

crestwood

touch

winter 2010 | issue 03

in this issue

Idylwood Care Center: Taking Steps to Support their Staff **02**

Family is Treasure at American River Residential Services **03**

Embracing Spirituality at Crestwood Wellness & Recovery Center in Redding **04**

"The Store" at Crestwood Pleasant Hill Providing More Than Just Merchandise **08**

Going Green: 10 Years Later **10**

spirit of the games

Crestwood Unites for 2nd Annual Olympics **06**



For the past two years, Idylwood Care Center has been running an innovative staff support program for its Certified Nursing Assistants (CNAs). At Idylwood, they believe in a client-centered approach, so that clients have a skilled-living experience, rather than a skilled-nursing experience. But having a client-centered approach requires more of, not less of, direct care from staff. An example of this type of care is that the CNAs will create their schedules

to account for the needs of the clients, rather than the needs of the staff. This then creates a different kind of stress for the staff to deal with and also requires them to expand their skills of receptivity, patience, creativity and compassion.

The staff support program at Idylwood was created to help deal with reducing this type of staff stress; to increase the staff's coping skills; to provide education about the needs of the residents; to focus on what can be done, rather than what can't be done; and to provide

information on how to better communicate with the clients. By providing the "on the front lines" staff with this type of additional support, they have found that staff are then more effective in supporting the clients. "I look forward to the support groups because I like getting support and being able to share my feelings," said Genevieve Corpuz, a CNA at Idylwood.

The results of the staff support program have been very encouraging, with staff reporting that their level of compassion has increased and their "compassion fatigue" has decreased. With the success of the program, Idylwood Care Center plans to continue to explore new ways to support their staff so that they may provide the best care possible for their clients. <

Idylwood Care Center: Taking Steps to Support their Staff

Family is Treasure at American River Residential Services

At American River Residential Services

they are implementing the Family Engagement Program which provides for the important role that family members play in recovery within the program and beyond. One of the tenets of the Family Engagement Program holds that

in order to provide services that are comprehensive and allow clients to begin to identify and harness their own capacity for empowerment and independence, it is necessary to take into account all the factors that influence their individual recovery. The program focuses on family program orientation, individual family assessments, family education and support groups. Even though the program is still in its infancy, a truly wonderful phenomenon has emerged: the undeniable reality that the residents American River serves have family roots that run deep.

Hollie Ivory-Jones, Director of Community and Family Resources at American River, said, “I have been amazed at how many times I have heard a mother say ‘No one has ever asked me about my son.’ Often times we are so busy plowing through doctors’ notes, conservators’ notes and case managers’ notes, that we simply overlook the most obvious and yet most unrecognized resource—the family.”

By actively engaging family members in case consultations and treatment planning sessions through the Family Engagement Program, staff at American River have started to break down barriers to help residents with their efforts to integrate successfully back into the community. “Yes we see them daily, but a mother, father, sister or brother gives our residents context and has the ability to open our eyes to a world we as service providers have never seen,” said Ivory-Jones. <

embracing spirituality

at Crestwood Wellness & Recovery Center in Redding

For many people, if asked, they would say that spirituality is an important factor in their lives. If you ask persons who seem to be experiencing a crisis or enduring a trial of some sort, the statistics supporting the importance of spirituality climb even higher.

Crestwood Wellness & Recovery Center in Redding believes that offering spirituality as part of their program provides their clients who are interested with an opportunity to be nourished spiritually. Although spirituality is a very common theme for so many, it is also a very personal, and for some, private experience. The staff at the facility have been trained to respect the personal preferences of the clients and to assist them along their desired spiritual journey.

Acknowledging that spirituality in this modern day may have many different faces for many different people, the program at the Wellness & Recovery Center offers such activities as meditation, yoga, journaling, and music groups. The facility also offers a well-attended group titled, “Soothing Therapy/Contemplation,” where a more introspective approach is fostered. By providing an open and wide breadth of experiences, this role modeling has at times prompted client-run spirituality groups to form.

For other clients who have a desire for more traditional methods of worship, Catholic services are offered weekly in the facility by local volunteers and frequent staff-supervised outings are made to non-denominational Christian, Mormon and Jehovah’s Witnesses churches. Other spiritual representatives also make visits to the facility for clients who desire a religious study. All paths of spirituality are honored at the Wellness & Recovery Center.

The facility has an eclectic group of staff that represents as many types of spirituality as one might imagine. This diverse group was quickly identified as a unique resource for the facility. It didn’t take long for the clients to begin to identify a staff member or two with similar beliefs and then begin to establish strong bonds and therapeutic relationships. An example is the impromptu gatherings of clients in the Director of Nursing Services’ office between groups for spiritual discussions. Patrick Kearns, RN.,C., who has been the head of the nursing department at the facility for 10 years, is also an ordained Catholic Deacon and is able to offer spiritual support for all who desire a Christian approach.

“It was once said that to provide a truly holistic approach to wellness, the whole person must be considered and embraced. For so many, their belief, their faith, their relationship with a power greater than themselves is at the core of their being,” said Kearns. “And to repair a hurt, to endure a trial, to transcend a limitation, it is a connection with their ‘spirituality’ that will provide comfort, strength, hope, and peace along the journey.” ◀

Crestwood Solano recently hosted the 2nd Annual Crestwood Olympics on September 24th at Dan Foley Park in Vallejo. American River, Sacramento, Pleasant Hill, Solano, Vallejo and Eureka facilities participated in this fun-filled event. Founder and organizer of the event, Debbie Allen, who is the Activity Director at the Solano facility, said, “When you get clients and staff together from two or more Crestwood facilities for an event, the whole experience is amazing.”

All For One

The day started with the Opening Ceremony in which each client passed around the torch, introduced themselves and what events they would be participating in. Events included the 50-yard dash, the relay, discus and javelin throwing, shot put and the long jump. Clients were cheered on by the crowd from the sidelines throughout the competition. “Clients participating in the events are empowered, feel a sense of accomplishment, work towards goals and demonstrate teamwork,” said Allen. “The event was a wonderful reminder of how we keep the spirit of recovery alive in so many different ways.”





Teamwork at the Crestwood Olympics.



Participants at Crestwood's Olympics competing in the discus throwing event.



Medal ceremonies were held for each Olympic event.

Crestwood Unites for 2nd Annual Olympics

The 1st, 2nd and 3rd place winners in each event received medals and stood on the podium to be acknowledged for their success. All participants received a certificate to commemorate the day and were also treated to a barbeque. “We were extremely proud and grateful for every client and staff member involved in making this an amazing day we will all remember,” said Allen.

The Crestwood Olympics will continue as an annual September event, hopefully with even more Crestwood facilities joining in on the fun next year. <



“The Store” at Crestwood Pleasant Hill Providing More Than Just Merchandise

In November 2008, Crestwood Pleasant Hill opened an expanded canteen and thrift shop. “The Store”, as it is known by the clients, occupies its own room with large windows that are used to display merchandise.

The store is used as a vocational training program in the facility and is open one hour per day, 6 days a week. All clients who apply are placed into the program and receive training. Since its opening, approximately 20 clients have worked in the store. Two former clients who had worked in the store have now gone on to get retail jobs in the community.

Clients work as cashiers, take inventory, stock food and clothing, prepare food and clean. Although this is a training program, the clients that work there are given store credit based on an hourly rate that they may then spend in the store.

The store offers various snacks, drinks, and toiletries. It also serves fresh hot dogs on a daily basis, pizza once a week and occasionally freshly popped popcorn. The store also sells clothing items, shoes, accessories and other usable items that are donated to the facility and sell for 25¢ each.

Items are priced so that they are affordable for the clients. Pricing is also based on nutritional value for food and drinks. Healthier items are priced lower and are also strategically placed at eye level. This helps clients learn to buy and appreciate more nutritional snacks.

Although items are priced to be affordable, the store does generate a small profit. This profit is put back into the facility for client use to help pay for facility outings, scholarships for clients' educational needs and to purchase such items as a karaoke machine for the clients to use. The store has become a very popular stop and an important part of clients' daily activities at the Pleasant Hill facility. ◀

GOING GREEN 10 YEARS LATER

Crestwood began its

“Going Green Initiative” in late 1999. It started quietly at first with facilities’ recycling efforts, looking for environmentally-friendly products and encouraging employees to carpool. At the corporate office, it led to the commitment from Crestwood to pledge to incorporate socially and environmentally responsible business principles into our strategic plan in accordance with the Business for Social Responsibility (BSR). BSR works with its global network of more than 250 member companies to develop sustainable business strategies and solutions. This pledge has proven to not only be transformational, but has provided an arena for Crestwood to take the lead in environmental sustainability in the mental health field.

The Going Green effort started with communicating the rationale for being environmentally responsible, and led to the revision of Crestwood’s vision, mission and strategic plan. This provided a frame of reference for decision making processes, procurement measures and operations to move forward with a focus on environmental sustainability in all of our actions. This effort was consistent and coincided with our alignment to the Commission on Accreditation of Rehabilitation Facilities (CARF) and as such was included in all of our CARF planning to make sure our commitment to social and environmental principles is represented.



The actions executed in the Going Green initiative have included purchasing a fleet of hybrid Toyota Priuses in 2005 for the corporate team who travel extensively throughout the state. The initiative has also included establishing procurement protocols such as reviewing and assessing all purchases and products on their environmental impact. This new scrutiny has led to the corporate purchasing of recycled paint products, environmentally-friendly flooring, and energy-efficient products, including roofing materials and HVAC technology.

Today Going Green is evident throughout Crestwood's facilities. Some highlighted efforts include our Alameda program that has an organic certified garden; Solano Community College's Horticulture program that is provided through Neighborhood of Dreams; a client-operated garden and local Farmers Market at our Angwin facility; a sustainable vegetable garden at Idylwood; eliminating the use of Styrofoam in the Eureka facility; and the Vallejo facility providing the "Save the Planet" education series to clients and staff. Idylwood recently launched its Green Laundry program that incorporates ozone technology to use non-heated, recycled water to process clean linen. This highly energy-efficient process provides a significant economic and environmental benefit. Also Dreamcatchers Empowerment Network, partnering with the United Way, has taken the lead in the "Go Solano Program" which is focused on developing environmentally sustainable projects financed by the Federal stimulus package funding.

The Going Green initiative has been evident and growing for more than a decade at Crestwood. These grass roots efforts, as well as corporate directives, have moved Crestwood into a leading environmentally responsible organization throughout the California mental health system. "At Crestwood, we subscribe to the definition of corporate social responsibility promulgated by BSR," said George C. Lytal, President and CEO of Crestwood. "BSR defines corporate social responsibility as achieving commercial success in ways that honor ethical values and respects people, communities and the natural environment. We believe it is the right thing to do." <



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)
crestwoodbehavioralhealth.com

Spotlight

“Faith is the belief that recovery will get accomplished whether we see it or not. We plant the seed here and it grows out into the community.”

- Rodger McGillivray, Transportation Coordinator
Crestwood Center at Solano

