (except as noted below): Actual lodging expense, supported by a receipt, up to \$90 per night, plus tax.
- Napa, Riverside, and Sacramento Counties: Actual lodging expense, supported by a receipt, up to \$95 per night, plus tax.
- Los Angeles, Orange, and Ventura Counties and Edwards AFB, excluding the city of Santa Monica: Actual lodging expense, supported by a receipt, up

to \$120 per night, plus tax.

- Alameda, Monterey, San Diego, San Mateo, Santa Clara Counties: Actual lodging expense, supported by a receipt, up to \$125 per night, plus tax.
- San Francisco County and the City of Santa Monica: Actual lodging expense, supported by a receipt, up to \$150 per night, plus tax.

Per Diem Rate Increases (SEIU and Excluded Employees)

The new Per Diem rates are as follows:

- Breakfast - \$8.00
- Lunch - \$12.00
- Dinner - \$20.00
- Incidentals - \$6.00

Please note that employees may claim only their actual expense for meals. In the event of an audit, employees must be prepared to furnish receipts substantiating the amount claimed.



Christy Clark
in the Fiscal Office

Did You Know?

Historical:

The carousel at Sonoma Developmental Center was built in 1918 by a Texas firm, and for approximately 50 years was operated at Clearlake Highlands. From 1968 to 1971, it was part of a traveling carnival. In 1971, it was purchased by the Women's Auxiliary, and with the assistance of the Show Folks of America (a group of retired carnival employees), the carousel was installed at what was then known as Sonoma State Hospital.

Many assisted with the restoration of the carousel, including: the Navy Seabees from Skaggs Island who rebuilt many of the mechanical and wooden parts; Thom French Auto Body of Sonoma, who removed the old paint and repaired the damaged horses; Jackie Griffre, a Santa Rosa artist, who donated her time to completely repaint the horses; and the 50-foot roof was accomplished by dozens of local busi-



The SDC carousel

continued next page

Recognition

Did You Know?, continued from previous page

nesses under the direction of Domes of Sonoma.

The residents and employees are preparing for the annual Hoe Down at the Carousel in mid-August, with live music, root beer floats, and of course Merry-Go-Round rides for all to enjoy.

Administrative Services:

- Employee characteristics as of July 1, 2013
 - 62% of employees are female
 - 75% of employees live in Sonoma County
 - 52% of employees are over the age of 50
 - 87% of employees are Permanent Full Time
 - 41% of employees are Level of Care

Psychology Services:

- The Human Rights Committee welcomes community representatives Alan Bertano, Joan Thurston, and Steve Norton. Alan and Joan will attend the Whole Person Reviews and monthly meetings. Steve will attend the monthly HRC meeting.
- Psychology Services welcomes Lisa Floyd, Office Technician, to the department. Lisa helps keep the Whole Person Review process running smoothly, in addition to helping the psychology department.

New Hires

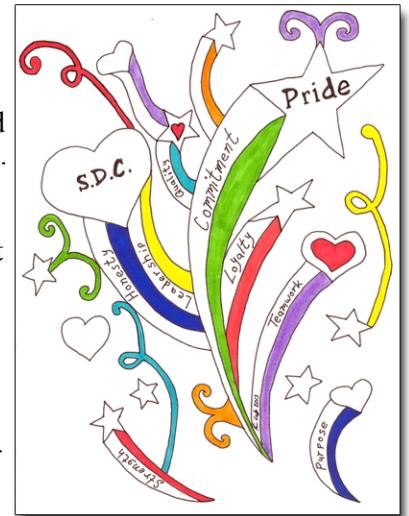
Sonoma Developmental Center would like to welcome its newest employees that were hired during the month of July:

- Victoria Cooper, Custodian
- Amanda Corpuz, Associate Government Program Analyst
- Mary Giusti, Standards Compliance Coordinator (Retired Annuitant)
- Tamiko Glenn, Psychiatric Technician
- Reina Hollister, Custodian
- Donna Keegan, Executive Secretary (Retired Annuitant)
- Myisha Brown, Psychiatric Technician
- Javier Morales, Custodian
- Rosalina Ruiz, Pharmacy Technician
- Oliver Salazar, Psychiatric Technician
- Michael Strom, Office Technician

Take Pride Moments

- During a Friday afternoon **transition time** the staff on the Roadruck Residence were actively interacting with the residents; acknowledging their presence, commenting about activities, and offering choices. The environment was clean and comfortable and there were respectful interaction between staff. This is exceptional work by the staff.

- When a Main Kitchen freezer was out of order for more than two weeks, Josh Dofelmire, Cheryl Dowell, Cassie Giba, Omar Jackson, Matt Johnson, Rudy Negre, Denise Wagoner, and others took action.



- No food was lost and meals for the residents were not affected. After it was repaired, there was a great team effort to reload and reorganize the freezer. Thank you on behalf of the people who live here.

- Tim McIntyre and Britt Hagen took residents to the Village Market to shop for smoothie supplies. One resident pushed the cart, while the other took supplies from the shelves. While in the fruit aisle one resident had seven bananas, but needed twelve. She practiced her math skills and replied, “Five.” They went back to the offsite and made smoothies for all to enjoy.
- Roadruck, Cohen, Central Program Services and Motor Pool staff took numerous residents to the beach on two separate occasions. Individuals enjoyed spending the day flying kites, bird watching and playing in the sand. A great time was had by all.
- Becky Majors from Bentley was overheard working with a resident, preparing her for a medical appointment. She took time to explain the process so the person would feel more comfortable. She was heard having the same type of engagements while floating

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Recognition

Take Pride Moments, continued from, previous page

to the Cohen residence. Great job!

- Regarding the new directive for the debriefing with clients and staff after an allegation: the Unit Supervisor was very proud of the way that the Corcoran Team handled the process, "The Psychologist, client, and staff all contributed and made the process successful."
- Thanks to the team effort by employees from the Poppe Residence and Oak Valley classroom staff, a resident went on a tram ride. He had refused going off residence for years and a renewed effort led to him going out more regularly.
- The Corcoran residents and staff had a festive 4th of July barbecue and almost the entire residence went to the 4th of July fireworks show in the town of Sonoma that evening. Everyone had a great time at both events.
- NF Services had a program-wide Musical Band come play. However, the morning of the event, it was discovered that the Nelson A patio, where the band was to perform, had no power. Ken Woodle and Charles Enlow, from Plant Operations, along with Dave Stock, Program Assistant, worked all day to assure the courtyard had electrical power, so the band could play. The team effort was greatly appreciated.
- Larry Underwood, Psychiatric Technician from the registry, was observed by a Psychologist to be very knowledgeable, calm and respectful when working with an individual who was having difficulties. His approach helped the person during this challenging time. Quality employees make for quality of lives of the people we serve.
- Due to the Fire Life Safety survey, the residents of Corcoran are taking responsibility for unplugging their items from the power strips and have taken all of the paper off the walls. One resident explained what he does and how he works hard to be in compliance with Fire Life Safety. Way to go!
- The Sonoma Valley Nurses reported that they followed careful repositioning per a resident's Postural Support Plan and would like to pass on their respect to the staff at SDC who had obviously cared so well for this resident.
- The King Residence team would like to thank all the

support that a variety of disciplines have demonstrated in assisting an individual who is not feeling well, specifically the HSS's who have taken that extra step to assist and spend time with the individual, bringing much needed comfort and support to his day.

- The Napa Valley Psychiatric Technician students are an incredible group. Not only do they provide quality time spent with the residents during their assignments, they volunteered to assist during a recent AWOL event.
- To Mary Williams, Napa Psychiatric Technician Instructor, Abraham Hill, Psychiatric Technician Instructor, and the Program Directors of 4 and 6 for their proactive ways. Mary identified a potential hazard and contacted Abraham, who contacted the Program Directors. Charlotte Jones and Tori Mathis acted upon the issue and informed staff, with the outcome benefiting the lives of the residents. Kudos to you!

Take Pride Spotlight:

Main Kitchen Tours and Training

After a discussion at the Main Kitchen regarding the Program Improvement Plan (PIP), Jason Howard, Cook Specialist I, proposed offering residents tours and cook training opportunities in the main kitchen and on the residential kitchens. The Nutrition Services and Program staff jumped on board.

The Main Kitchen tours include:

- Food Production: Who makes the food? Includes safety and infection control training
- Storeroom Tour: How much food does it take to feed SDC residents? Includes food storage training
- Sack Lunch: How do we make sack lunches? Includes training on how to plan a healthy bag lunch.

Cook training includes:

- Cooks will provide



*Jason (center) gives a tour of the Main Kitchen to Savaing (L) and Donna (R)
[photo by Diane Kane]*

continued next page

Advocacy

Main Kitchen Tours, etc., continued from previous page

training on simple breakfast, brunch and/or lunch menu items

- Training includes hand washing, personal protective equipment, safety, setting tables, bussing, dishwashing, portions
- Main Kitchen diet area or a residential kitchen will be utilized

On July 25 two residents attended a “kick off tour,” led by Jason. Donna and Savaing enjoyed the tour and found it informative and educational. They had many questions for the staff including, “How hot does the oven get? How does the ice machine work?” Savaing is interested in learning how to make bread pudding and the Main Kitchen is coordinating with his program to help him meet this goal. Becky Jasperse, Acting Director of Dietetics said, “The Main Kitchen staff has great enthusiasm for sharing their knowledge and helping the residents become more independent, in a fun and interactive way!”

Helping His Community

Text and photos by Cindy Ruder, Area Board IV

Donald Blair lived at Sonoma Developmental Center for 50 years and now helps make sure people in Solano County have enough food to eat. As a volunteer for the Solano County Food Bank, Donald’s job is to fill mesh bags with oranges, then put the filled bag into the correct bin before being given to low income families.

Donald has only lived in Solano County for about eight months. Even though he’s new to Solano County, Donald does a lot to help his new community. Besides volunteering at the Food Bank, Donald also helps keep local parks clean and he recycles bottles and cans. Donald gets support from Dungarvin. Dungarvin staff gave Donald

opportunities to try different activities, they saw what Donald was already good at doing and they helped him learn to do more.

Donald doesn’t say a lot with words, but he communicates clearly. It’s easy to tell when Donald likes something because his whole face lights up. If Donald wants to be

left alone, he’ll pull his hat down over his face. If there’s something Donald doesn’t want to do, he won’t do it. He likes doors to be closed, he likes being outside, and he likes country music. Donald lets people know what he wants and what he doesn’t want... what a great advocate!



Donald recycling

Donald loves when his brother Steve visits him. Steve said Donald likes watching people and is very curious about things around him. Since he’s been at Dungarvin and in his new home,

Pathways, Donald is more relaxed, alert, and happier. Steve said Donald is not pulling his hat down over his face as much as he used to, and sometimes he even takes it completely off. Without his hat covering his eyes, Donald has more eye contact with people and is interacting more.

Donald helps his community, and he helps many others by reminding us that everyone can contribute and do meaningful work.



Donald out and about

Regional Advocacy Meeting

Residents of SDC attended a Regional Self-Advocacy Meeting on July 17 at the Community Center in Rohnert Park. The meeting was opened to audience members who were excited to tell everyone what they did career-wise, and Savaing from Sonoma Developmental Center gave an update on People First of California. There was a lively discussion on what advocacy meant to everyone and the meeting ended with a fun social learning game called, “Who Advocates?”

On the agenda were presentations on jobs including one from Charles who has worked a variety of jobs and is interested in starting his own restaurant, Janice who has her own shredding business, and Michael who talked about his job and all of his accomplishments up until now and what he is planning on doing in the future.

Charles handed out information on support you can get to succeed at a job, with help from a job coach, including:



Area Board 4 presentation at the 2012 Regional Advocacy Meeting



Donald at the food bank

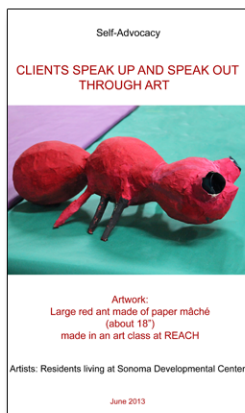
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Advocacy & Community Happenings

Regional Advocacy Meeting, continued from previous page

- Helping you to learn the job requirements
- Helping you remember how to do the job right
- Helping you find the best way to work as a team with your coworkers
- Helping you get along with your coworkers
- Can have meetings with you and your supervisors

Advocacy Posters: June, July, and August



*Billy Lee (R) at the beach with Psych Tech Maria Salias.
[photo by Christy Delucchi]*

4th of July Celebration

Sonoma Developmental Center celebrated its annual Fourth of July festivities on July 2 and 3. Like most communities, the Center has been observing the Fourth of July for many years.

The Independence Day festivities began the evening of the 2nd with live music from the Fourth Street Jazz Band, shaved ice treats, a temporary tattoo booth and a live fireworks show at dusk.

The Independence Day festivities continued the morning of July 3rd at Sonoma House. The Shawn Carscadian Band performed during the event, which was decorated in red, white and blue décor. There were photo booths with Fourth of July-themed backgrounds, an arts and crafts booth and a temporary tattoo booth. There are also many game booths with prizes. The residents enjoyed servings of fresh fruit, ice cream, shaved ice treats, as well as other refreshments. (More photos on next page!)



Fireworks on July 2, presented by retired staff Wes Caswell (R, in hat) and Jim Tallent (R, in white shirt)

Summertime = Beach Fun!

by Christy Delucchi, State Teacher

Summer started with a fun-filled day for seven of the Sonoma Developmental Center's Turner A day program individuals, who reside on the Roadruck Residence. These seven gentlemen went on a wonderful trip to Doran Beach on July 12. To make this a successful outing there was planning and preparation by the Dana, Recreation Therapist, Central Program Services staff, great support by the energetic Roadruck level of care staff and a wonderful driver. With picnic supplies, sunscreen, and a kite, the staff worked hard to make sure this was a successful outing for all.



Christy Delucchi

The sun was out, as well as the smiles on everyone's faces. Everyone enjoyed their picnic lunches, the boats and birds, the sand, as well as marine life. "We even flew a kite!" If the dirt on a few faces was any indication of how much fun was had by all, our outing was a great success. Thank you again to all who made it possible and we are ready for more summer fun!

[See photo top of next column.]

Community Happenings...

More 4th of July photos!



Early in the show on July 2



*Jim Tallent
lighting fireworks*



*Wes Caswell
lighting fireworks*



The grand finale!



*Enjoying the mist
at the July 3 party*



*Program Director Tori
Matthis (center) offers
a game to a resident*



Photo booth



Live music

Note:

If you would like to receive the *Eldridge Press* electronically, please e-mail your request to Jorge.Fernandez@sonoma.dds.ca.gov.

Submitting articles to the *Eldridge Press*:

The *Eldridge Press* gladly accepts submissions of articles about events at Sonoma Developmental Center, news about the Center's departments and programs, employee recognition, and other information of interest to the Center's employees, consumers and other stakeholders. Articles may be edited for grammar, punctuation, and clarity. To submit your article, send it to the Office of Planning and Communications, Room 102, Sonoma Developmental Center, P.O. Box 1493, Eldridge, CA 95431. Deadlines are the 15th of the month prior to the publication date (for instance, August 15 is the deadline for the September 2013 issue).

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