

THE HILL TOP CONNECTION

February 6, 2012

Department of Mental Health and Addiction Services



From the CEO...

Dear Colleagues:

In my last column, I described the Reverend, Dr. Martin Luther King's commitment to social justice and his lifelong work putting these ideals into action through service to others. We can follow the Rev. Dr. Martin Luther King's lead by becoming involved in projects that benefit others both here at the hospital and in the greater Middletown community. Last week I mentioned a number of projects here at the hospital that improve the quality of life for both patients and staff. There are the Quality of Work Life Committees, the Patient Advisory Councils, the Multicultural Committee, the Anti-bullying Committee, and the Integrative Medicine Committee. I know there are many more projects and workgroups out there. Take a look around; become involved. If you see a need that is not being addressed, and have an idea about how to address it, speak up. It takes the collective good works of all of us, working together, to make our hospital community the place we envision it to be.

One important way that we can become involved and benefit both our hospital and the greater Middletown Community is through involvement with the Middlesex United Way. What better way to demonstrate that we, as hospital staff, are real partners in working to help improve conditions for our greater Middletown Community. Recently we had a meeting with repre-

sentatives from the Middlesex United Way to explore ways in which we, as hospital staff, can become involved in volunteer activities that directly benefit the community. We learned that there are many opportunities to become involved and make a difference.

Middlesex United Way is dedicated to strengthening lives, helping people, and improving community conditions in the fifteen towns in Middlesex County. With its partners, Middlesex United Way works to create real lasting change through its 49 local community programs and initiatives that help those in need or deemed at risk. Middlesex United Way relies on volunteers who serve on one of the five Impact Teams. These Impact Teams are:

Education - This team meets approximately 6-8 times per year and works with funding partners that focus on increasing the children's readiness to learn by school entry.

Income - This team meets approximately 4-6 times per year and works with funding partners that focus on increasing the economic self-sufficiency of individuals and families.

*(Health) Positive Youth Development - This team meets approximately 6-8 times per year and works with funding partners that focus on reducing the rate of risky behaviors among youths. (*Meets next at 2:00p.m. on February 9, 2012.)*

(Health) Wellness - This team meets approximately 6 times per year and works with funding partners to improve the health and safety of individuals.

*Housing - This team meets approximately 10 times per year and works with funding partners that focus on increasing the ability of individuals and families to attain affordable housing. (*Meets next at 12:00 noon on February 23, 2012.)*

Middlesex United Way volunteers are instrumental in helping guide the fund distribution process. Volunteers review grant applicants, conduct periodic site visits, develop funding recommendations for the Board of Directors, and monitors and evaluates progress throughout the grant period. Volunteers are also asked to help identify other important community issues consistent with the Middlesex United Way focus areas of: Education, Income, Health, and Housing.

Each team consists of individuals who have experience/expertise in that particular area, but involvement is also encouraged from others without experience as long as the individual's values are aligned with the Middlesex United Way's mission of improving community conditions in one or more of the four focus areas. Each team works with a specific group of funding partners and meets regularly throughout the year to accomplish these tasks. There are also numerous other volunteer opportunities at the Middlesex United Way. You can

volunteer with a local non-profit group, depending on your area of interest. Middlesex United Way provides one time and ongoing volunteer opportunities for individuals and groups through their website.

I encourage you to consider becoming a volunteer with the Middlesex United Way. If you would like to find out more information on the Middlesex United Way you can call my office and we will give you the contact information, or you can log onto the Middlesex United Way site:

www.middlesexunitedway.org,

and click onto the volunteer section. There you can find numerous opportunities for volunteering depending on your topic of interest, in addition to the Impact Teams described above. Or, if you prefer, you can contact the Middlesex United Way directly at 860-346-8695. Middlesex United Way Offices are located at 100 Riverview Center, Suite 230, Middletown, CT. Check it out! By helping others, you are also helping yourself.

Sincerely,

Helene M. Vartelas, MSN
Chief Executive Officer

FLU VACCINATIONS

The flu vaccine is recommended for all CVH employees, students, and volunteers! The vaccine is available until April 1, 2012. For those who have declined the vaccine due to a fear of needles we have a nasal Flu Mist available. Anyone who received the vaccine elsewhere, please complete the declination form, indicating the location. Anyone who absolutely does not want the vaccine should also complete the declination form and indicate the reason why. Please fax the forms to 5122. Please call Raeann @ 6383 or

Mary @ 5100 if you are interested in the receiving the Flu vaccine or mist. The Flu Stops with YOU!



It takes so little to give so much.

Children are dying! They need us to act now!

If not us, who? If not now, when?



By the time you finish reading this, more children have died!

Every day, more than 21,000 children die.

We need your help to can change that!!!!

Please let us unite, as a CVH community, to combat unnecessary death.

Everyone is invited to the
**Connecticut Valley Hospital,
UNICEF Fundraising Concert**

February 14, 2012
Yerbury Chapel

11:00a.m. – 12:00noon

Followed by bake sale fundraiser.

Whiting Gym

1:00p.m. – 2:00p.m.

Light refreshments will be served.

**Your charitable donation will be collected at the door.
No gift is too small.**

A tax deduction is available if check made out to: **UNICEF**

Contact:

Renata Kozak: Extension 6168

Jim Reed: Extension 7108

Lakisha Hyatt: Extension 6552

Jeanne O'Brien: Extension 6368

Roig Felix: Extension 5000

Notes from Staff Development

PERSON-CENTERED TREATMENT PLANNING

The Person-Centered Treatment Planning class scheduled for February 14, 2012 **has been rescheduled for February 23, 2011.**

We are scheduling an offering of the *Person-Centered Treatment Planning at CVH* training program for new staff and will be opening it up to any other clinical staff.

Thursday, February 23, 2011

8:30a.m. - 3:30p.m.

Haviland Hall, The Hartford Suite

This course continues with our commitment of Person-Centered Treatment which includes shared decision-making and client-defined outcomes during the treatment planning process. The course was developed in conjunction with the *Yale Program for Recovery and Community Health*.

This course has been approved for 6.0 AMA PRA Category 1 Credits (TM).

Please obtain supervisor approval before registering for this class. You may register for this class by telephoning Sylvia Pina at 860-262-5116 or click on the date above that you would like to attend. You will be brought to the log in screen of the LMS. Once you log in you will be automatically registered for this class.

Work Rule #6 – Reminder - Employees shall not conduct personal business during work hours nor use state or work site telephones or cell phones to place or receive personal calls except in emergencies or with supervisor.

Work numbers and phones should also not be used for personal ads.

CT MISSION OF MERCY

Mission of Mercy - a weekend of free dental care will be held from March 22-March 25th at the O'Neill Center at Western CT State University in Danbury. The Clinical days are Friday, March 23, and Saturday, March 24. Last year we treated close to 2,000 patients in 2 days with an estimated value of

\$1,100,000 worth of treatment. If you know of anyone needing treatment, please let them know about this. **See below for the website where you can get more information** along with information for those interested in volunteering. Volunteers are desperately needed especially people who are bilingual. Volunteers must volunteer for the entire day. This is a wonderful experience. Please don't hesitate to contact me if you have any questions after going to the website. Thanks so much!!

-Jeff Rosow DMD,
CVH Dental Director

SAVE THE DATE!

Volunteers are needed for the 5th Connecticut Mission of Mercy Project in Danbury, CT March 23rd & 24th, 2012.
O'Neill Center – Western CT State University
***Register now by going to:**
www.cfdo.org

Consider making CTMOM a **"Friends and Family Project"**. Encourage them to join you in volunteering for CTMOM. The appreciation of our patients will touch your heart. Previous CTMOM patients left smiling and extremely grateful for the services provided to them.

CTMOM is a project of the Connecticut Foundation for Dental Outreach in collaboration with the Connecticut State Dental Association

From the Information and Technology Unit

[Notices](#), [HIPAA](#), [Updates](#), [Tricks](#), [Reminders](#), and [Tips](#)!!

Notices!

System Support (Help Desk)

All staff located on the CVH campus or BHSA campus are supported by the CVH IT staff. Therefore, if you have any IT needs; problems logging in to the computer, problems with hardware or software, network or applications, printer issues or requesting

new hardware or software, please call our **System Support Desk at x5058**. Normal hours are weekdays 8:00a.m. until 4:30p.m.

System Support (2nd and 3rd Shift, and Weekends)

CVH campus can dial 0 for the TCO operator or BHSA campus can call 860-262-5000. The operator will page the technical support staff on call. If your request is **not urgent**, please leave a message at x5058. Please spell your name and leave a phone number where you can be reached. We do not reset LMS passwords (SABA), please contact Staff Development during normal working hours.

Badges

If you need an ID badge, please contact the Help-Desk @ 5058 and schedule an appointment. This way we can be sure we're available when you arrive. The Help Desk is located in Room 11, T&T Building.

Transferring of Faxes

Have you ever picked up a ringing line on your telephone only to hear a fax "beeping" sound? Well, that is someone trying to fax a document to your desk phone number. To find out where this is being sent from, simply press the **"Flash"** or **"Transfer"** button then dial your 4-digit fax number and hang up. The fax will then be sent to your fax machine. If you're lucky, there will be a number for you to call on the cover sheet to contact the person that is trying to send a fax to your desk phone number.

Intercom Use of CVH Grounds

If you need to use the intercom to overhead page an employee, please remember to **hang up** after the page has been made. If you click on another phone line it puts the intercom on hold and our hold music plays overhead. This is happening at the Valley View Cafe. If you have the intercom there on hold please hang up.

HIPAA!

How to "Lock" Your PC When Leaving Your Area

Do you frequently leave and come back to your office? Did you know

you can leave your computer logged on but force it to a "Locked" state whenever you need to? Thereby requiring your password to get back in.

All you need to do is to press the CTRL + ALT + DELETE keys simultaneously.

This should bring up the "Windows Security" window.

Simply click on the **"Lock Computer"** button.

You should then see the "Unlock Computer" window with your Active Directory username in the User Name box.

Now your computer is "Locked" until you re-enter your correct AD password in the Password box and click OK.

Try to close all open documents before locking your computer, or at least save them in the state they are at to prevent loss of work.

Updates!

Outlook Conversion Update

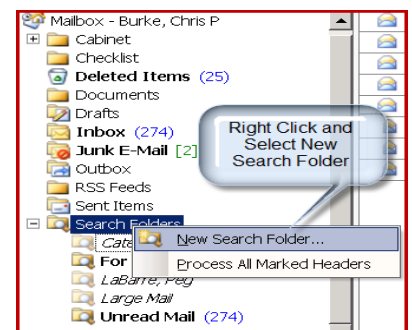
The Novell GroupWise Migration has been completed; all facilities are now on the BEST Enterprise Mail system. The Novell File System Migration is underway; Facility Server conversions are in process. Novell Server Services have been or are currently being converted.

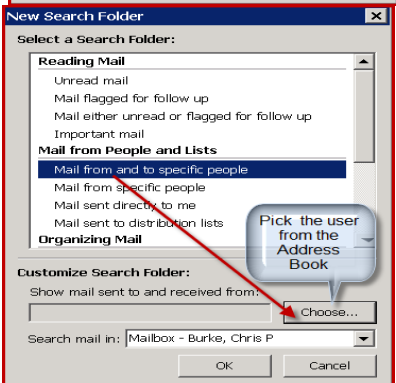
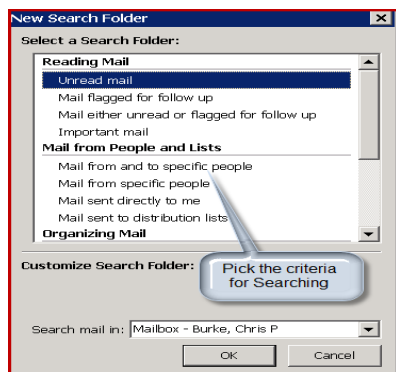
Tips and Tricks

Tip #6: Using Search Folders?

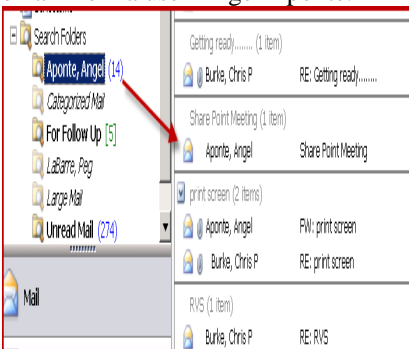
In Outlook 2003, you can create search folders that will find email data for you dynamically

1. Navigate to the bottom of Your Folders list
2. Right Click on Search Folders
3. Select New Search Folder
4. Pick the Criteria for the search





You will get a dialogue box that will allow picking the Criteria for the search, it can be one of the predefined in the list, or you can create a custom search by choosing Custom Search from the bottom of the list. In this case email from a user Angel Aponte.



You can see the new Search folder in the list. This will show me a view of all the emails from Angel (the person I pick for the demo) not matter where those emails are in My Mailbox. You can use any combination of criteria using the Custom Search.

RMANS

No Updates to Report.

RMS

RMS 4.4

- Converting the full present status application including progress notes

Super Users for each Division are as follows:

- Addition Services: Mary Wolak - X6414
- General Psychiatry: Virginia Paquette - X6476
- Dutcher and B4S: Lori Edgecomb - X5869
- Whiting: Thomas Ward-McKinley - X6286

If you are experiencing technical issues, please contact the CVH System Support Desk at x5058. If you call IT staff, they may not get back to you right away. The System Support Desk is in place to meet your needs in a timely manner.

Tricks!

Using a Watermark in Word 2003

A watermark is a picture or text that appears behind a document's contents. It's usually a light gray or other neutral color so it doesn't distract too much from the document's purpose. Usually, a watermark identifies a company or the document's status. For instance, a watermark might say confidential or urgent or display a symbolic graphic. Adding a watermark to a Word document is a simple process:

Note that you can only see a watermark in "Print Layout" or "Print Preview" views. You change the View by going to the menu bar and clicking VIEW, then PRINT LAYOUT.

On the Menu Bar, click FORMAT > BACKGROUND > PRINTED WATERMARK.

To insert a picture as a watermark, click Picture Watermark. Then click Select Picture, navigate to find the picture file, and click Insert.

To insert a text watermark, click Text Watermark and select or enter the text you want.

Set any additional options.

Click OK.

The watermark will now appear (if the view is set to Print Layout) on every page.

Adding a watermark to a document is simple, yet effective.

If you need more assistance type "insert watermark" or just "watermark" in the search box of the word window, found in the upper right-hand of the window just below the blue bar.

Reminders! **Inappropriate Use of State Systems**

Emails advocating one side or the other are clearly NOT work-related and, therefore, violate the Acceptable Use of State Systems Policy.

When users "reply to all" this causes excessive traffic on our network and many unwanted emails.

When an inappropriate e-mail is sent, the Director of IT or designee will e-mail the sender, their manager or supervisor and HR a copy of the Acceptable Use Policy and, a reminder of what is inappropriate use of state systems. HR may proceed with further action.

If anyone has any questions or concerns, please contact Kathryn Connelly or Mark Thomas, Director of IT for DMHAS, but, please, **do not reply to all.**

Always log off if you are not using your computer.

- **Never share passwords.** / Do not tell anyone your password.
- **The Internet** is to be **used for Hospital business only** and not for personal use.
- **E-mail** is to be used **for hospital business ONLY.** E-mail is NOT to be used for personal business.
- **All data files should be kept on the server, NOT the local PC.**
- **Patient Information (PHI) should NOT be sent through e-mail.**
- Do not install any software onto your computer.
- **Do not unplug your phones.** Phones that are found unplugged will be terminated which means that they won't work when you plug them back in. When a user needs a phone, we look for vacant lines. **Phones that are unplugged show up as vacant and, therefore, will be used as needed.**
- **Do not provide any personal information on the Internet.**
- **Do not bring in personal devices** such as thumb drives, memory sticks, floppy's, PDA's, or any other type of electronic device.

- The Acceptable Use of State Systems Policy is in effect.

<http://www.ct.gov/doit/cwp/view.asp?a=1245&Q=314686>

Forms

Access for Internet email, Active Directory, or any other application such as BHIS, DPAS, Leas, etc., need to be sent via e-mail. You can find the forms on the link below and, once you fill it out, you need to send the signed copy to the IT Department c/o Paula Chaffee and send the electronic copy through email to Kathryn Connelly. The electronic copy will be submitted to Hartford for processing. OOC will no longer take paper copies.

- All up -o-date forms may be found at:

<http://inside.dmhas.state.ct.us/divisions/csh/isd/isdforms.htm>

SPAM

State of CT Outlook Spam Reporting Procedure v2011NOV17.doc

NOTE: All Spam issues are handled at the State of CT level.

Forwarding of SPAM by any other process than the State of CT required process as detailed below will not provide SPAM relief.

NOTE: ANY emails containing implied or threats of violence, etc., should be additionally reported to your local IT Staff, who will then work with DMHAS Office of the Commissioner staff to determine the proper response(s).

1.) Right Mouse Click - on the UN-OPENED Spam Email.

2.) Click - on "Options" in the drop down menu.

a. In the box next to "Internet Headers" Highlight the all info in the box

i. Pressing the LEFT mouse button and dragging the mouse down will select all of the information.

b. Right Mouse click - choose "Copy"

c. Close the "Options" Window

3.) Right Mouse Click – choose "Forward".

a. Click "Message" Field at the top, in the blank area.

b. Click on "Edit"

c. Click on "Paste"

d. Enter "customer+missed-spam@clicknet.com" in the "To:" field

e. Enter " DMHAS.Spam-Complaints@po.state.ct.us" In the "CC:" field

f. In the beginning of the Subject field add "DSC -"

i. To prevent another reply of the instructions

g. Click on "Send"

h. If you get an error saying you can't do this

i. Agree temporarily and send it anyway.

1. This is just a default client message and has nothing to do without email system.

4.) Delete Original SPAM

Hint: To save yourself some expended time, make sure that what you are reporting as SPAM is not something from a reputable source that you can unsubscribe from. This is a decision only YOU can make based on to whom you have provided your email address, and whom they may have shared it with.

BJ'S PROMOTION OF 2012

The first BJ's promotion of 2012 will be held during the month of February. The application should be available at the campaign's web site (www.csec.ct.gov) by tomorrow.

Please note: The promotion is only one month long. The next promotion is May so please check your expiration date with a local BJ's to see if your membership expires in March or April so you can renew through the February promotion if you wish to.

Cost: \$40 for two people - inner circle membership

\$80 for two people – BJ's rewards membership

Up to three additional members may be added to a membership for \$20 each.

Checks payable to BJ's Wholesale Club.

In order to save the campaign time and money:

PLEASE include an email address so receipt of your application can be confirmed. If you don't wish to write the address on the application please include it on a separate piece of paper that will be discarded after the email confirmation is sent.

PLEASE write either at the bottom of the application or on a separate piece of paper what state agency you work for, or are retired from. If a state employee/retiree shared this application with you, please write down the state agency where he/she works or retired from.

PLEASE NOTE: The CSEC is NOT on the DAS courier service route. Please put the application in the U.S. mail to CSEC, 24 Stott Avenue, Norwich, CT 06360 Attn: Jan G.

All questions pertaining to your personal membership must be handled by Betsy Wanstall at BJ's at 860-442-6963.

HOLIDAYS/ SPECIAL EVENTS

**FEBRUARY 13
LINCOLN'S BIRTHDAY
OBSERVED**

**FEBRUARY 20
WASHINGTON'S
BIRTHDAY OBSERVED**

Any submissions to The Hill Top Connection can be forwarded to Patricia.Cromarty@po.state.ct.us.

Any questions, comments, or suggestions are also welcome by email or by phoning 262-5892.