

crestwood

touch

winter 2013 | issue 09

in this issue

An Innovative Approach for the Body and Mind **02**

The Power of Change **04**

Crestwood Manor Fremont Employees Honored for their Dedication **05**

Cooking up a Variety of Vegetables for Community Residents **10**

building on strength

Trauma-Informed Care Training Inspires the Crestwood Community **06**



AN INNOVATIVE APPROACH FOR

////// *the* ////

BODY & MIND

Alternative therapeutic approaches

have been used to treat a variety of medical and psychiatric issues. It is often found that an unbalanced physiological system can negatively affect a psychological system, producing symptoms of pain, stress, and nervousness, which can then worsen an existing disease. As more evidence becomes available through scientific research, it appears that stabilizing a person's physical state, leads to improving their mental state and overall well-being. With this concept in mind, Crestwood Wellness & Recovery Center in Redding decided to conduct an assessment and analysis of their clients and found that many of their clients possessed muscular skeletal complaints that they claimed affected their mood and psychiatric condition. To address this need, the facility's treatment team decided to incorporate a chiropractic

approach to help their clients. The treatment team contacted Dr. Ronald Henninger, a local chiropractor, to begin the process of treating their clients. This new chiropractic approach is in addition to the existing modalities used in their clients' wellness plans and with the

intention of offering enhanced treatment from a greater holistic perspective. Dr. Henninger has a passion for treating people with physical and psychological issues and said, "Working with these clients is rewarding and fulfilling, they are truly special and wonderful people."

The response from the clients has been overwhelmingly positive to this chiropractic program. One female client, who has utilized a wheelchair for many years, said that after her first few chiropractic adjustments, "I can now sit up much straighter and my back doesn't hurt. I feel so much happier." The staff also reports a male client who often mumbled and was hard to hear, is now speaking much louder and with greater clarity after receiving chiropractic treatment from Dr. Henninger.

At this early stage of their chiropractic program, the facility has not been able to conduct a formal study of the effectiveness, but since the end of October, they have had 16 clients who have reported positive results. The staff have also reported that since the initiation of the program, there has been a reduction in the use of "as needed" medication for anxiety and pain control.

Although with only anecdotal results at this time, the holistic approach of using chiropractic medicine, in addition to traditional mental health tools, appears to be beneficial in treating clients with both physical and psychological symptoms. Once again, Crestwood continues to lead the way with innovative approaches in mental healthcare and helping to inspire others toward success. <

*Contributed by: Nicoletta Groff, Administrator
Crestwood Wellness & Recovery Center, Redding*

We experience many changes in life. Change can often be frightening, daunting and it can cause anxiety and resistance. There are seasonal changes, economic changes and personal changes for each of us. The definition of change includes the act or process of making or becoming different and to undergo transformation. What we do know about change is that it is inevitable. Change is the only constant in life, it is the one thing we can count on, and it can be an incredible opportunity for growth.

The Power of CHANGE

Crestwood Behavioral Health Inc. has change as one of our primary goals in providing mental health recovery services. In the world of mental health recovery, change is the goal as a person moves through the recovery process. Change allows a person to learn new behaviors, to let go of characteristics that are no longer needed and to replace them with more beneficial ones. It can be as simple as learning to take a bus or as dramatic as letting go of fear and replacing it with trust. It can be learning to let go of regret and replacing it with gratitude and learning to let go of selfishness and replacing it with kindness and love. It is through change that people learn to live independent lives and to support each other and themselves.

So as we face change, remember that it is an opportunity to stand and take that next step forward and it is in this movement that we will continue to grow and thrive. ◀

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

Crestwood Manor in Fremont

was recently honored to present service awards to many of their long-term employees. The presentation included a service award to one employee for their 25-years of service, two employees received their 15-years of service awards, fourteen employees received their 10-years of service awards, twenty-one employees received their 5-years of service awards and ten employees received their 3-years of service awards.

Honored for Their Dedication

“It’s a testament to the wonderful people that work here. We are a success because of the people that work for us and continue to work at Crestwood Manor, delivering the highest quality of care to our residents each and every day. I am honored to work with such outstanding people,” said Lee Labrie, Administrator. ◀



*Contributed by: Lee Labrie, Administrator
Crestwood Manor, Fremont*

BUILDING ON Strength

Trauma-Informed Care Training Inspires the Crestwood Community

In November, Crestwood Behavioral Health Inc.

proudly hosted a Trauma-Informed Care training for our community that was sponsored by the Substance Abuse and Mental Health Services Administration's (SAMHSA) National Center for Trauma-Informed Care Initiative grant. SAMHSA's National Center for Trauma-Informed Care is a technical assistance center that is dedicated to building awareness of trauma-informed care and promoting the implementation of trauma-informed care practices in programs and services.

The journey for Crestwood to be selected to receive this amazing training began in August 2011 when Mertice "Gitane" Williams, Crestwood's Vocational Wellness Educator, and Jim Hess, Crestwood's former Director of Clinical Services, attended the expense-paid Effective Use of Peer Programs to Prevent the Use of Seclusion and Restraints national conference in Boston. At the conference, Gitane and Jim shared with participants about Crestwood's Recovery Leadership Team that includes peer providers in management positions for the past eight years and that Crestwood's programs have the benefit of learning from people with lived experiences. They also shared with the group Crestwood's initiative to reduce and eliminate restraints and seclusion in our facilities. After hearing about Crestwood's accomplishments, Raul Almazar, RN, MA, a Senior Consultant at SAMHSA's National Center for Trauma-Informed Care, was very interested in learning more about Crestwood and arranged to come out for a tour of Crestwood's San Jose, Pleasant Hill, and Vallejo facilities. Raul also encouraged Gitane and Jim to submit a grant application for Crestwood to receive a SAMHSA-sponsored Trauma-Informed Care training. This training would provide Crestwood's staff with the best and latest information available on trauma-informed care that is happening on the national level. About a year after submitting the grant application, Crestwood was honored to be chosen by Raul Almazar to receive this training.

Crestwood's SAMHSA Trauma-Informed Care training conference was held November 12-13, 2012 at the Hilton Garden Inn in Fairfield. Crestwood's staff participants included Administrators, Clinical Directors, Program Directors, DONs, Service Coordinators, Pro-Act Trainers and Recreation Therapists. Crestwood also invited our community county partners to attend and received a great turnout with participants from Solano, Sacramento, San Francisco, San Luis Obispo, and Santa Clara counties, as well as participants from San Francisco General Hospital and Laguna Honda Hospital.

Raul Almazar led the dynamic training and his presentation was packed with information including what is trauma; types of trauma and why we need to address it in our facilities; the Neurobiology and psychological effects of trauma; trauma and recovery; and healing the healers (staff). He spoke about how traumatic experiences can be dehumanizing, shocking or terrifying, singular or multiple compounding events over time, and often include betrayal of a trusted person or institution and a loss of safety. He said trauma may result from experiences of violence and includes physical, sexual and institutional abuse, neglect, inter-generational trauma, and disasters that induce powerlessness, fear, recurrent hopelessness, and a constant state of alert. Trauma impacts one's spirituality and relationships with self, others, communities and environment, often resulting in recurring feelings of shame, guilt, rage, isolation, and disconnection.



Crestwood's Recovery Leadership Team with SAMHSA Consultants at the Trauma-Informed Care Training

(L to R: Mertice "Gitane" Williams (Crestwood's Vocational Wellness Educator), Yusef Abner (Crestwood's Director of Clinical Services), William Kellibrew (SAMHSA Consultant), Lynn Gurko (Crestwood's Director of Recovery Services), Raul Almazar (Senior SAMHSA Consultant), Patty Blum (Crestwood Vice President)

Raul also stated that although exact prevalence estimates vary, there is a consensus in the field that most people of mental health services are trauma survivors and that their trauma experiences help shape their responses to outreach and services. "All behaviors have meaning for both clients and staff. The people we serve are trying to do their best and they will do what they need to do to manage their world," said Raul. "We need to build on strengths, not deficiencies." He said that trauma-informed care is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives. "We need to ask our clients what has happened to you, instead of what is wrong with you," said Raul.

The second part of the training featured William Kellibrew, a Consultant for SAMHSA, who wrapped up the conference by sharing his own horrific trauma of watching his mother and brother be shot and killed in front of him as a child and his eventual, yet difficult, road to recovery. He shared with the participants what did not work in his recovery and what strategies did work so that he could heal and be able to share his trauma story to help others. He asked participants to think about how do we recover and how do we then help others to recover. Participants were visibly moved by William's powerful story. "William's story moved the training from our minds to our hearts," observed Gitane.



Participants left the training motivated, moved, inspired and excited about what they had learned. Many of the participants commented that this was the best training they had ever attended, that it changed their perception on how they see people and provided a greater understanding on how trauma impacts our clients and staff. Crestwood facilities are already finding many ways to start incorporating this training into our programs, such as including trauma-informed care as part of in-services; using it in client assessments; including it as part of new employee orientation; acknowledging and addressing staff trauma; incorporating it into Dialectical Behavior Therapy (DBT); creating a trauma-informed care bulletin board; and incorporating it into Pro-Act training just to name a few.

The SAMHSA Trauma-Informed Care training was so powerful that Crestwood plans to apply for a grant for a follow-up training from SAMHSA in the next year to continue this meaningful journey of finding ways to better understand and help our clients with their recovery process, support our staff and sustain wellness communities. <

Cooking Up a Variety Of Vegetables For Community Residents

Idylwood Care Center recently launched

a community dietary outreach program that helps to promote, inspire and incorporate different types of vegetables into people's diets. For more than a year, Idylwood Care Center has been donating produce that was harvested from their on-site organic garden to West Valley Community Services (WVCS) in Cupertino, a private, not-for-profit, community-based agency that provides a continuum of basic needs, such as food, housing and family support services to community residents. The facility's organic garden, which is tended to by a horticulturist team and their residents, is used for various therapeutic activities and provides fresh vegetables for resident cooking groups.

The WVCS community health specialist noticed several donated vegetables, such as kale, collard greens, mustard greens, fennel, leeks, zucchini and squash, were not being selected by their clients simply because they were not familiar with them, resulting in wasted food donations. To help solve this issue, Idylwood Care Center's dietary department decided to start onsite cooking demonstration classes for WVCS clients to show them how to use and incorporate some of these unfamiliar vegetables into their diet.



The cooking demonstrations are conducted bi-weekly by dietary interns and involve selecting a recipe, modifying it to maximize nutritional value, then preparing it for the WVCS clients. Clients have an opportunity to sample the food, complete a short survey and select produce from Idylwood Care Center's organic garden to take home. Recipe cards in English, Chinese, and Spanish, along with informative dietary handouts, are also distributed to participants.

Even though most of the participants have never tried at least one or more of the ingredients used in the cooking demo, they overwhelmingly say they would try cooking the demonstrated recipe at home. "We are very happy that our demonstrations have proven successful at promoting new and unfamiliar vegetables to WVCS clients," said Sandy Narasimham, Dietitian at Idylwood Care Center. "We hope that through this outreach, we can encourage the consumption of a greater variety of vegetables into their diets."

Following this success, Idylwood Care Center's dietary team plans to continue the program in the spring, inspiring and educating more people on how to use and incorporate a wide variety of vegetables into their diet. ◀

*Contributed by: Julianna King
Dietary Intern*

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

“Crestwood is more than an organization, it is a family. We all have a common purpose we are working toward, but in the middle of it all, we are sharing our lives together. You don't have to hide who you are at Crestwood, or act a certain way. You just have to be the best you. This is what makes Crestwood home to me.”

- Lynn Gurko

Crestwood's Director of Recovery Services

