

crestwood

touch

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First Impressions₀₆

Make it the Most Authentic and Positive One Possible



hoops

to
wellness

When Hector Cabrera accepted the position of Clinical Director at the Crestwood Fresno Psychiatric Health Facility (PHF), his goal was to improve the atmosphere for both clients and staff. One of the first things he noticed was that the basketball court was broken and in dire need of a replacement backboard and net.

Hector was given approval to move forward in replacing the backboard and his vision soon became a team project that included clients and staff. Service Coordinator, Jason Franklin, immediately took measurements of the area and Recreation Assistant, Rudy Ferrer, helped Hector to secure the items needed to replace the backboard.

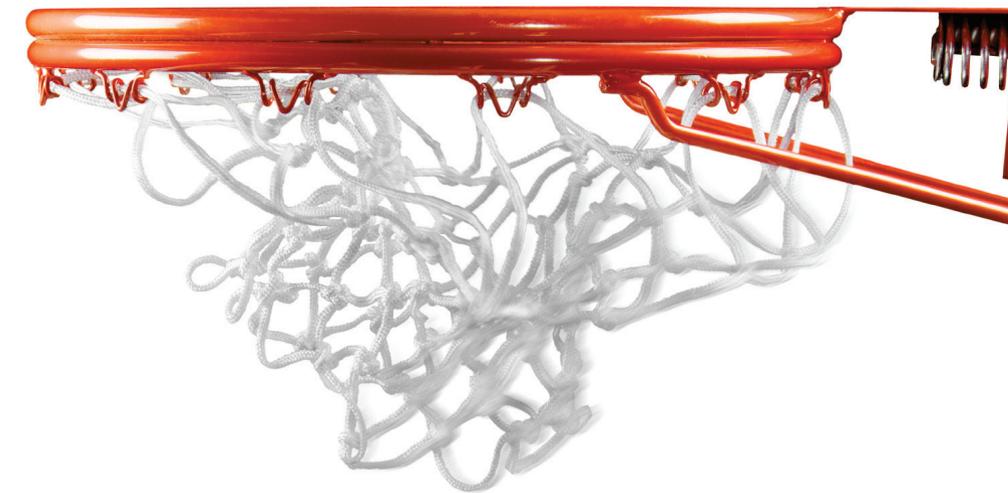
Rudy was given complete artistic license in finishing the project. He included clients throughout the design process, seeking their assistance in choosing the final colors, as well as designing the backboard. Some clients painted letters on the court, some placed crafty painted images of their hands, and others cheered them on. When the project was completed, Service Coordinator, Lucky Siphongsay, helped mount the backboard in place.

“My primary focus will always be for the well-being of clients and staff. This event truly signified what the Crestwood Fresno PHF is all about – teamwork.”

What began as just a small renovation turned into a fun, inspiring event where clients and staff worked together as a team. The entire process kept clients motivated, engaged and empowered by allowing them to contribute to their environment. Clients were very excited on the day that the basketball backboard was installed and played hoops for hours afterwards. The basketball hoop continues to be used daily and clients still talk about their contributions in making it a reality.

“My primary focus will always be for the well-being of clients and staff. This event truly signified what the Crestwood Fresno PHF is all about-teamwork,” said Hector. “Thank you to all the clients and staff members that assisted with this project. All efforts were greatly appreciated!” <

Contributed by: Hector Cabrera, Clinical Director, Crestwood Fresno PHF



Empowering Clients Through Motivational Interviewing

The Crestwood Wellness and Recovery Center in Redding

has incorporated an additional and powerful therapeutic tool in their dynamic recovery program known as Motivational Interviewing. Motivational Interviewing is a person-centered therapeutic approach using a process that is infused with collaboration and personal choices and honors the person's autonomy and self-direction.

There are five principles to Motivational Interviewing, which includes developing empathy to elicit engagement; identifying discrepancy between where the person is not and where they want to be; avoiding conflict while passively rolling along with any perceived resistance; avoiding the development of counter positions between client and staff; and supporting the client's belief in their own abilities to build self-worth.

John Dalton, the facility's Wellness and Recovery Director, explained, "Almost instantly after beginning the use of Motivational Interviewing, I noticed the clients being less resistive and more communicative. We were able to elicit new information from each of the clients and there was the development of enhanced therapeutic relationships as clients and staff worked together toward each client's self-identified goal."



Many of the clients involved with the Motivational Interviewing therapy stated that they felt in greater control of their own recovery, and that the staff working with them truly heard what they had been trying to say to others for years.

The facility staff who have utilized the Motivational Interviewing technique also identified that it creates a collaborative conversation that leads to tremendous growth, empowerment, and healing. By using the client's own goals, beliefs, abilities, and reasoning, clients were less likely to resist the process of making positive changes in their lives. The key to the therapy is the process of asking, listening, and informing the client in a reflective manner what was said during the conversation. This interactive role between the clients and staff, which is grounded in the understanding of the importance of the clients' perceptions and desires, has led to multiple success stories.

One of their clients said, "I never knew that I possessed the ability to change my life in such a profound way. My Service Coordinator helped me to hear my own voice, and then cheered me on as I began to make the changes in my life that I wanted to change."

Motivational Interviewing is just one of many tools that can be used in the recovery journey. Yet, for many, it is that unique inner voice that once identified, heard, and acknowledged, can then be nourished, cultivated, and supported to help clients make self-empowered changes toward health and stability. <

*Contributed by: Patrick Kearns, DNS,
Crestwood Wellness & Recovery Center, Redding*

"It creates a collaborative conversation that leads to tremendous growth, empowerment, and healing."

AT CRESTWOOD, WE BELIEVE IN THE VALUE OF FIRST IMPRESSIONS

In life we only get one chance

for a few things – one of them is a first impression, so it's vital we prepare ourselves to give an authentic and genuine one. In doing so, we share ourselves with others in the way we wish to be understood. First impressions can be our calling card and they can be the one element or the one interaction that connects two people deeply.

At Crestwood Behavioral Health, we believe in the value of the first impression so we strive to make it the most authentic and positive one possible. We create the opportunity to meet the person, whether it's a client, a coworker, a family member or visitor, exactly where they are at. We have drawn from a course created in the hospitality industry called First Impressions to teach the skills needed to make this welcoming and warm first impression. We included it in the curriculum lessons from Dialectical Behavior Therapy (DBT), the 12-Step Program, Core Gifts, Trauma Informed Care and Wellness Recovery Action Plan (WRAP). The course framework focuses on the principles of commitment, leadership, attitude, service and support.

The principle of commitment in the First Impressions course emphasizes how to do our very best each day, to make a difference in someone else's life and by doing so, we then make a difference in our own lives. We commit ourselves to the Crestwood values of family, to holding ourselves with integrity, to compassionately doing our work, to being flexible and forthright, and to have a sense of humor and positive attitude about the serious and challenging moments that frequently occur in our day.

The leadership principle in the course focuses on leading by example. No matter what position you hold in life or at Crestwood, we are certain that we all have an opportunity and responsibility to lead. In life we are all leaders and we must demonstrate our values each day so that we create a sense of positive peer pressure, creating a culture of caring behavior by “paying it forward.”

Attitude is addressed in the course as being reflected in our actions. We promote healthy productive behavior through building skills to increase the self-esteem and sense of value of our clients and staff. We create an environment where skills are taught and practiced to enhance the lives of our clients, families and ourselves, whether it's DBT, Trauma Informed Care approaches or WRAP. This culture of learning creates a positive sense of self which turns into positive performance at Crestwood.

The service principle in the First Impressions course focuses on the work we do and so much more. It is being committed to come to work on time and making each moment count. It is having a smile. It is consistently meeting the needs of those around us with healthy boundaries, dignity and compassion.

And finally the principle of support is addressed on how it holds the first impression and the ongoing relationship together. Support of others starts with self-care. In Trauma Informed Care approaches we say “put your mask on first, before you can help someone else”, so if you are not healthy and supported, then you cannot provide care and support to others. Support includes anticipating the needs of co-workers, as well as clients. It is creating a healthy environment where we feel cared for and appreciated. This leads to our sense of pride in the work we do and the people we are.

The First Impressions class at Crestwood teaches each of these values and allows our staff to spend time together sharing their thoughts and developing the rapport to truly emanate teamwork. The opportunity is always there for a positive first impression and at Crestwood we seize the moment to do so. ◀

*Contributed by: Patty Blum, PhD
Crestwood Vice President*

Building Camaraderie & Confidence at the Idylwood Summer Olympics

The last week of August

was a big week at Idylwood Care Center as they hosted their 2013 Idylwood Summer Olympics that was organized by three of their Occupational Therapy (OT) interns from San Jose State University and Samuel Merritt University.

During the weeks leading up to the event there was much preparation and planning. The OT intern team ran groups, interacted with residents with both physical and mental health diagnoses, worked one to one with various residents, and adapted activities to best match each resident's abilities for the events. The interns also made a variety of items with the residents such as bean bags, bottles for the "knock it over" game, vases for flower

arranging, and Pictionary and Garden Treasure Hunt cards. Residents grew excited as they watched the Idylwood Summer Olympics 2013 t-shirts being made for participants. Olympic flags, banners, and decorations were also created and displayed throughout the facility.

Day one of the Idylwood Olympics kicked off with an opening ceremony that included a lively parade around the facility in which residents passed the torch to spread the Olympic spirit. Appetizers, punch, and live music by residents were featured, while the Olympic t-shirts were handed out to participants. Day one activities created a strong sense of unity, community, energy and enthusiasm for both staff and residents, setting the tone for the week ahead.

Each day during the Olympic week there were two to three events held, including volleyball, bowling, "knock it over," bean bag toss, wheelchair racing, flower arranging, a garden treasure hunt, Pictionary, dominoes, and an art gallery. The Olympic event was not all just for fun, it also provided therapeutic value for many of the Idylwood residents. The OT interns wanted residents to participate in activities that were meaningful to them, as well as utilizing problem solving and motor planning skills, and increasing socialization. By participating in groups prior to Olympic week to practice for the upcoming events, residents were able to develop various techniques and a level of confidence in their abilities.

In addition to utilizing various skills during the activities, the residents felt a sense of camaraderie, accomplishment, and self-determination within the context of friendly competition. While the Olympics brought about a sense of competitiveness within residents, the support residents gave to one another triumphed. One resident commented, "It's a game after all. I don't mind if you win the wheelchair race." Rashmi Rajadhyax, Program Director at Idylwood Care Center, pointed out that a statement from a resident such as that is a very "now" moment for a resident despite their physical and mental health conditions. It was clear that participating in the various events also elicited joyful memories from childhood for some residents, allowing them to reminisce about their past leisure occupations and many displayed emotions such as excitement, anticipation, happiness, and pride throughout the games.

The 2013 Idylwood Summer Olympics was a huge success made possible by the community effort of residents, staff and the OT interns who all came together to make a most memorable event. <

*Contributed by: Rashmi Rajadhyax,
Program Director, Idylwood Care Center*



One of the Many SHINING STARS

at

Crestwood Center at Napa Valley

When people first meet Jean

Priestley-Rouas, Recreation Director at Crestwood Center at Napa Valley, they quickly see an energetic, positive person who loves what she does. She has become a celebrated member of Napa Valley's staff and a gift to their clients.

Jean received her Bachelors in Psychology and then went on to earn her Masters in Art in 1981 from Notre Dame De Namur University. In 2003, she participated in a Trauma Informed Care Training at the University and during that training, the instructors taught that trauma can often at times appear with the same symptoms of schizophrenia and it can be cured, which has been an inspiration to her ever since. Twelve years ago, Jean started at Crestwood Center at Napa Valley as a teacher from Napa Valley College providing Art Therapy classes for their clients. She was then hired as the facility's Recreation Director three years later.



Jean's energy and a constant desire to learn new tools to add to her toolbox have greatly benefited Napa Valley's clients. She has attended many types of training classes, including Core Gifts, as well as training to be a chemical dependency counselor, which she now uses to help the facility strengthen its chemical dependency program.

Jean uses all of her skills and knowledge of Art Therapy, Trauma Informed Care, Core Gifts and her chemical dependency training to provide services to clients and staff. She also works individually with staff who

may have been assaulted or who have experienced a traumatic incident by utilizing a form of art therapy to help them to confront their traumatic event and then to let it go so they can begin to heal emotionally.

Jean leads the facility's Core Gift program by working with staff and clients helping them to identify their Core Gifts. "Every one of us is born with some sort of gift or natural instinct," she said. Jean also leads their Dual Diagnosis program at the facility and has been instrumental in bringing interns from Yuba College Chemical Dependency program to the facility.

Reflecting about her time at Crestwood Center at Napa Valley, Jean said, "Everything I have learned throughout my life has come together here at Crestwood. I have purpose now." <



Jean Priestley-Rouas, Recreation Director,
Crestwood Center at Napa Valley

***"Every one of us is born
with some sort of gift
or natural instinct."***

Crestwood Behavioral Health, Inc.

Crestwood Behavioral Health, Inc. is proud to be California's leading provider of mental health services, assisting thousands of clients from across the state. Our focus is on creating strong relationships with counties in which we both have a financial commitment, providing the services which are tailored to meet clients' specific needs, and reinforcing a common set of values that guide our practices and policies.



Crestwood Behavioral Health, Inc.

520 Capitol Mall, Suite 800

Sacramento, CA 95814

(916) 471-CBHI (2244)

www.crestwoodbehavioralhealth.com

Spotlight

“Recovery is driven by the need to restore balance, but healing is driven by the need to thrive.”

- Talal H. Alsaleem
Clinical Director,
Crestwood American River PHF

