



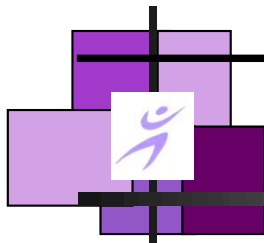
# The Insider

October 2020

## 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

#### Comments from the 2020 CARF Administrative Reviewer:

*"I wanted to let you know that your draft accreditation survey report is complete and was forwarded to Tucson this morning. This ends my formal surveyor role with Universal Mental Health Services. I would like to again express our appreciation for welcoming us to your organization and for the diligence you and your staff put forth to prepare for this CARF accreditation survey. Please also share our thanks again with everyone for their assistance and willingness to participate in this survey.*

*Universal should be very proud of its efforts to provide quality services and to continually improve to meet changing regulatory requirements, emerging community needs and stakeholder quality expectations. Conforming to international quality standards is not an easy process. However, we expressed many times how impressed we were with the commitment and professionalism of your team and the high level of satisfaction expressed by your stakeholders. As I noted I often travel to North Carolina. When I do, I hope to hear more about the great things happening at Universal Mental Health Services! Please let me know if I can offer any additional assistance.*

*I so enjoyed meeting all of you, your team and those you support.*

*Best regards,  
Wayne"*

#### Inside This Issue

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# Congratulations to the top 15 people in the company who diligently entered their documentation!



### Asheville

JUSTICE, LOGAN DIANE

MYERS SR, THOMAS E

MANEY, MARLENE PYATTE

### Burlington

WATKINS, GLENDA K

JONES, RACHEL L

### Raleigh

JOHNSON, ERNESTINE

MAHMUDA, SYEDA IFFAT

MITCHELL, AMBER NICOLE

HARRIS, ANGELA MARIE

STEWARD, ALFREDA

### The Arbor House

NNOCHIRI, DAPHINE

### Forest City

HUDGINS, PAMELA GAIL

### New Bern

DUCLOS, SHELLY

### Wilson

SULLIVAN, KATHY B

### Winston

SEARCY, PHILLIP D



*“My name is Courtney Cox and I serve the Wilmington office as QP. I have a compassion and drive to serve a population of children with autism and other developmental disabilities. Universal has given me a wonderful place to continue an inspired career I love. Working with individuals with special needs brings with it a host of unique challenges and opportunities that make each day interesting. The Wilmington office staff and persons served I work with make every day fulfilling. I love knowing Universal's work is making a positive impact and helping everyone to grow, gain skills and work towards independence.*

*I honestly feel my work at Universal has truly made me a better person, personally and professionally. Our work here at Universal allows myself and everyone here, to be a part of something bigger. It makes my heart swell with pride as a person I serve, their family, and community grow and improve. I couldn't be more thankful for the opportunity I am given each day to see this.”*

*I am the mother to a spunky and ambitious 11-year-old son. We love spending the weekends outside exploring and at the beach! I love being around positive and motivating people and Universal provides the perfect environment.”*



Christina Clatterbuck has accepted the position of Eastern Regional Director. She has been with Universal since 2013. She has over 20 years of experience with Mental Health and IDD and brings a wealth of experience and knowledge to the team. Christina says *“I love what I do because it enables me to advocate for people who cannot advocate for themselves. I’m so proud of being a part of Universal because of what WE stand for!”*

When asked about her fur-babies, Christina said *“Unfortunately I had to make the very difficult decision to put my beloved Henry to sleep 2 weeks ago. He was a faithful companion for 15 years. Everyone who knew Henry, loved Henry. Oliver is adjusting to being the only child. As much as I know he misses his brother, he is loving being the only child now 😊”*



When Judy Heumann was growing up in the 1950s, the New York City school system [barred her from attending school](#) and instead gave her only two and a half hours a week of home instruction. Why? She was in a wheelchair, as a result of polio, and school administrators refused to accommodate her in a classroom. Heumann grew up to become a leading advocate for disability rights. She helped organize a 1977 protest that occupied a federal building in San Francisco and focused national attention on discrimination against the disabled. After a long political fight, President George H.W. Bush signed the Americans with Disabilities Act on July 26, 1990 — 30 years ago.



Few modern laws have had as big of an impact on Americans' lives, and the anniversary has led to reflections on what the A.D.A. has — and has not — accomplished. ([Here is a package of Times stories.](#)) Today, no child can legally be denied schooling because of a disability. Workplaces and public spaces have been transformed. And many nondisabled people have benefited as well: I often felt grateful for the A.D.A. while pushing a stroller around New York (and not having to lift it over curbs).

But it's also clear that disabled Americans continue to endure inequities:

- Only 19 percent of adults with disabilities [held jobs last year](#), compared with 66 percent of those without disabilities.
- Children with physical and intellectual disabilities have fewer options for [extracurricular activities](#) and job training.
- Disabled people are more likely [to be incarcerated](#) or to be victims of police violence, especially if they are not white.
- Voter turnout is low, partly because of logistical difficulties. ("If people with disabilities voted at the same rate as otherwise-similar people without disabilities, there would be [an additional 2.35 million voters](#)," a Rutgers University analysis concluded.)
- Because the A.D.A. [didn't require](#) all old buildings to be retrofitted, many remain inaccessible.

[As Heumann recently told The Times](#), disabled Americans who have been born since the A.D.A. are eager to benefit from the law's provisions. "They also believe that the A.D.A. is not enough," she added. ~ The New York Times 07/24/2020



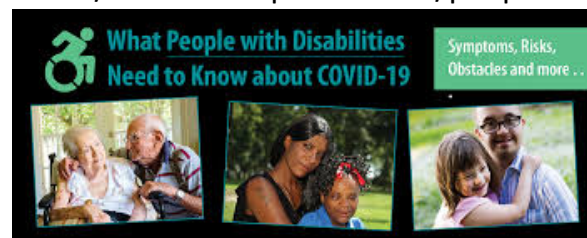
Most people with developmental or behavioral disorders are not naturally at higher risk for becoming infected with or having severe illness from novel coronavirus (COVID-19). However, people with developmental or behavioral disorders who have [serious underlying medical conditions](#) may be at risk of serious illness. Some people with developmental or behavioral disorders may have difficulties accessing information, understanding or practicing preventative measures, and communicating symptoms of illness.

There is currently no specific Food and Drug Administration (FDA)-approved treatment for COVID-19 and there is currently no vaccine to prevent COVID-19. Treatment is currently supportive. Therefore, the best way to prevent illness is to avoid being exposed to this virus. Advice on [preparation for COVID-19](#) and [prevention of exposure to COVID-19](#) is available.

Continue with your routine care

- Don't stop any medications or change your treatment plan without talking to your healthcare provider.
- Discuss any concerns about your treatment with your healthcare provider.
- Ensure that you are obtaining the tests ordered by your healthcare provider.
- Continue to get your [routine immunizations](#).
- Talk to your healthcare provider, insurer, and pharmacist about creating an emergency supply of prescription medications. Ask your healthcare provider if it is possible to obtain a 90-day supply of your prescription medications.
- Make or update [care plans or an emergency notebook](#). They typically include important information about a person's medical conditions, how to manage those conditions, how to contact healthcare providers and therapists, allergies, information on medications (names, dosages, and administration instructions), preferences (food and other) and daily routines and activities.

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-developmental-behavioral-disabilities.html>



Please visit the DHHS website for information regarding the COVID-19

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/individuals-families>

Please visit the CDC website for information regarding the COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>



# If you leave home, know your Ws!



**WEAR**  
a cloth face covering.



**WAIT**  
6 feet apart. Avoid close contact.



**WASH**  
your hands often or use hand sanitizer.



## What is Sway?

Sway is an **easy-to-use digital storytelling app for creating interactive reports, presentations, personal stories** and more. Its built-in design engine helps you create professional designs in minutes. With Sway, your images, text, videos, and other multimedia all flow together in a way that enhances your story.

### How is Universal using Sway?

Heather in the Accounting Department has created several useful Quick Tips. Here are the links to the Sways created. 😊

[Accounting Reminders and Tips](#)

[Who's Who - Corporate](#)

[QP - How to submit Authorization to OA](#)

[OA - How to submit Authorization to Accounting](#)

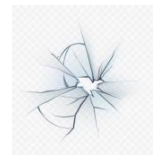
These are also available on the Quick Link access on SharePoint, under Quick Reference.



## What is Cultural Humility?

*A life-long commitment to self-evaluation and self-critique that works to fix power imbalances and develops partnerships with people and groups who advocate for others.*

## Check everyday – is your car in good working order?



## Roadmap 2 Ready



### 2020 Hurricane Season Readiness

There are important changes to emergency kits and shelters this hurricane season because of COVID-19. This **Roadmap2Ready** tool kit includes links for readiness tips and resources for the 2020 Hurricane Season.



### An important reminder

Hurricane Season began June 1 and ends November 30. To make sure you are ready now, not when a storm arrives in our region, start making your plan by visiting [www.ready.gov/plan](http://www.ready.gov/plan)



Red Cross recommends building two kits (a stay at home kit and an evacuation kit). [Click here](#) to learn what should be included in your kits. Information on preparing a kit for an individual with a disability can be found [at this link](#). All kits should include a one-month supply of medications. A starter list for a kit includes: water and food, first aid kit, copies of important documents like passports, flashlight and batteries, and a face mask.



The North Carolina Department of Public Safety launched Know Your Zone, an evacuation look up tool to help you know when to evacuate your home as a hurricane approaches. [Know your zone by selecting this link](#).



Stay Informed about COVID-19 during the 2020 hurricane season by visiting the [CDC website](#). For American Sign Language COVID-19 [videos visit this link](#). For quick access to hurricane updates add the [FEMA app](#). Locate Emergency Shelters at the [ReadyNC](#) website.

24-HOUR ACCESS TO CARE LINE 1-877-685-2415 [TrilliumHealthResources.org](http://TrilliumHealthResources.org)



[TrilliumHealthResources](#)

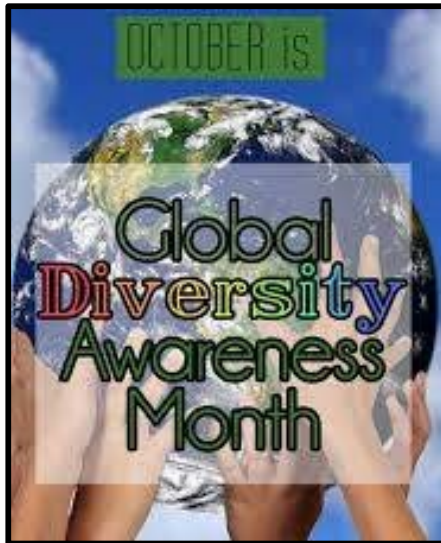


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# Universal's Cultural Sensitivity/Humility Mission Statement?

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



Oct

**Global Diversity Awareness Month** – increase awareness and acceptance of diverse cultures

Dec



*"Where, after all, do universal human rights begin? In small places, close to home -- so close and so small that they cannot be seen on any maps of the world. [...] Unless these rights have meaning there, they have little meaning anywhere. Without concerted citizen action to uphold them close to home, we shall look in vain for progress in the larger world."*

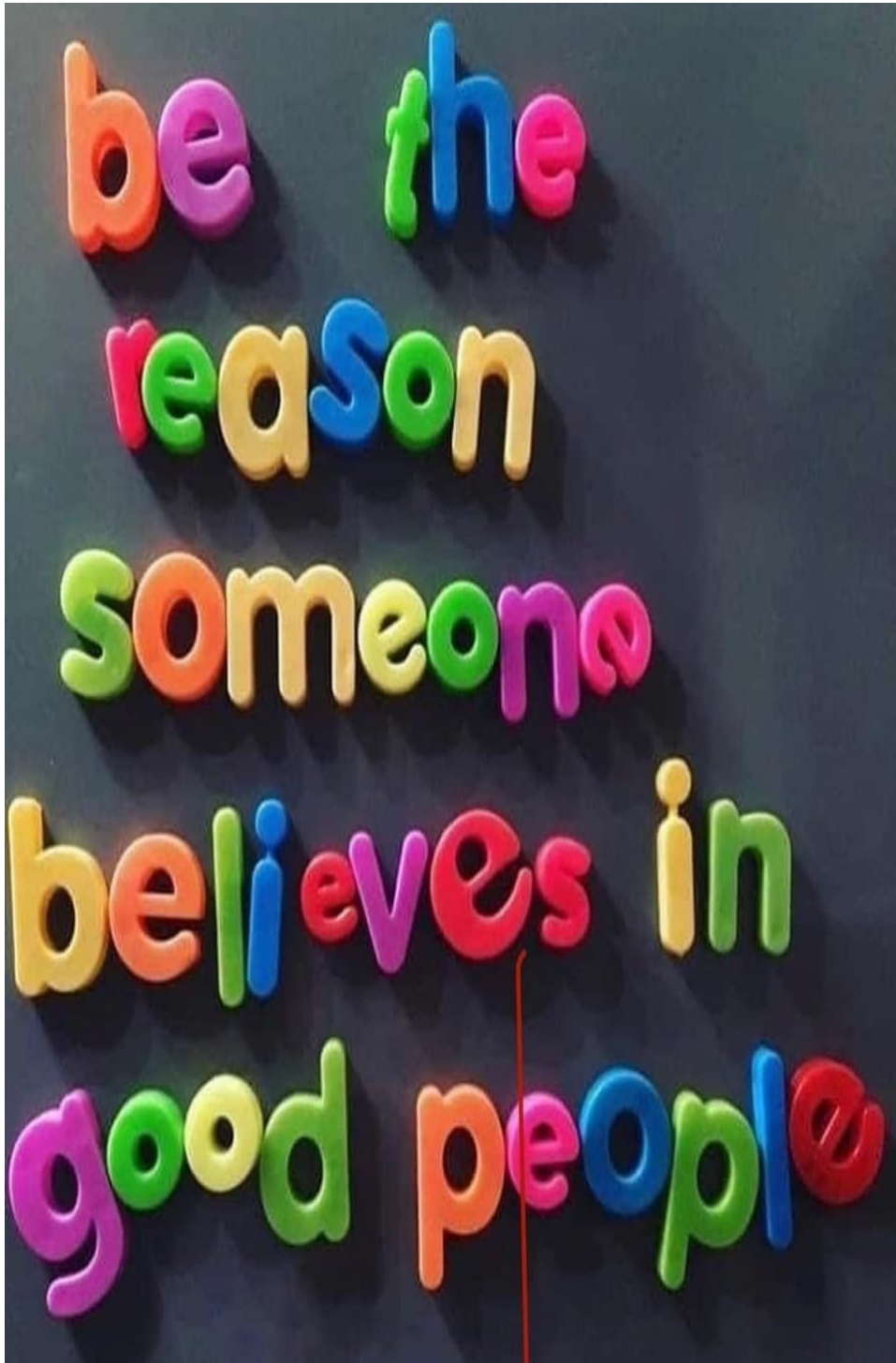
Eleanor Roosevelt

Shirley Chisholm  
– Birthday of first Black woman to win election to the United States Congress



Nov 30th





**James "Jim" Dean Smith**

*June 9, 1954 to July 11, 2020*

James "Jim" Dean Smith, 66, of Morganton, NC passed away Saturday, July 11, 2020.

He was a member and a Deacon of Amherst Baptist Church. Jim was with the Burke County Sheriff's office for 11 years full time, and served 19 years as a reserve. He enjoyed riding his Harley, wood carving and traveling. He especially enjoyed spending time with his family.

Universal's Human Rights Chair Tracy Frye says, "Jim was a valued member of Universal's Human Rights Committee. He was always an advocate for the persons we serve and he will be missed greatly."

Jim is survived by his wife, Universal's Executive Administrator Beverly Smith.



Have you ordered anything yet? Are you looking for an item that you don't see? Your input is vital to the store's success. Contact Drema @ [dgreer@umhs.net](mailto:dgreer@umhs.net) and she will follow-up to see if it can be added to the store!

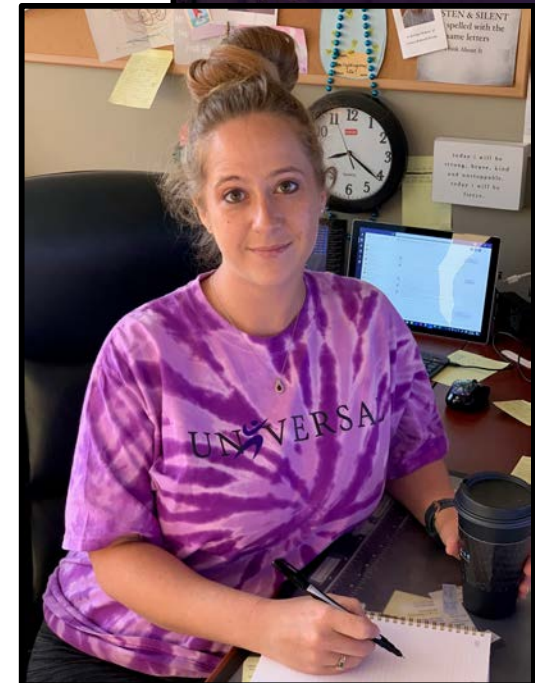
YOU can order for yourself and wear with pride!  
Or...these items will make awesome Christmas gifts...Hint Hint!



Look at IT Director Les Cothren and Accounting Manager Heather Everhart sporting their "spirit-wear." Check out the company store at [www.umhs.net/company-store](http://www.umhs.net/company-store).



Be on the lookout for new and exciting items soon.  
**These will make awesome Christmas gifts!**



**Joshua** in **New Bern** says "I want to give a shout out to **Brittany** and **Christina**. I have learned SO MUCH from both of them. They always have time or will make time to help me out - if I can't figure it out on my own!"



Kudos to **Universal's Human Rights Committee!** They are so vital to our company!

**Les Cothren** says Kudos to **Drema Greer** for the company store find - this is AMAZING!



Kudos to **Brook Phillips**. Without your leadership Universal would not be the great company that it is. You are THE BEST!

**Christina Clatterbuck** says "I would like to recognize the **Eastern Region** and all of their continuing hard work. Even through preparing for CARF, the Eastern Region still maintained the highest quality of service delivery for our persons served. What a wonderful group of people to work with each day!"



# Welcome



**Corporate's**  
Financial Assistant ~  
Ashley Norwood

**Raleigh's**  
Office Assistant ~  
Brittney Thomas

