



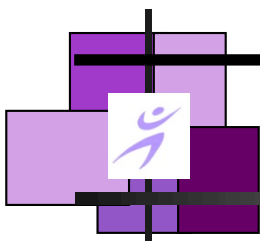
# The Insider

Oct 2019

## UNIVERSAL MH/DD/SAS Mission Statement

Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving their full potential to live, work and grow in the community.

**WHY THE NEED FOR THE INSIDER ?** *The purpose of this newsletter is to provide specialized information to all Universal MH/DD/SAS employees. The intent is to develop a better informed workforce, to foster a greater sense of community and to build morale.*



### FEATURE STORY

#### Inside This Issue

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**Universal's NCPSS Bill Jenkins says "I'd like to share with the members of Team Universal how proud I am of one of our peers. Shawn attends our PSR in Asheville and receives Peer Support services currently. He has graduated from the Hospitality program offered through A B Tech and found employment with the Double Tree Inn in Asheville, as a dishwasher." Bill also says "I've spoken with his supervisor, who praised Shawn for the good job he is doing."**



***Shawn has overcome many obstacles and I feel certain that he will continue moving forward in his recovery.”***



***Shawn says “I credit the PSR and Peer Support teams for believing in me. They have motivated me in this recovery journey.” Bill Jenkins says “We are blessed to serve Shawn and look forward to seeing him reach his goals and someday live independently.”***

**Universal's NCPSS Mary Sibila-Lemons says *"I want to share the successes of Daryl."* In his words *"I'm just trying to do the right things, push forward in life, open up to people, have an open heart toward others. I try not to let my anger get in the way of relationships. Anger can hurt me especially if I allow it to burn bridges. I've learned to cope better because it's important. It's part of everyday life. Everybody has feelings. My friends have taught me to open up without being judgmental."***

**Mary says *"Daryl is working successfully at his job at Bojangles. He has even moved into his own apartment with independent living through the TCLI program."***

KUDOs  
to you  
Daryl!  
We are  
so proud  
of you!





Universal's NCCPSS Bill Jenkins is at it again - spreading the word that Recovery Does Happen!

As a representative of Universal Mental Health Services at the WNC Regional Rallies in previous years, Bill says that he and his wife began dreaming about what it could be like to have a similar event in their own community. Then they realized "whew - that'd be a lot of work!"

As National Recovery Month (September) approached, Bill collaborated with his work family at Universal to align with his dream. Universal MH/DD/SAS and the Peer Support team committed to assist with the purchase of T-shirts, food and flyers to advertise the event. They promoted Universal at the resource table and met with officials in Madison County. They all promoted Universal as a behavioral health service provider.

Approximately 175 folks gathered at the Mars Hill Recreation Park to hear music from several local artists. Speakers shared personal testimonies of using Narcan to revive people from overdose death, being brought back to new life in recovery, and joys of community service. The first 100 people received T-shirts while everyone received wristbands from Vaya featuring the 24 hour crisis line phone number.



Kudos to Bill Jenkins and Universal Mental Health for working together to spread the good news that Recovery Does Happen and that Love Does Win!

**As Universal's CPSS Program Mgr. Charlyne Boyette says, "Together We Are Stronger!"**





*Dr. Kivette Bowman ~ Universal MH/DD/SAS Medical Director*

It is with great sorrow that we share the passing of one of our Universal family members, Dr. Kivette Bowman. After a period of declining health, Dr. Bowman passed away on Wednesday, August 7, 2019. Throughout his tenure with Universal, he directed all the medical services and all aspects of Universal's psychiatric and clinical operations statewide.

Having served in various positions throughout his illustrious career, Dr. Bowman was a graduate of Wake Forest and UNC School of Medicine. Dr. Bowman completed his psychiatric residency at Dorothea Dix Hospital and Duke University Medical School. A resident of Troutman, Dr. Bowman loved to travel and spend quality time with his two children and six grandchildren.

Universal MH/DD/SAS Agency Director

Brook Phillips, says "*Dr. Bowman was a catalyst for the success of our company. His compassion for our clientele was always first and foremost. We are thankful for his insight and leadership and we will miss him terribly.*"



First off, I'd like to introduce our new IT Specialist, Lee Price. He comes to us with a diverse background and lots of experience with tech support and troubleshooting. I am thrilled to have him on the team. He can be reached by email at [lprice@umhs.net](mailto:lprice@umhs.net) or via phone at (717) 404-1516. Expect to see him around the offices.

Also, recently we updated some settings in our systems. If you received a notice about changing your login or Office365 password, those setting changes were the reason your password had to be updated.

The current password policy must meet the following requirements:

- Include an upper case letter
- Include a lower case letter
- Include at least one number or symbol
- Be at least 8 characters
- Cannot be a repeated old password

Passwords at UMHS are set to expire every 90 days as per best practices, our policies and our accreditation requirements.



As always, if you have issues, please send an email to [trackit@umhs.net](mailto:trackit@umhs.net) outlining those issues with as much detail as possible.



Within moments of meeting you, people decide all sorts of things about you, from status to intelligence to conscientiousness. Career experts say it takes just three seconds for someone to determine whether they like you and want to do business with you.

Fortunately, you have some control over the way others see you. For example, wearing tailored clothes and looking your conversation partner in the eye will generally create a more positive impression. To determine if you look aggressive, that's largely determined by your facial structure.

Here, are 11 assumptions people make about you. Sometimes accurate and sometimes less so, based on first impressions.

- 1- People judge how much they should trust another person after only just meeting them.
- 2- People also judge your socioeconomic status just by looking at you.
- 3- People determine how smart they think you are after just meeting you.
- 4- Your appearance can also signal how dominant people think you are.
- 5- If you want to look successful, get your clothes tailored.
- 6- People aren't just judging your status, they're making assumptions about your earning potential, too.
- 7- People are looking to see whether you're adventurous during the first meeting.
- 8- People can tell if you have an aggressive personality just by your face shape.
- 9- People may be able to tell how religious you are simply by looking at how you hold yourself.
- 10- In just 50 milliseconds, most people can accurately predict if you consider yourself an extrovert.
- 11- People make assumptions on your leadership ability just by looking at you.



***What signals might you be giving off?***

Business Insider –by Shana Lebowitz,Allana Akhtar 7/23/19





**Asheville** was originally named Morristown. In 1797 its name changed to Asheville after NC governor Samuel Ashe.

**Forest City** was formerly known as "Burnt Chimney."

**Morganton** is sometimes known as "Nature's Playground."

**Lenoir** was named for Revolutionary War general and early NC statesman William Lenoir.

**Winston- Salem** has been called "the Dash"

**Burlington** resulted because of the need of the NC Railroad in the 1850s to locate land where they could build, repair and do maintenance on its track.

**Raleigh** is known as the "City of Oaks" for its many oak trees, which line the streets in the heart of the city.

Once a center of tobacco cultivation, **Wilson** was widely known as "The World's Greatest Tobacco Market" in the nineteenth century.

**New Bern** is the second-oldest European settled colonial town in North Carolina, after Bath.

**Wilmington** is the home of EUE Screen Gems Studios, the largest domestic television and movie production facility outside California.

**CARF will be here in approximately 1 year. During new hire and recert training, your trainers will soon be distributing information that is of utmost importance!**

Take note of this an awesome statistic...  
From July 2018 to July 2019 Universal ~~had~~ **NO** physical restraints!

*A group of ...*

*Dolphins is called: a pod, a trip or a paddling?*

*Crows is called: a parcel, a murder or a bask?*

*Hyenas is called: a team, a clan or a herd?*

*Cattle is called: a mob, a clattering or a rake?*

*Coyotes is called: a rag, a pack or a flight?*

*Eagles is called: a pack, a herd or a convocation?*

*Answers on last page*



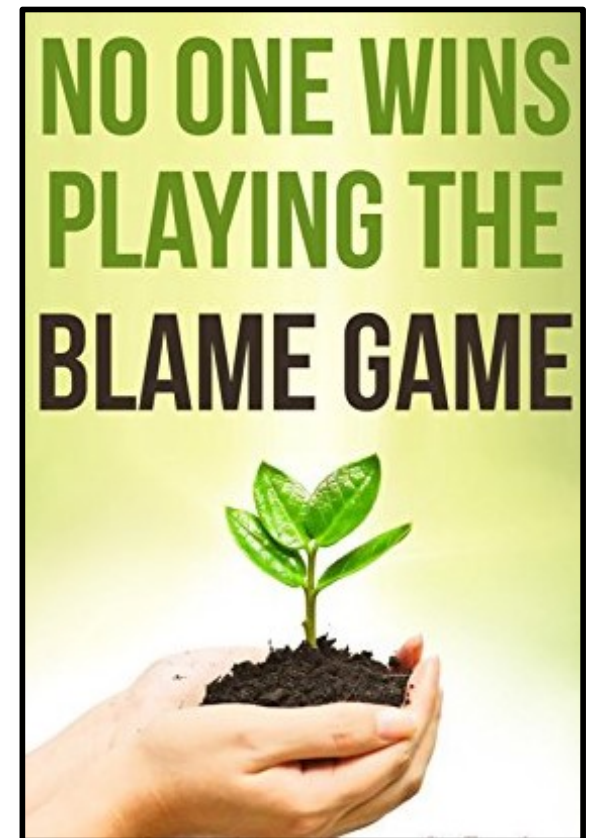
**Did you know that the American Red Cross has FREE apps for many things like First Aid and Pet First Aid. Some of you just looked in your App Store didn't you?**



To err is human, and we don't have to punish ourselves for the mistakes that we make. They can be great opportunities to learn, to develop on a personal as well as an organizational level. We just need to learn from them and to put that learning into practice.

When you or one of your team members make a mistake:

- Own up to it. Don't play the "blame game." This is detrimental in the long run and you'll lose the potential for learning.
- Reframe your mistake as an opportunity to learn and develop.
- Review what went wrong to understand and learn from your mistake.
- Identify the skills, knowledge, resources or tools that will keep you from repeating the error.
- Review your progress.



What Do You Need In A Survival Kit? According to the American Red Cross, at a minimum you should have the basic supplies listed below:

1. Water: one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
2. Food: non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home).
3. Flashlight
4. Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
5. Extra batteries Deluxe family first aid kit
6. Medications (7-day supply) and medical items
7. Multi-purpose tool
8. Sanitation and personal hygiene items
9. Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
10. Cell phone with chargers
11. Family and emergency contact information
12. Extra cash
13. Emergency blanket
14. Map(s) of the area

**Consider the needs of all family members and add supplies to your kit:**

1. Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, etc.)
2. Baby supplies (bottles, formula, baby food, diapers)
3. Games and activities for children
4. Pet supplies (collar, leash, ID, food, carrier, bowl)
5. Two-way radios
6. Extra set of car keys and house keys
7. Manual can opener





## Enjoy a Safe and Healthy Fall Season – *National Safety Council*

### Get Your Flu Shot

Autumn is the start of flu season and doctors recommended everyone 6 months and older gets vaccinated against the flu.

### Have No Fear - Halloween is Here

Halloween is a fun-filled time for children, but there are many dangers associated with the holiday unrelated to ghouls, goblins and witches. Parents need to take the necessary Halloween safety precautions to make sure their children remain safe while still having fun.

### Drive Safely as It Gets Darker

Daylight Saving Time ends every year on the first Sunday in November. This means it starts to get darker earlier. As we set our clocks back by one hour in most areas of the country remember: When you change your clocks it's also a great time to check the batteries in your smoke alarms and carbon monoxide detectors.

### Be mindful of Self-Care

1. Protect your energy
2. Remember challenges are present to teach us something
3. No self-deprecating thoughts or words
4. Keeping healing and falling in love with life
5. Fill yourself up with positivity, so that only positivity can overflow.

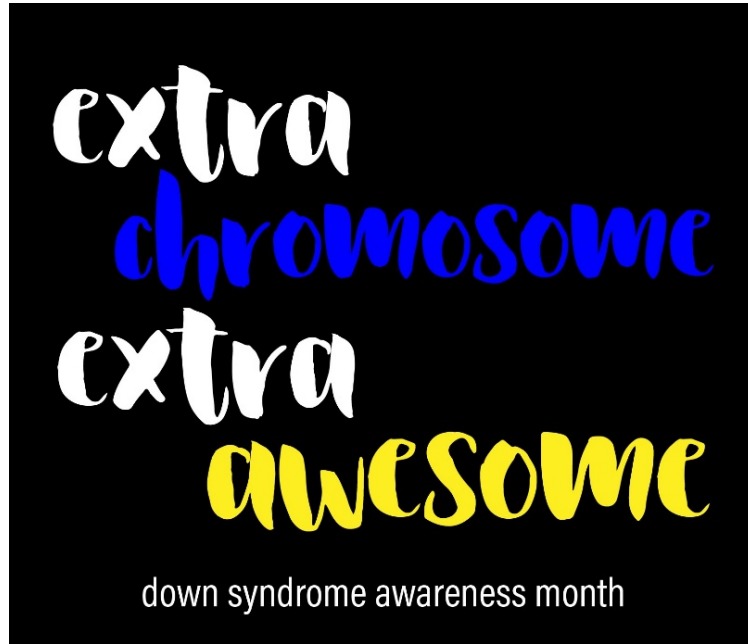
-Mylyia Newton, Lead Clinician, McLeod



# Universal's Cultural Sensitivity Mission Statement?

"Universal MH/DD/SAS strives to develop awareness and respect in order to celebrate the diverse backgrounds of people."

Oct



Nov

## Tolerance

*a word used too often to represent being patient and accepting of what is different rather than learning to understand the other, truly honoring our diversity.*



## International Day for Tolerance – 16th



**Kuddos to  
AFL Dawn  
McDainel for  
taking the  
initiative to  
enhance her  
knowledge  
and skills.**

**The Wilson office  
would like to give  
kudos to Susan  
Propst at  
Corporate. She is  
always so quick  
to reply to  
everything that  
we send into OTC.  
She does an  
amazing job and  
we can always  
count on  
her!**

**Kudos to Garry Wiley.  
He relays information  
about our field, has a  
wealth of knowledge to  
share with his team, is  
professional and has a  
way of looking at the big  
scheme of things. He is  
patient, open-minded for  
new ideas, and acts with  
transparency with his  
team. Great leader!  
KUDOS!!**

**Kudos to "Mr. Awesome  
IT Person of the Year" ~  
Les Cothren**

**Kudos to everyone for  
keeping Marilyn in  
their thoughts and  
prayers and for  
working as a team to  
keep things together  
while she has been  
recovering.**

**KUDOS to  
Brittany Crook  
and Ms. Carr for  
being so  
supportive and  
being a team  
player.**

*"A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so." Mahatma Gandhi*







**Raleigh's**  
Office Assistant ~  
Paul Murphy

**Burlington's**  
QP IDD ~  
Raquel Paul Rodriguez



*Welcome*



**New Bern's**  
QP IDD ~  
Tracey Segers

**Wilmington's**  
QP IDD ~  
Courtney Cox







**Morganton's** Supported Employment Specialist Brad Ritch and EI Coordinator Amber Anderson are rocking parenthood. Brad just had a baby and Amber is due again on Oct. 12th.



**Asheville's** Courtney Ward sure is the proud mamma. Welcome to this big bad world Danielle Catherine Ward born August 5<sup>th</sup>.



**Forest City's** Julia Littlejohn's daughter Imani's 1<sup>st</sup> day of 1<sup>st</sup> grade!



**Corporate's** Loretta Bull (middle) completed her first ½ triathlon on Sept 15<sup>th</sup>. What an awesome accomplishment. We are so proud of you girl!

- Answers to Names of Groups of Animals
- Dolphin – Pod
- Crows – Murder
- Hyenas – Clan
- Cattle – Mob
- Coyotes – Pack
- Eagles - Convocation



**Corporate's** Ingrid Freeman's son Anthony is going to become one of the best referees around. Be on the lookout for him to be calling basketball games at the highest level soon!

