



DHSR EMPLOYEE *Holiday Edition* NEWSLETTER

December 2007

INSIDE THIS ISSUE:

<i>2007 Employee Appreciation Events for DHSR Employees</i>	1
<i>Black Mountain Office Employee Appreciation</i>	2
<i>Clinton & Lexington Employee Appreciation</i>	3
<i>Raleigh Office Employee Appreciation</i>	4
<i>Common Holiday Poisons & Personnel News</i>	5
<i>Council Building Landscaping & Promotions Within The Division</i>	6
<i>Spam Alert!</i>	7
<i>Wellness News</i>	8
<i>DHSR Retirees & New Employees</i>	9
<i>Holiday Safety Reminders</i>	10
<i>Holiday Recipes</i>	11

2007 EMPLOYEE APPRECIATION EVENTS FOR DHSR EMPLOYEES

Written by: Jeff Horton

Division of Health Service Regulation employees from all around the state came together at various division offices in October for the annual employee appreciation. This year, instead of having employee appreciation events in only Raleigh and Black Mountain, it was decided to also have events at two new field offices that have been added over the past two years – Clinton and Lexington. Although the meal was relatively basic (pizza, salad and soda), everyone seemed to enjoy the events and it provided management the opportunity to see and meet many of the employees that make DHSR such a great agency to work. As the following pictures show, we believe that you will agree the event was a success and that everyone had a great time.

The events were held as follows:

- October 18th – Clinton office
- October 19th – Raleigh office
- October 22nd – Lexington office
- October 25th – Black Mountain office

Employee service awards were presented at each event to those employees with 5, 10, 15, 20, 25 or 30 years of service.

The Employee of the Year awards were also awarded at the Raleigh and Black Mountain events. As in previous years, two awards were given – one for support staff and one for field staff.

CONGRATULATIONS!!! Are definitely in order for both Robert and Donna whom, as we feature on pages 2 and 4 of this issue, work very hard to provide great service to the employees of the division and the citizens of North Carolina.

BLACK MOUNTAIN OFFICE EMPLOYEE APPRECIATION

The field staff **Employee of the Year** was **Donna Payne** with the Black Mountain Office. Donna works for the Nursing Home Licensure and Certification Section and has been a nursing home surveyor for the last 7 years and a state employee for over 24 years. Donna is known as someone who is universally respected by

her colleagues and providers is seen as someone whose advice is sought and valued. Donna is always willing to step up and take responsibility when needed. Her years of experience as a surveyor have made her a consummate professional, able to provide depth and breadth to whatever team she works with.



Black Mtn. Staff Kathy Shook and Norma Duncan (middle) enjoy pizza and conversation



Barbara Ryan, Bob Fitzgerald & Regina Crawford serve pizza to Leigh Bailey



John Manning with the Black Mountain Nursing Home Section receives hot pizza!



Bob Fitzgerald thanks employees for their hard work



Donna Payne with the Nursing Home Section's Black Mountain Office is overcome with joy as she accepts her Employee of the Year award

Congratulations Donna Payne, "Field Staff Employee of the Year!"



Margaret Hill and Nancy Jackson (centered left & right) with the Black Mountain ICF/MR team line up for salad



Bob gets a hug from Sheila Taylor after getting her service award



Darrin Long with the Nursing Home Section receives his 15-year service award from



Bob gives out a 20-year service award to Mental Health Section staff Bill Bailey



Linda Felts with the Nursing Home Section receives her 15-year service award

CLINTON OFFICE EMPLOYEE APPRECIATION



The front of the Clinton office



Adult Care and Mental Health Section employees converse at the conference table



Doug Johnson (seated) and Harold Williams pose for the camera



Staff on the back porch (pictured left) and in the conference room (above), enjoy pizza and conversation



(from left) Betty Merritt, Debbie Lynch and Glenda Jackson with Adult Care Licensure

LEXINGTON OFFICE EMPLOYEE APPRECIATION



Bob Fitzgerald hands out DHSR pins to Lexington office employees



Bob Fitzgerald and Stephanie Alexander give out service awards in Lexington

Front of Lexington office (pictured right)



Lexington office staff enjoy pizza and soda in the break room



Carolyn Harrison (seated left) and Tammy Hall (seated right) with the Adult Care Licensure Section.



Paul Pennell
- Event organizer extraordinaire!

RALEIGH OFFICE EMPLOYEE APPRECIATION

The support staff **Employee of the Year** was **Robert Moniz** with the Raleigh office. Most often known as the person who delivers mail and supplies, Robert was nominated for his hard work, attendance, and friendliness and as someone who is always willing to help without

hesitation. Robert is quick to deliver supplies and carry heavy loads, all which are essential to the operation of the division and its many sections. Needless to say, it is a pleasure having Robert working with us!



Betty Cogswell with DHSR Information Services brings folks to Haywood Gym on the bus



Steve Lewis (Construction Section) and Budget Officer Elizabeth Brown pour drinks



Jesse Goodman (HCPR Section) serves up hot pizza in Raleigh



(from left) Barbara Ryan, Beverly Speroff, Regina Godette and Ed Browning serve pizza



(from left) Nancy Joyce, Lynn Lashley and Foretta Davis with the Raleigh office in line



Michiele Elliott with the Mental Health Section announces 'All aboard!'



(from left) Cassandra Williams and Karen Miles from Adult Care Licensure are served fresh salad from Ed Browning



Robert Moniz with DHSR Administration receives his Employee of the Year certificate from Bob Fitzgerald



Rita from Complaint Intake makes sure the pizza serving line is well stocked



Raleigh staff enjoying their food at Haywood Gym on the Dix campus



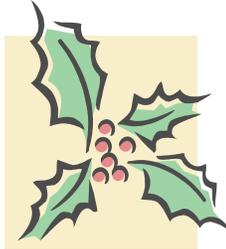
Paul Pennell serves up fresh salad

Congratulations Robert Moniz, "Support Staff Employee of the Year!"

COMMON HOLIDAY POISONS

Submitted by: Renee Filippucci-Kotz

From the National Animal Poison Control Center (NAPCC)



PLANTS

Mistletoe- Very toxic, all parts, especially the berries
Holly- Moderate to very toxic, especially the berries and leaves.
Poinsettia- Leaves and stems low in toxicity.
Christmas Greens such as Balsam, Juniper, Cedar, Pine, & Fir- All parts of these plants have a low level of toxicity.

HOLIDAY DECORATIONS

Bubbling Lights- Moderate to lethal toxicity, depending on the amount of fluid (methylene chloride) inhaled or ingested.
Fireplace Colors (fire salts)- Moderate to lethal toxicity, symptoms are gastrointestinal irritation with vomiting and a variety of other manifestations, including convulsions.
Angel Hair (spun glass)- Low toxicity; can cause irritation of the eyes, skin, and gastrointestinal tract.
Christmas Tree Preservative Solution- Low toxicity, depending upon formulation and quantity ingested.
Snow Sprays & Snow Flock- Low toxicity, dry particles are inert; however, toxicity from inhalation can occur if sprayed directly in mouth.
Styrofoam- Low toxicity; can cause choking from mechanical obstruction.
Christmas Tree Ornaments- Non-toxic, but mechanical irritation or obstruction of the gastrointestinal tract can occur if ingested.
Icicles (tinsel)- Non-toxic, however intestinal obstruction and choking are potential problems.
Snow Scenes- Toxicity may come from organisms possibly in the water, most notably Salmonella.
 * Read label warnings on all decorations and take the necessary precautions to protect your pet.

GIFTS & MISCELLANEOUS ITEMS

Button Battery (disk battery)- Caustic, potentially high toxicity depending upon the position of the battery in gastrointestinal tract.
Aftershave Lotion, Colognes, Perfumes, Alcoholic Beverages- Ethanol in various concentrations is moderately toxic depending upon the amount ingested. The high concentrations of essential oils in true perfumes are especially toxic.
Plastic Model Cement- Moderate toxicity.
Epoxy Adhesive- Uncured hardener: moderate to high toxicity. Uncured resin: low toxicity, primarily irritation and sensitization.
Adhesives, Super Glue- Low toxicity, most difficulty occurs when eyelids become bonded together.
Artists Supplies: Crayons, Felt Tip Markers, Pencils, Water-based Paints- Low toxicity; however, may cause more than a mild mucous membrane and gastrointestinal irritation.
Petroleum-based Paints- Low toxicity; primary concern is possibility of aspiration.
Toys- Avoid toys with parts small enough to be pulled off and swallowed and toys painted with toxic materials, etc. Use same precautions as with children.

From the National Animal Poison Control Center (NAPCC), a non-profit, cost-recovery program at the College of Veterinary Medicine, University of Illinois in Urbana, IL.

If you suspect your pet has been poisoned, you should call your veterinarian or you can call the NAPCC. **THIS IS NOT A FREE CALL.** Telephone numbers for the NAPCC are: 1-800-548-2423 (\$30 per case, credit card only; free follow-up calls until problem is resolved.) 1-900-680-0000 (\$20 for 5 min., \$2.95 per min. thereafter.)

PERSONNEL NEWS

Written by: Mary Healy, Human Resources Manager

What is BEACON?

- * BEACON is an acronym for !! Building Enterprise Access for North Carolinas Core Operation Needs
- * This collaborative effort is designed to transform the way the State conducts business by modernizing and standardizing key business processes.
- * The first initiative in the BEACON Program is focused on human resources and payroll. Once implemented, the BEACON HR/Payroll system will: Increase operational efficiency and Improve access to information

BEACON HR/Payroll Project Announces BEST SharedServices Center:

As part of the BEACON HR/Payroll Project, the State is working to design and implement the BEACON Enterprise Support Team (BEST) Shared Services Center. BEST Shared Services representatives will be accessible by phone, e-mail, fax and postal mail to provide timely, reliable and customer-focused service in answering questions and executing important human resource, benefits and payroll activities in conjunction with BEACON's January and April 2008 go-live dates.

BEST Share Services representatives will also be available to assist employees who choose to conduct their own human resource and benefits transactions using the BEACON Employee Self Service portal.

Additional BEACON Information: Visit www.beacon.nc.gov to learn more about the BEACON HR/Payroll Project.

COUNCIL BUILDING LANDSCAPING

Written by: Sam Cravotta

Recently, the Council Building on the Dix Campus has been under going a facial beautification project with new landscaping plants, mulch and cast stones along the front entrance to the Council Building. Evidently our employees just got tired of looking at dried up weeds in our brick planters.

The Council Building Beautification Committee (CBBC) project was originally spear headed by DHSR employees Wayne Denning, and Sam Cravotta, with donations of time and money from our fellow employees. Bob Fitzgerald and Jeff Horton should be recognized for major donations to buy plants for this effort. In addition, this project could not have been completed without valuable assistance from Dix Grounds Maintenance (DGM), authorized by Rick Stogner, Chief, with hands on assistance from Charles Dixon and his crew.



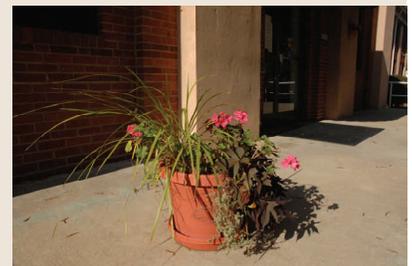
By the time this article is published we hope to have DGM assistance to aerate the soil and plant grass seed in the front lawn of the Council Building. But for this effort to be successful we need two things:

(1) First, we ask everyone, especially those driving vehicles to "KEEP OFF THE GRASS".

(2) And the second thing is, please "PRAY FOR RAIN".

Speaking of Rain, you would not believe how difficult it has been to keep our plants alive during the drought. Wayne Denning (pictured below) came up with the brilliant idea to plant drought tolerant plants such as the Yucca plants, which are native to the desert areas of the South West.

You may be asking yourself, "What can I do to help?" OK so you're not asking yourself, but we are asking you. Please donate \$2.00 or more toward our goal of \$80 to purchase cast stones. This will complete the border at the right side of the entrance. Call Sam Cravotta at 855-3933 to donate. Also, let us know if anyone wants to join the CBBC to plant some flowers next spring.



PROMOTIONS WITHIN THE DIVISION

There have been promotions within the division since the September 2007 edition of the *DHSR Employee Newsletter* which we would like to highlight. We would like to congratulate you all and wish you the best in your new positions!



• **Scott Conrad** with Mental Health Licensure, Lexington, has been promoted from a FSCI to FSCII. This change was effective 10/26/07.



• **Gail Maloney** with Nursing Home Licensure & Certification, Black Mountain, has been promoted from FSCII to FS Branch Manager. This change was effective 11/01/2007.

SPAM ALERT!

Written by: Joan Byrd, Data Management

Q. What is Spam?

A. Spam is unsolicited Email, Spammers (people that send spam) gather Email address from mailing lists, list serves, free email account providers (yahoo, hotmail, AOL etc).

There are many ways to prevent spam, one of them is never give out or enter your address in any internet polls, do not subscribe to any mailing lists. If you receive spam never reply to it, if you see a link to click or an address to unsubscribe don't even think about it.

OK, I just got spammed. Now what? First, please make sure that it is indeed Spam and that you didn't subscribe yourself to a list and ended up forgetting about it. This is more common than you might think -- ever fill out one of those web forms and forget to check whether the "Send me Info" box was checked or unchecked? It's usually set on by default. Also make certain that it's not from someone you met or corresponded with briefly, and have since forgotten. (It's happened to me!)

Here's a list of things to look for:

- Sent from a throwaway account. Common ISP's that supply throwaway account include CompuServe, Prodigy, and Netcom.
- Relayed through a third-party mail server. Promotes a webpage on another site.
- Directs replies to an e-mail address on another system. Common examples include AOL and hotmail accounts. If you're certain it's Spam, continue on!



To elaborate, you don't need to. If it looks like Spam and smells like it (be sure to check the headers for signs of forgery), it's best to complain to the ISPs involved and let them make that determination. If

yours is the only complaint they have received, then perhaps it wasn't a Spam at all. If however the ISP receives hundreds of complaints, they can then conclude that their client did Spam and take appropriate action against them.



Q. How do I report Spam?

A. If you receive Spam that you would like to report, you must follow these instructions listed below. Before you decide to report it, ensure that it is spam. Only send one piece of mail per report to spam@ncmail.net and do not send messages that are older than 48 hours old.

Desktop procedures:

1. Open the Email from your desktop email client. Copy the full message source with headers and paste it into the body of a new Email.
To do this, click on View, Message Source, highlight all the text and CTRL+C to copy Create a new message and CTRL+V to paste the text.
2. Send the email to spam@ncmail.net.

Webmail procedures:

1. Open the email from webmail.
2. Click 'Filter Junk Mail' on the right hand side of the opened email.
3. This opens a Junk Mail window. Select 'Block sender and report mail as Junk Mail' and click OK. This automatically sends the message to spam@ncmail.net.

WELLNESS NEWS

Submitted by:

Deb Nichols, Your Wellness Representative

It's that time of year when the clock has been changed, the days are now shorter, darkness comes early and the Holiday Season is just around the corner. Well, you can enjoy all of this, with 12 easy to remember stress tips:



'Tisn't the season of excess. At least it shouldn't be. Having too much on your plate (literally and figuratively) will overwhelm. Be aware of time constraints on yourself and your schedule. Don't over book yourself or stretch yourself (or your pants) too thin.



'Tis the season of giving, but no one said giving had to be expensive. Set a budget and stick to it.

There is no greater gift than giving yourself, your time, and your full effort. What comes from the heart outweighs all else.



'Tis the season of imagination. Imagine making your own gifts. Its not only personalize and heart-felt, but you'll be de-stressing, too. Arts and crafts, baking, or card-writing will get your mind off things. Plus you're avoiding the stressful shopping scene and saving money.



'Tis the season to celebrate, all is calm, all is bright. What do you have to celebrate? More than you think. Concentrate on what you do have, not what you wish you did.



'Tis the season of the time crunch. With so much expected of you – family, work, social events, and more – it's just not possible to meet every demand. Unreasonable expectations will lead to great disappointments. Manage what you can with the time you have. There's no use in stressing yourself out.



'Tis the season of much to do, make a list and check it twice, you will get everything out of your head and onto paper. Once you do, stop worrying, things will get done in time.



'Tis the season of city sidewalks, busy sidewalks, dressed in holiday style. Avoid the hustle and bustle by planning ahead, ordering online, or making personalized gifts. Don't let the stress of others rub off on you.



'Tis the season of little battles everywhere, at home, in the parking lot, and at work. Grudges, arguments, and fights waste energy and magnify stress. Instead, let go and seek peace in your heart.



'Tis the season of togetherness, let nothing you dismay. Don't let conflict create division among your family or friends. Rekindle relationships by creating new holiday traditions that involve everyone.



'Tis the season to be healthy and sleep in heavenly peace. Bring good tidings to your body, mind, and stomach by managing your diet and sleep.



'Tis the season to be jolly, o tidings of comfort and joy. Santa isn't the only one who has the right to be jolly. After all, if he can be jolly with his workload, you can too. Remember what "Merry Christmas" and "Happy Holidays" mean. Don't perpetuate anxiety or fear, instead spread joy and happiness.



'Tis the season to be free from stress, joy to the world. There is much to worry you, but there is much more to bring you joy. Embrace each moment – good or bad- with a smile. Live, Love, and Laugh. All else will fall into place.

The Wellness Committee has many activities going on; here are some important things to keep in mind! Watch your email for more information on all of these activities.

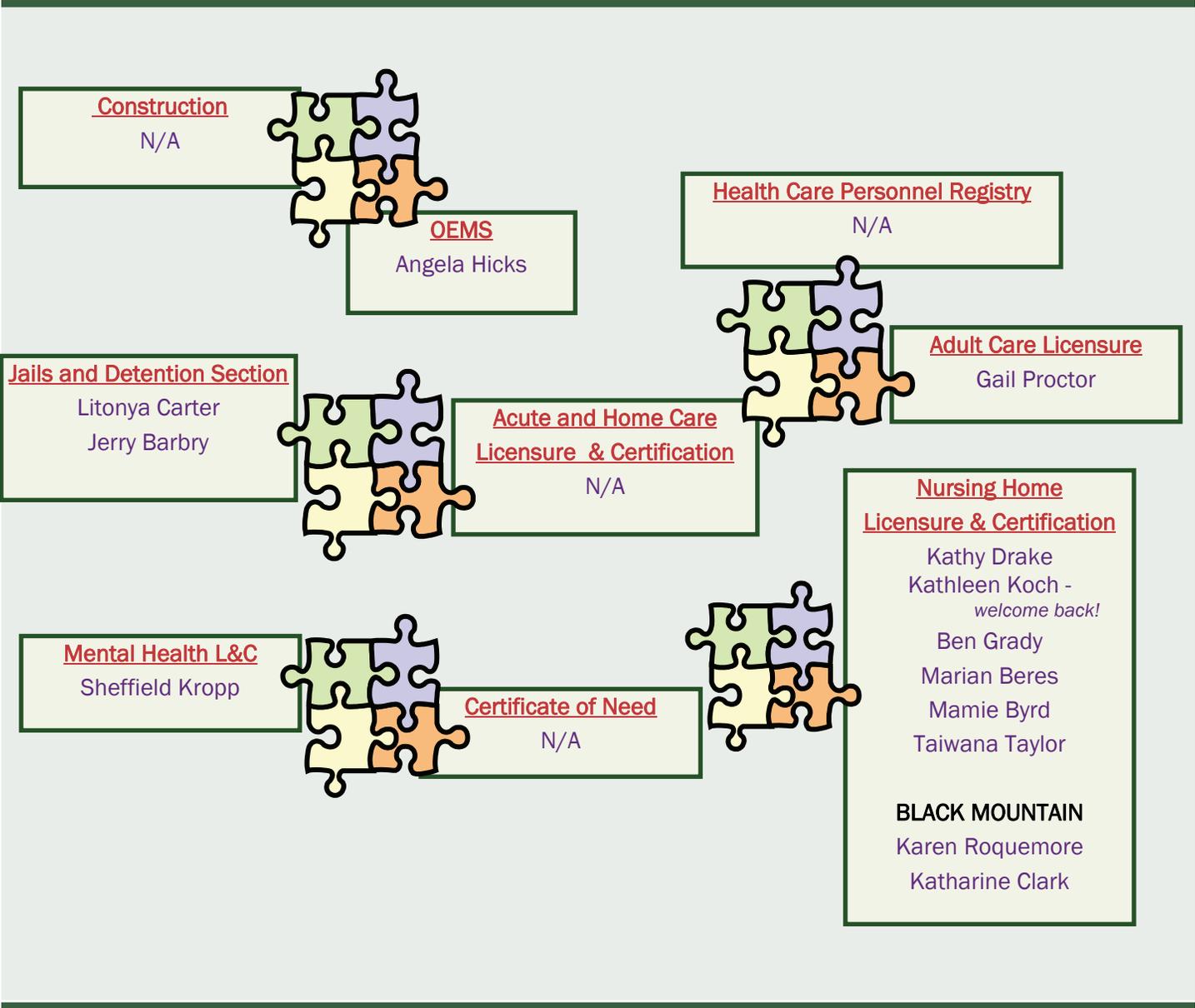
- Stress Relief - Lunch and Laugh with "Everybody Loves Raymond", February 2008 11:30 to 12:30. Leave your desk, leave the phones and emails and bring your lunch to enjoy watching the shows!
- In the Know! – Lunch and Learn with Gold's Gym in January 2008, see what it's all about!
- Blood Drive held at the Haywood Gym on Monday, October 22, 2007 was a great success; next one is on February 20, 2008 from 9-2.
- Flu Shots given in the Council Bldg. had a huge turnout, with at least 170 people attending.
- Yoga Classes in the Haywood Gym on Mondays, from 12 -1.
- Pilate Classes in the Haywood Gym on Thursdays from 12-1.
- Be sure to get those Blood Pressure Checks on Mondays in the Wellness Room in the Council Bldg. between 10 and 11! Blood Pressure checks will be changing in January with new locations!
- The Haywood Gym Wellness Room is open to everyone, we have had over 80 waiver forms received, which means people are aware of the facility and are using it! If you would like more information, visit our weblink at <http://www.ncdhhs.gov/wellness.htm>.

If you are interested in any of these activities or have suggestions, please contact Deb Nichols at 715-2321 or debra.a.nichols@ncmail.net.

Have a wonderful, safe, healthy and happy holiday!

NEW DHSR EMPLOYEES

New DHSR employees since the last newsletter are listed below:



Construction
N/A

OEMS
Angela Hicks

Health Care Personnel Registry
N/A

Adult Care Licensure
Gail Proctor

Jails and Detention Section
Litonya Carter
Jerry Barbry

Acute and Home Care Licensure & Certification
N/A

Nursing Home Licensure & Certification
Kathy Drake
Kathleen Koch -
welcome back!
Ben Grady
Marian Beres
Mamie Byrd
Taiwana Taylor

Mental Health L&C
Sheffield Kropp

Certificate of Need
N/A

BLACK MOUNTAIN
Karen Roquemore
Katharine Clark



Retirees

Carol Jones, Adult Care Licensure, November 1, 2007
Addie Hoffman, Nursing Home Licensure, November 1, 2007

HOLIDAY SAFETY QUESTIONS & ANSWERS

The holidays are an exciting time of year, and to help ensure a safe holiday season, here are some frequently asked questions and answers regarding holiday safety:

- **Can I run a drop cord to my...?** No. Extension cords are not allowed except for temporary presentations or temporary attended use. Extension cords are not to be used in lieu of permanent wiring systems. Do not use ground pin "cheater" devices to plug a grounded cord into an ungrounded (2 slot) receptacle outlet.
- **Are candles allowed?** No. Items with an open flame such as candles and potpourri are not allowed even if they are directly supervised.
- **Can I put up an artificial tree?** Yes. If they are labeled as "fire-retardant" or "flame-resistant".
- **Can I put up a natural tree?** No. Natural trees are not allowed in State buildings or State leased space. They can dry out because of weekend inattention and poor humidity conditions.
- **How many lights can I string together?** Install UL listed (or CSA) lights in accordance with the listing instructions. Most light sets limit the number of sets that can be connected in series (connected to each other) since the first strand carries all of the current to subsequent strands.
- **Should the decorative lighting be turned off before leaving the office?** Yes. Do turn off all decorative lighting when leaving the office for the evening
- **Can I decorate the stairwell?** No. Stairwells must be kept free of all items including decorations and plants.
- **Can I decorate the hallway?** Yes. However, don't block or obscure exit corridors, exit signs and exits with decorations since this is our means of egress in an emergency situation.

Other general reminders for building and electrical safety in the workplace:

Portable electric space heaters are not allowed.

- No coffee pots, microwave ovens, refrigerators are allowed unless pre- approved in accordance with Division Directive No. 33. -- Please call Carey Gurlitz, DHSR Safety Officer, at 855-3854 with any requests.
- Keep the area in front of electrical panels a minimum of 36 inches clear in front of the panel. The 36" clearance is from floor to ceiling. (OSHA)
- Do not leave microwave ovens in operation without direct visual supervision. Be careful about the surface tension effect from microwaving that can allow a superheated liquid to explode after the surface tension is disturbed.

Carey Gurlitz DHSR Safety Officer 919-855-3854

ALARMED RESPONSE

By Sam Cravotta



*Are you confused when you hear 1 short ring of the fire alarm in the Council building?
Do you know what to do and where to go?*

Even new employees who have seen the Emergency Information Sheet are sometimes confused when they hear 1 short ring of the alarm. Every Monday, the Council Building generator is tested. If the fire alarm is not shut off during the generator testing, it will occasionally ring. When you hear 1 short ring, it is appropriate to take no action.

Fire or Drill Signal - Continuous ring of alarm. **Response** - Evacuate the building immediately without using the elevators.

Bomb Threat Signal - Continuous ring of alarm. **Response** - Evacuate the building immediately without using the elevators.

Tornado Sighting Signal - 3 short rings of alarm. **Response** - Close office doors and go to pre-determined area.
Do not take the elevator.

**On Dix Campus (from the steam plant whistle) -
Three (3) 4-Second Blasts indicates a Tornado Warning.**



Recipes...

Feliz Navidad

By Sam Cravotta

Give your Holidays a Latino flavor with my own version of Mexican Style Lasagna.

Ingredients:

- 1 lb. of Corn Tortillas
- 1 large jar of chunky style Salsa
- 1 can of Enchilada Sauce
- 1 can Black Beans
- 1 can of Refried Beans
- 4 oz sliced Black Olives
- ½ lb. grated Cheddar Cheese
- ½ lb. tub of Ricotta Cheese
- 1 lb. chopped Beef or Sausage
- 1 lb. of Sour Cream
- 1 package of Taco Seasoning

Cooking Directions:

- Get out a large, deep casserole dish. (I prefer Pampered Chef Stoneware)
- Lightly fry, 1 lb. of Corn Tortillas.
- Cover the bottom of your stoneware with a layer of olive oil.
- Place a layer of fried Corn Tortillas covering the bottom.
- Add the can of Enchilada Sauce to the jar of chunky Salsa.
- Cover tortillas with Refried Beans and add some Salsa.
- Keep each layer thin and cover with more tortillas.
- Cook the ground beef or sausage in a frying pan, with chili pepper seasoning, or use a package of dry Taco Seasoning Mix.
- Cover with more tortillas and add a layer of Ricotta Cheese and Salsa.
- Cover with more tortillas and add a layer of Black Beans with salsa.
- Cover with more tortillas and add a layer of what ever you have that is left over. Feel free to experiment.
- Finally cover with more tortillas and add a layer of Cheddar Cheese topped with Salsa and Black Olives.

Cook at about 400 degrees for about 20 minutes until the cheese is melted and starting to brown.
Serve with Sour Cream and Salsa.

Dios te bendigas por La Navidad!



Spend some time as a family and have a little creative fun with your children this holiday while making...

Edible Ornament Cupcakes



Ingredients:

- Cupcakes
- Colorful frosting
- Red and green candy (such as M&Ms)
- Mini Reese's Peanut Butter Cups
- Pretzels

1. To make them, frost a batch of cooled cupcakes (baked from your favorite recipe) with colorful frosting.
2. Decorate with festive icing and candies, then top each one with a miniature Reese's Peanut Butter Cup and a pretzel piece for an ornament hanger.

DHSR Newsletter Committee

Jeff Horton, Division Office
Ruth Jolaoso, NH Lic & Cert
Wendy Williams, Adult Care Lic
Doris Kester, Personnel
Sheri Wilder, NH Lic & Cert
Lou Morton, Complaint Intake Unit
Joan Byrd, Data Management
Rebecca Barefoot, Data Management
Doug Barrick, Adult Care Lic
Sam Cravotta, Construction
Wayne Denning, MH Lic & Cert