

Vitality Way



Issue 2 | Q3 2020

FOR VITALITY UNLIMITED TEAM MEMBERS

CARSON CITY ANNIVERSARY CELEBRATION EDITION

VITALITY INNOVATES WITH TELEHEALTH

Look inside our latest grant
award and what it means for
our consumers

BRENE BROWN

LCSW, researcher, thought leader -
Here's how to use her words to
inspire your consumers

PEER WORKERS

What you need to know
about peer workers, peer
support, and how to
leverage it to help our
consumers thrive.

VITALITY WAY, Q3: ISSUE 2

MAY - JULY 2020

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HOW TO CONTRIBUTE

ANY EMPLOYEE OR CONTRACTOR CAN
CONTRIBUTE TO THE NEXT ISSUE OF VITALITY
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EMAILING THEIR SUGGESTION AND CONTENT TO

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A MAGAZINE FOR VITALITY UNLIMITED TEAM MEMBERS

VITALITY
WAY

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who teaches on the topics of
courage, shame, vulnerability,
and ways to step into your
personal power. Learn more
about her work and how you
can use motivational work of all
kinds to inspire your consumers.



Policy Way

Vitality Unlimited is releasing its 2020 employee handbook and launching PolicyTech. Here's what you need to know about these important changes.



Way of Life

What is a peer worker? Why are they important in recovery? When do you need to engage a peer worker with our consumers? This QA article sheds a light on an important part of Vitality.



Consumer Way

That look in their eyes is unmistakable. Here are a few consumer wins from last quarter to show you what you are doing makes a difference (and how you can enable consumers with that light to share it with others)



HR Way

COVID-19 is an STD - No, not that kind of STD - a Socially Transmitted Disease. Here's how you can be smart and protect yourself in one of the most contagious times of our history. Keep safe. Keep coming to work.



ESTER QUILICI, CEO/COO

ESTER'S LETTER

Team Vitality,

These are unprecedented times. I'm sure you can feel the energy out there. Some people are rebelling and turning wearing (or not wearing) a mask into a political statement. Anxiety. Agoraphobia. Anger. Addiction. It's all "A" problem. Fortunately, it's a problem you are helping people with, one day at a time, on the front lines of Vitality Unlimited.

This issue, I wanted to inspire all of you as much as you inspire our consumers every day. You are there, on the front lines, helping them when they need it the most.

For that, I honor you.

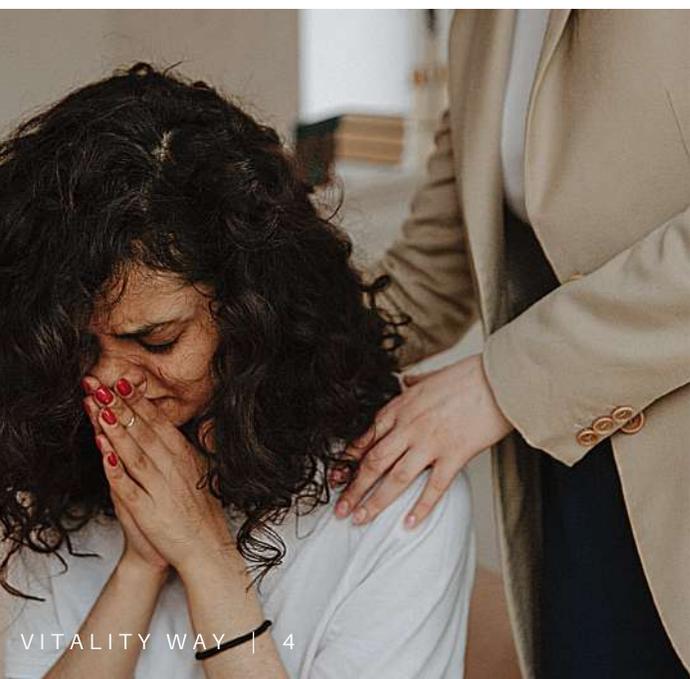
If you are a part of our team, you share our passion, our mission, for healing. We all have one thing in common. We all strive to make the world a better place, one day at a time, one appointment at a time, one life at a time.

And you are doing amazing!

I am simply in awe of the work I see you doing on the front lines. I want you to know that acknowledgment, not just by management but among each other, is the core of building a happy and healthy organization that will support our consumers for many years to come. So in this acknowledgment issue of Vitality Way, we are providing tools to help you acknowledge yourself and our consumers through the words of thought leaders like Brene Brown. Acknowledge your safety, by practicing safe socializing and living practices when you are away from work. Acknowledge each other for the little things you do to create healing in our communities. You are the light bearers. You are the people, whether you have a lot of consumer contact or a little, who make all the difference in the world.

I honor you.

Sincerely,
Ester Quilici, CEO/COO
Vitality Unlimited
ester@vitalityunlimited.org



THAT LOOK IN THEIR EYES

The look of realization, recovery, and a life born anew is unmistakable.

Here's what our clinicians are seeing and how you can encourage our consumers to share positive reviews about their Vitality Experience...

She has a light in her eyes again.

Recently we had a consumer who was fighting to stay clean and sober. She finally surrendered and went into inpatient treatment and is doing amazing. She has light in her eyes again and a smile on her face. These are the moments I really love to do my job and see the growth in people even if I am just the receptionist.



There is something special about seeing a person's face change. When a consumer's eyes light up, the light is turning on. Habits change. Hygiene changes. Their world transforms.

If you see light and gratitude in your consumer's eyes, acknowledge it. Then, ask them to leave a review on Google so they can help someone else find their light too.

Share the good word: We will be reporting consumer success stories. If you have an anonymous consumer success story to share with the team, email Betti at betti.magney@vitalityunlimited.org

Your consumer story could be featured in the next issue.

That light is in all of us. Struggles with mental health, daily life, and addictions can dim that light fast.

Here are some signs your consumer is starting to see the light.

1 | They have accepted that they have been through something difficult.

2 | They allow themselves to go inward with presence.

3 | They welcome support .

4 | They nurture their mind and body.

5 | They are aware they aren't healing on a deadline.

6 | They have experienced healing's ebbs and flows.

7 | They see the light within.

8 | They realize they are not alone.

9 | They express their truth when the time is right.

10 | They forgive and see themselves as whole.

Help your consumers find their light through better mental and physical wellness. Recommend the full spectrum of Vitality health services to your consumers.

Primary care makes a big difference.

Many consumers have commented on the addition of primary care and how nice it is to have all of their needs met in one place.

"Its frustrating to go from doctor to doctor, over to the therapist, back to the doctor - repeat. With Vitality I can handle it all in one place which saves me so much time and frustration. I'm so grateful."



THE NEW EMPLOYEE HANDBOOK

WHO WE ARE AND HOW WE FACE
DISCRIMINATION AND HARASSMENT HEAD ON

MISSION STATEMENT

To instill hope, restore wellness, improve the quality of life for those we serve through compassionate behavioral healthcare, housing and community service.

PURPOSE STATEMENT

Vitality Unlimited provides services and programs that promote positive life choices, improve the quality of life and empower personal wellness.

PRINCIPLES

- Commitment to Excellence
- Commitment to Community Services
- Shared Vision
- Respect
- Trust
- Integrity
- Teamwork
- Professional Growth
- Healthy Work Environment
- Empowering Personnel

ETHICS STATEMENT

Vitality Unlimited recognizes that success must be earned through innovation, hard work, responsiveness to individual needs and integrity in all business practices. We are dedicated to a continuing process of honest introspection regarding our Vitality Unlimited practices and policies to assure that we maintain the highest professional standards which have become our trademark and our tradition.

To obtain a copy of the Vitality Unlimited Employee Handbook, ask your manager or Human Resources.

Our Mission, Purpose, Principles, and Ethics reflect who we are and the value we bring to our consumers.

DISCRIMINATION AND HARASSMENT POLICY

Vitality Unlimited prohibits any conduct, whether intentional or unintentional, which results in the discrimination or harassment of employees or customers. It is unlawful and against Vitality Unlimited's policy to harass or treat any employee differently based on sex, sexual orientation, color, physical disability, veteran status, genetics, citizenship status, ancestry, gender, gender identity, reproductive ability, race, religion, national origin, age, disability, or ethnicity or any other protected category pursuant to federal or state law.

Vitality Unlimited's policy against unlawful harassment, discrimination, and retaliation applies to all employees, including supervisors and managers. Vitality Unlimited prohibits managers, supervisors, and employees from harassing co-workers as well as the Vitality Unlimited customers, vendors, suppliers, independent contractors, and others doing business with Vitality Unlimited. Any such harassment will subject an employee to disciplinary action, up to and including immediate termination. Vitality Unlimited likewise prohibits its customers, vendors, suppliers, independent contractors, and others doing business with Vitality Unlimited from harassing our employees.

Examples of Prohibited Sexual Harassment: Sexual harassment includes a broad spectrum of conduct including harassment based on sex. By way of illustration only, and not limitation, some examples of unlawful and unacceptable behavior include:

1. Unwanted sexual advances.
2. Offering an employment benefit (such as a raise, promotion, or career advancement) in exchange for sexual favors, or threatening an employment detriment (such as termination or demotion) for an employee's failure to engage in sexual activity.
3. Visual conduct, such as leering, making sexual gestures, and displaying or posting sexually suggestive objects or images, cartoons, or posters.
4. Verbal sexual advances, propositions, requests, or comments.
5. Sending or posting sexually related messages, videos or images via text, instant messaging, or social media.

6. Verbal abuse of a sexual nature, graphic verbal comments about an individual's appearance, sexually degrading words used to describe an individual, and suggestive or obscene letters, notes, or invitations.
7. Physical conduct, such as touching, kissing, groping, assaulting, or blocking movement.
8. Physical or verbal abuse concerning an individual's gender, gender transition, gender identity, or gender expression.
9. Verbal abuse concerning a person's characteristics such as pitch of voice, facial hair or the size or shape of a person's body, including remarks that a male is too feminine, or a woman is too masculine.

EXAMPLES OF WHAT CONSTITUTES PROHIBITED HARASSMENT

In addition to the above listed conduct, Vitality Unlimited strictly prohibits harassment concerning any other protected characteristic. By way of illustration only, and not limitation, such prohibited harassment includes:

1. Racial or ethnic slurs, derogatory comments, and any other offensive remarks based on a protected characteristic.
2. Jokes, whether written, verbal, or electronic that are based on a protected characteristic.
3. Mocking or ridiculing another's religious or cultural beliefs, practices or manner of dress.
4. Threats, intimidation, horseplay, or other menacing behavior that is based on a protected characteristic.
5. Inappropriate verbal, graphic, or physical conduct
6. Sending or posting harassing messages, videos or images via text, instant messaging, or social media.
7. Other harassing conduct based on one or more of the protected characteristics identified in this policy.

If you have any questions about what constitutes prohibited harassing behavior, ask your Human Resources Coordinator.

Prohibition Against Retaliation: Vitality Unlimited is committed to prohibiting retaliation against those who themselves or whose family members report, oppose, or participate in an investigation of alleged unlawful harassment, discrimination, or other wrongdoing in the workplace. By way of example only, participating in such an investigation includes, but is not limited to:

1. Filing a complaint with a federal or state enforcement or administrative agency.
2. Participating in or cooperating with a federal or state enforcement agency investigating Vitality Unlimited regarding alleged unlawful activity.
3. Testifying as a party, witness, or accused regarding alleged unlawful activity.
4. Making or filing an internal complaint with Vitality Unlimited regarding alleged unlawful activity.
5. Providing notice to Vitality Unlimited regarding alleged unlawful activity. 6. Assisting another employee who is engaged in any of these activities.

Vitality Unlimited is further committed to prohibiting retaliation against qualified employees who request a reasonable accommodation for any known physical or mental disability, or employees who request a reasonable accommodation of their religious beliefs and practices.

Vitality Unlimited is committed to bringing an end to discrimination of any type - both inside and outside our walls.

WHAT YOU SHOULD DO IF YOU FEEL YOU ARE BEING OR HAVE BEEN HARASSED, DISCRIMINATED AGAINST, OR RETALIATED AGAINST

If you feel that you are being or have been harassed, discriminated against, or retaliated against in violation of this policy by another employee, supervisor, manager, customer, vendor, independent contractor or third-party doing business with Vitality Unlimited, you should immediately report it to your manager or supervisor or Human Resources Coordinator.

In addition, if you observe harassment by another employee, supervisor, manager, or non-employee, please report the incident immediately as indicated above.

Supervisors who receive any complaint of harassment, discrimination, or retaliation must promptly report such complaint to the Human Resources Coordinator.

Your notification of the problem is essential to us. We cannot help to resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring your concerns and/or problems to our attention so we can take appropriate steps to address the situation. Vitality Unlimited takes all complaints of harassment seriously and will not penalize you or retaliate against you in any way for reporting a harassment problem in good faith.

All complaints of harassment which are reported to management, will be investigated as promptly as possible by an impartial and qualified person and, upon conclusion of such investigation, appropriate corrective action will be taken where warranted.

Vitality Unlimited prohibits employees from refusing to cooperate with internal investigations and the internal complaint procedure. All complaints of unlawful harassment reported to management will be treated as confidentially as possible, consistent with Vitality Unlimited's need to conduct an adequate investigation.

Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination. Moreover, any supervisor or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination.



DISCRIMINATION
RACISM PREJUDICE
STOP
INTOLERANCE INEQUITY
SOCIAL EXCLUSION





COVID-19: PRACTICING SOCIAL RESPONSIBILITY

COVID-19 is an STD. Ha! No, not THAT kind of STD - It's a Socially Transmitted Disease.

How you practice social responsibility both inside and outside of work matters and directly impacts your risk level.

The Texas Medical Association developed a chart of activities, from least risky to most risky. We have included it on the next page for you to review.

We hope you will review this chart, assess your own activities, and make the choices that are best for both you and our consumers.



Low risk activities:

- 1) Opening the mail*
- 2) Getting restaurant takeout (without going inside)*
- 3) Pumping gasoline (extra precaution, use a glove for touching key pads and pump, throw gloves away at the gas station)*
- 4) Playing tennis*
- 5) Going camping with your family*

Wash hands frequently. Use hand sanitizer and wear your mask when in public.

If you have concerns about your activities and possible exposure, contact your manager or Human Resources at theresa.green@vitalityunlimited.org.

COVID-19

CORONAVIRUS DISEASE

BE INFORMED:

Know Your Risk During COVID-19

On a scale of 1 to 10, how risky is...

Ranked by physicians from the TMA COVID-19 Task Force and the TMA Committee on Infectious Diseases



#StopTheSpread

How to use a mask?

Source: World Health Organization



Before Putting on a Mask:

Clean hands with **alcohol-based hand rub** or **soap and water**.



While Wearing a Mask:

1. **Cover your mouth and nose.** Make sure there are no gaps between your face and the mask.
2. **Avoid touching the mask.** If you do, clean your hands with alcohol-based hand rub or soap and water.
3. Replace the mask with a new one as soon as it is damp. **Do not re-use single-use masks.**



To dispose of the mask:

1. Remove the mask from behind using the strings. **Do not touch the front of mask.**
2. Discard the mask **immediately** in a closed bin.
3. **Clean hands** with **alcohol-based hand rub** or **soap and water**.

Theresa Green (HR Coordinator,



ABOVE AND BEYOND

LAST ISSUE WE ASKED YOU TO ACKNOWLEDGE YOUR FELLOW TEAM MEMBERS. HERE ARE THE FACES YOU WANTED TO RECOGNIZE

Extraordinary times require extraordinary people. You are some of the most extraordinary people living in Northern Nevada!

Each quarter, we send around a survey asking for peer nominations of those going above and beyond. Nominations are anonymous. You can nominate anyone you feel is going above and beyond the call of duty.

If you missed the survey this round, please send your nominations to What Works Consultants (contact information on the back cover) be included in the next issue of Vitality Way.

Nominations from peers at Vitality Unlimited.

Employee Way

"I would love to acknowledge Behavioral Health Tech 3, Rose Pullen and Vicki Reid. Rose is a great supervisor who is always trying to help her fellow team, as well as, the consumers. Vicki works diligently to make sure things run smoothly and she is an INCREDIBLE cook. I am grateful to learn from two of the best!"

"Tayla Hadley began as a CP-C/LCADC with us on June 8th, and has jumped into her caseload head first and has been nothing but open to ideas and our Vitality Way of life. I believe she will be an asset to our team, our family."

"Marcia Blinn has done an amazing job switching from receptionist to office manager. "

"Melanie Gatlin- New in the receptionist position and has done an amazing job acclimating and learning the processes. "

"Theresa Green is always here for us to answer our questions. And, if she doesn't know the answer, she will find it out. Theresa is a very caring and passionate person, She cares for all of her employees and is willing to lend a listen ear even if it's not about the job.

"Ashley Perrone is certainly an employee that works hard to maintain a positive relationship with all Vitality Unlimited facilities. Since Ashley has been in the Office Manager position at the Elko CCBHC it has greatly improved the communication and relationship between the two facilities. Every time I have had to inquire about something, ask for information or help, Ashley has been extremely polite, cooperative, and a down right pleasure to talk to. I have also received the same feedback from all the Center and Clinic staff in Carson who have had contact with Ashley. We think she is fantastic and would like you all to know."

"Marshall Gledhill- very eager to help and adjusting well to his new position."

"I have seen and witnessed Elizabeth, Winta, and Bailey deescalate situations that could have had bad turn outs but with their deep compassion and strength to not make matters worse. They have, in turn, provided great care for consumers."





Left to right: Amanda Running Wolf (Tech 2), Jim Dyer (CADACI), Vicki Reid (Tech 3) and Rosanne Pullen (Tech 3)

ALWAYS THERE

FOUR EMPLOYEES IN THE
HISTORY OF VITALITY
UNLIMITED HAVE BEEN THERE
EVERY WORKING DAY. HERE
ARE THEIR STORIES.

Since they began working at Vitality, Amanda Running Wolf (Tech 2), Jim Dyer (CADACI), Vicki Reid (Tech 3), and Rosanne Pullen (Tech 3) have all had perfect attendance.

Attendance is one aspect of work ethic, which is a belief that hard work and diligence have a moral benefit and an inherent ability, virtue or value to strengthen character and individual abilities. It is a set of values centered on importance of work and manifested by determination or desire to work hard.

Employees with a strong work ethic exhibit a particular set of values and behaviors. These characteristics make them stand out as highly coveted team members and praise-worthy employees.

- Reliability
- Dedication
- Discipline
- Productivity
- Cooperation
- Integrity
- Responsibility
- Professionalism

Although attendance is not the only indicator of work ethic, especially in the times of COVID-19 where policy may keep you home, these employees exhibited attendance in addition to solid values.

Employee Way

Vicki Reid, Behavioral Health Technician III



Vicki is a small town Cali girl, the mother of three grown children, has 8 grandchildren aging from 3-20 years old. She loves camping, likes anything ocean and beach and one day would love to travel the world. Miss Vicki's official title is BHT III, however her position has evolved from the day that she remembers moving boxes and furniture into the new home of the Vitality Lake

Tahoe Program, which became Vitality Carson City Center and was getting a fresh start. The program would undergo many changes in personnel but Vicki has been loyal, to the Vitality mission, consistent and steady in her attendance and reliable in her job performance. She is the truly the backbone of Vitality Carson Center.

She wears many hats and aprons. She functions as office manager always keeping the facility over supplied. She is the facility coordinator in charge of all things cleaning, maintenance, repairs, hauling, dump runs, scheduling plumbers, electricians and general up keep of the place in which we have pride and passes all inspections. Vicki does the Food Bank run which is a major task and is responsible for the ordering, shopping, hauling, storage of all things food. OH, yes that includes preparation and cooking and I might add without a stove. In my opinion that adds miracle worked to her job performance. Three rice cookers provide the "stove" for Vitality Carson City. Vicki has become a master chef, preparing scrambled eggs for breakfast, sometimes burritos or spaghetti for lunch. At dinner time she shows off her rice-cooker expertise preparing five course meals. She recently served Thanksgiving dinner in June. Additionally Vicki trains volunteer consumers to assist in the kitchen and teaches them her creative style.

Vicki monitors our consumer for clothing needs and makes shopping runs to the Salvation Army for consumers who come from jail with the wrong wardrobe for the season. She takes care of the consumers basic needs and most leave treatment with much love for Miss Vicki for feeding them and their soul.

Amanda Running Wolf, Behavioral Health Technician II



Amanda was born and raised in Gardnerville, NV. She is a proud Native American. A descendant of the Blackfeet tribe of Montana and Wasco from Oregon. She is the mother of 3 beautiful daughters. She is our staff athlete, she has played softball since she was 5 years old, played throughout high school and played for Yuba

College in Marysville, CA. She is presently on 4 different teams including women's and co-ed. She played in the Clean and Sober World Series in Palm Springs last year in November. She Hopes she will be playing in the Clean and Sober Rocky Mountain Nationals in August. Amanda reports that sports is a family affair. Amanda is a tough competitor on and off a playing field. At the first Vitality Christmas party she attended, she won every game and every prize. We decided not to tell her the date of the party last year, however she found out and came anyway! It was a repeat of the year before. However, her competitive nature was the highlight of the evening. It resulted in a hilarious physical struggle between Amanda, her supervisor, a TCM, an LCSW but our tiny little retired HR person won the prize. There interaction was the entertainment and memorial event of the evening. Amanda is an all-around excellent employee. She is a high achiever, efficient and reliable, liked by the clients and loved by co-workers.



Employee Way

James Dyer, CADCI

Two years of perfect attendance



Acknowledged for two years of not using sick leave. Jim presented at the Carson City Center in the spring of 2018 stating he wanted to be an Alcohol and Drug abuse counselor and was told that we may be able to help him get an internship. His timing was perfect because we needed him. He was hired as a

Behavioral Health Technician until we jumped through all the hoops to get the internship approved. Qualification was not an issue because Jim has 30 years' experience as a Registered Nurse. Jim quickly earned a reputation as the most flexible, cooperative person, which we have taken total advantage of. He does tech and counselor duties, he can cover facilitating for almost any class, he works both residential in Carson and OPT at Footprints in Reno. He is an avid note taker he has a pad and pen in hand at every meeting even social. His other claim to fame is he is the facility CANDYMAN. He walks around and gives Staff dark chocolate. But lately you hear "No, Jim I told you before I am on a diet" He always gives a chance to reconsider. Jim is one of those individuals, that if you ask him what time it is, he will tell you how to make a clock. However if you listen you might learn something. Or you say okay Jim. He is good natured, likable and reliable indicated by two years without calling in sick. Jim is efficient, organized and teased about being the Number # Intern.

Rosanne Pullen, Behavioral Health Technician III -

Five years of perfect attendance



Rosie as she is affectionately known is the supervisor of the Behavioral Health Techs. A California girl that was hired by Vitality Unlimited on the Ides of March 2015. She is the mother of a grown daughter and a son and a has a granddaughter she adores. Rosie also maintains contact with her mother, sister and

other family members of origin, making frequent trips to CA to check on her mother's health and wellbeing. She consistently shows that same compassion to the consumers.

She is known for her kind but firm hand by the consumers. Her favorite holiday is Halloween but I am not sure why! If it is the all souls part, the candy and the games, or the tricks. Rosie is a key player on the Carson City team. She is loyal, dedicated, organized and a hard worker. We are glad we have her.

Work ethic is multi-faceted, but showing up is a big piece of the gem.





CARSON CITY STARS

THIS YEAR, VITALITY CARSON CITY LAUNCHED A NEW RECOGNITION PROGRAM - TO HIGHLIGHT IMPROVEMENT AND ABOVE AND BEYOND PERFORMANCE

In February, the Carson City CCBHC celebrated one year of service to the community. This issue focuses on the employees who have helped make that happen.

A "Star" is someone who shines bright. Although the world was thrown on its tail in March and April, we recognized all employees were Stars those months. Each month, otherwise, an employee was highlighted for significant improvement or contribution.

This program is being piloted in Carson City as a system-wide way to honor employees for improvement as well as above and beyond performance.

Employee Way



January - Carson City Star

Abbey Gardner, TCM: for best productivity report. highest number of progress notes done for the month. Her sense of humor and kindness to clients.



February - Carson City Star

Donelle Belarde, Admission/Intake Coordinator: For stepping up to the Office Manager position when it was needed and then again to the Intake Coordinator position. Her

organizational skills, willingness and diligence to get things done is an asset in any position she undertakes.



May Carson City Star

Marshall Gledhill, Peer Support: for the positive impact he has made helping out at the Center, jumping in to do the heavy lifting so to speak. Can't remember what we did without him.



June Carson City Star

Melanie Gatlin, Receptionist for VIP: Melanie was hired at the start of the COVID quarantine and had to hit the ground running. She is one of the brave souls that held it all together for the past several months. Melanie is the mother of a 3 year old son. She says her position

with Vitality is an opportunity to grow individually and with the company.



Employee Way

New Staff from April through July

Vitality Unlimited has added seven new staff members. Welcome to the family!

Carson City

Keegan Pollak, MA,CPCI

Briseida Lozano, BA, TCM

Jessica Parra, BA, TCM

Elko

Tayla Hadley: CCBHC Elko LCADC/CPC

Tori, Kaietlyn, Michael, Gina: Techs

Sarah Noteware, TCM CCBHC

Nikki Fellows: TCM/Peer Coordinator



**HELLO
I AM...
NEW**



**A SMILE IS THE
UNIVERSAL
WELCOME.**

PictureQuotes.com

Employee Way

Carson City

Keegan Pollak, MA, CPCI



I'm originally from Ponca City, Oklahoma and part of the Ponca tribe there. I graduated with my Bachelors at Oklahoma State and recently graduated with my Masters at University of Arkansas. I moved to Reno to be with my partner and move closer to the West Coast, which is something I also wanted to do. I have a background in teaching and college athletics which ultimately led me to pursue a counseling degree. My clinical areas of interests are trauma and anxiety. In my free time, I enjoy running, kayaking, hiking, and playing with my dog, Rudy. I am very happy to be here so thank you so much for the opportunity!

Briseida Lozano BA, TCM



Vitality is amazing, I love all the resources we provide. I am 23 years old. I was born and raised in Carson City, Nevada. I am the youngest at of seven and I really do enjoy that. I have 12 nephews and 3 nieces, so you can already imagine how crazy our holiday parties are, crazy but fun. I enjoy spending time with my friends and family. One of my favorite things to do is traveling. I absolutely love getting to know more places, learning about their culture and life style. I love nature, so whenever I get the chance I try to go on hikes and explore. Random facts about me are, I love Disneyland, Dutch Bros. and my favorite color is Pink. You may call me "Breezy".

Jessica Parra, BA, TCM



Call me Jess. I have a cousin with the same name so to distinguish us they called me Jess. I was born and raised in Reno. I graduated from Hug High School and attended UNR. I got my Bachelor Degree in criminal justice with a minor in substance abuse counseling in three years. I am working toward a Master Degree in human and social service. I am very interested in the field of addiction and am pleased that Vitality has provided me an opportunity to pursue my CADC. My hobbies are weight lifting and hiking, I did six miles last Sunday. My previous employer was Well Care. Starting at Vitality has been like going home.

Employee Way

Elko

Nikki Fellows, Peer/TCM Coordinator

I have a B.S. in Psychology University of Wyoming and came to Elko by way of Nashville , Tennessee. My husband Gordon is in Mining and his job brought us here. The job of intake sounded interesting when I interviewed for it and I'm excited to be here. I have 3 wonderful daughters ages 20, 18, and 17; an awesome husband and I like to do stained glass and quilt as hobbies.



Molly Wilson, Revenue Cycle Analyst

I have lived here most of my life, grew up here, went to high school here. My family moved here when I was 7 for Mining. I loved the people I was working for and with during my previous stint here at Vitality in 2014-2015 so when I got a chance to return it was awesome. I am a people person, I especially like to help people, and I love Business which is why I chose that as my degree path in college (BAS). It is cool that those things kind of come together in this position.



Sarah Noteware, TCM

I have a BS in Behavioral Science with an emphasis in SW and moved here from Lubbock, Texas for a change of scenery and to start fresh. A friend used to work for Vitality and told me what an amazing place it was to work and that she felt like it would fit my personality and passion to help others. I consider myself a native Texan, but I've lived in 4 different states: Texas, Utah, Michigan and Nevada. You will hear me use the phrases "y'all, and all y'all" quite frequently.



Tayla Hadley, M.Ed CPC LCADC - Therapist

It's less about what brought me to Elko and more like what pushed me out of Las Vegas! Just joking. My husband and I had been talking about moving more rural so we could have animals and garden. Elko fit everything we were looking for =] Vitality cares about the community they serve and provide high standards of care, immediately I knew I wanted to be a part of the team. I love to be silly and goof around. Life if can be pretty serious at times. It was freeing to learn I could incorporate humor into therapy; laughter truly is the best medicine!



Way of Life

HOW TO UTILIZE A PEER SUPPORT WORKER

➔ **You need someone who has been there**



Experience, strength and hope isn't just a saying. Peer workers make a living sharing it with our consumers so they know they aren't unique or alone.

➔ **You need a problem solver (not enabler)**



What worked for one person in recovery might work for another. Peer workers help with every day problems a person in recovery might face. They don't act as a therapist. They act as a person who can problem solve WITHOUT enabling. This may be the first time our consumers have experienced this.

➔ **You need to support a healthy lifestyle**



A peer may have adopted new healthy habits they can share directly. Since they are a peer - trust and new habits develop faster.

Peer workers offer a friendly ear that is non-therapeutic and outside our consumers normal social circle, making changing people, places, and playgrounds a little easier.



PEER SUPPORT WORKERS - WHAT THEY DO AND HOW TO UTILIZE THEM TO HELP CONSUMERS

By: Vi Larkin

Not only do the individuals in this specialized field have the heart for healing to all who come their way, their souls bear the battle scars of a life lived in substance use disorder, behavioral health disparities, or both, but they also have their banner of victory! They have the unique qualifications of being in the trench, rising from it and extending a hand to those who are still struggling to get out. Amazing! We are now in a new era of an "old" concept.

"If you want to lift yourself up, lift up someone else." – Booker T. Washington.

The Peer Support in the arena of mental health actually began in the 1970s. It rose from a time steeped in the civil rights movement and stoked by social change rising from the roots of the self-help movement. It drew breath from people who had survived abuses in psychiatric hospitals coming together to help one another, supporting each other as they worked towards healing.

Healing leads to advocacy which breeds empowerment. From its humble roots, it grew as people began to understand the power in working through life's trials with someone who understood where they were coming from. The peer support movement was born into advocacy and assistance not only for those with mental health challenges but chronic diseases, substance use disorders, parenting, marriage, health . . . in almost every area it can now be found bloom into a beautiful garden of support and understanding.

So.. what are they and what do they do? In years past they were simply people there to help. Now, with the recognition of the value of this system of help, they are still people who are there to help, but are also trained in that assistance. It's changed from a listening ear to a helping hand and then some. For Vitality it is an integral part of the services we provide.

A peer is a person who has lived the experience giving them expertise and insights that professional training can't quite replicate. While our therapists have the head knowledge our peers have the heart knowledge. From their personal journeys and the required training, a peer pulls from their personal experience to assist others on their walk. They don't carry them . . . They walk beside them.

Peers provide a listening ear, support, encouragement, advocacy, and hope. Peers assist in helping others to learn and practice new skills or revitalize those long forgotten. They model effective coping techniques, and self-help strategies, perform basic skills training. They assist people in learning how to advocate for themselves in their treatment, receiving effective services, and developing and implementing their personal recovery plans.

More resources: <https://www.samhsa.gov/brss-tacs/recovery-support-tools/peers>

Way of the Future

VITALITY INNOVATES THROUGH TELEHEALTH



Vitality Integrated Programs, in Elko, Nevada, was awarded \$180,050 for a telehealth platform, remote monitoring and diagnostic equipment, laptop computers, and tablets to offer patients behavioral health services and treatment for mental health concerns, substance abuse, and medication management by employing telehealth.

Here's the down low about telehealth services, what can be done, and what's next.

Way of the Future

To provide more clarity as it relates to CCBHCs specifically, here is some help sorting out what specific areas of the 9 core services can be provided via telehealth or telephonically.

Crisis mental health services including 24-hour mobile crisis teams, emergency crisis intervention and crisis stabilization intervention and crisis stabilization- Can be done via telehealth or by telephone (already within current Medicaid policy)

Screening, assessment and diagnosis including risk management- Can be done via telehealth or by telephone (the previous telephonic restriction for these services has been lifted temporarily by CMS)

Patient-centered treatment planning- Can be done via telehealth or by telephone (the previous telephonic restriction for these services has been lifted temporarily by CMS)

Outpatient mental health and substance use services- Can be done via telehealth or by telephone (the previous telephonic restriction for these services has been lifted temporarily by CMS)

Outpatient clinic primary care screening and monitoring of key health indicators and health risk- Can be done via telehealth or by telephone (the previous telephonic restriction for these services has been lifted temporarily by CMS)

Targeted case-management- Can be done via telehealth or by telephone (already within current Medicaid policy)

Psychiatric rehabilitation services (including PSR and BST)- these services need to be done face-to-face and are not appropriate to be delivered via telehealth or telephonically.

Peer support services- Can be done via telehealth or by telephone (the previous telephonic restriction, has been lifted temporarily by CMS)

Intensive, community-based mental health care for members of the armed forces and veterans, particularly in rural areas; care consistent with minimum clinical mental health VA guidelines- Can be done via telehealth or by telephone (the previous telephonic restriction, has been lifted temporarily by CMS) with the exception of PSR, BST, Occupational Therapy, Physical Therapy and medical services which require direct contact with the patient.

Services available through telehealth, like TCM, can be delivered by the provider functioning within their scope, like a QMHA. Also, for the CCBHCs and SAPTA providers, the CADCs, LADCs, and LCADCs practicing within their scope can deliver services via telehealth/telephone that have been previously identified above, even though they are not outlined specifically in MSM Ch. 3400.

MEET THE INDUSTRY'S FIRST INTELLIGENT WORKSTATION



enovate
MOBILE EHR WORKSTATION

○ What do nurses want in their workstations?

- *"Nothing should stand between me and my patient - including the monitor."*
- *"I can't stop to recharge batteries."*
- *"I need something easy to steer."*
- *"I want a simple user interface."*
- *"I need a workstation that remembers my personal settings."*
- *"I need a simple way to quickly alert IT support team there is a problem."*
- *"The workstation should be easy to disinfect."*

enovate
MEDICAL



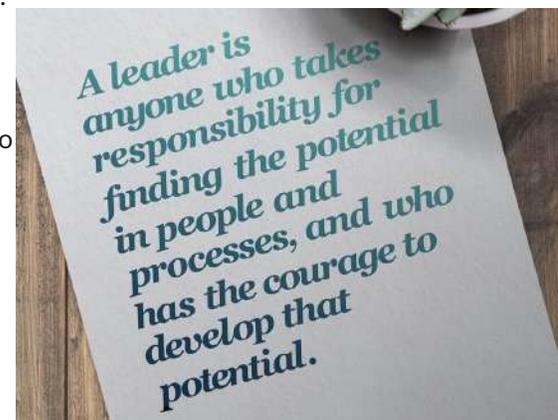
Casandra Brené Brown PhD, LMSW is an American professor, lecturer, author, and podcast host. Brown holds the Brené Brown Endowed Chair at the University of Houston's Graduate College of Social Work and is a visiting professor in management at McCombs School of Business at the University of Texas at Austin.

BRENE BROWN: COURAGE, VULNERABILITY, SHAME, AND EMPATHY

Brené Brown is a research professor at the University of Houston, best-known for her famous TED talk, “The Power of Vulnerability.” Brown has spent nearly two decades studying courage, vulnerability, shame, and empathy. All of her groundbreaking findings were included in five books that have easily become #1 New York Times bestsellers: *I Thought It Was Just Me*, *The Gifts of Imperfection*, *Daring Greatly*, *Rising Strong*, *Braving the Wilderness*, and *Dare to Lead*.

“The Power of Vulnerability” is about expanding perception and embracing our imperfections. Brown’s approach on how to cultivate courage, compassion, and connection turned a data presentation into one of the top five most-viewed TED talks of all time. Brown has received numerous teaching awards including the Graduate College of Social Work’s Outstanding Faculty Award. She is also the first person to have a filmed talk available on Netflix: *The Call to Courage*.

Due to her research, Brown has become an inspiration for millions of people around the world.



Our Way

I Thought it Was Just Me: Telling the Truth About Perfectionism, Inadequacy, and Power

I Thought It Was Just Me shines a long-overdue light on an important truth: Our imperfections are what connect us to each other and to our humanity. Our vulnerabilities are not weaknesses; they are powerful reminders to keep our hearts and minds open to the reality that we're all in this together.

The Gifts of Imperfection: Let Go of Who You Think You Are Supposed To Be and Embrace Who You Are

When our embarrassments and fears lie, we often listen to them anyway. They thwart our gratitude, acceptance, and compassion—our goodness. They insist, “I am not worthy.” But we are worthy—of self-discovery, personal growth, and boundless love. With Brené Brown’s game-changing New York Times bestseller *The Gifts of Imperfection*—which has sold more than 2 million copies in more than 30 different languages, and *Forbes* recently named one of the “Five Books That Will Actually Change Your Outlook On Life”—we find courage to overcome paralyzing fear and self-consciousness, strengthening our connection to the world.

Daring Greatly: How the Courage to Be Vulnerable Transforms the Way We Live, Love, Parent, and Lead

Daring Greatly is not about winning or losing. It’s about courage. In a world where “never enough” dominates and feeling afraid has become second nature, vulnerability is subversive. Uncomfortable. It’s even a little dangerous at times. And, without question, putting ourselves out there means there’s a far greater risk of getting criticized or feeling hurt. But when we step back and examine our lives, we will find that nothing is as uncomfortable, dangerous, and hurtful as standing on the outside of our lives looking in and wondering what it would be like if we had the courage to step into the arena—whether it’s a new relationship, an important meeting, the creative process, or a difficult family conversation. *Daring Greatly* is a practice and a powerful new vision for letting ourselves be seen.

Rising Strong: How the Ability to Reset Transforms the Way We Live, Love, Parent, and Lead

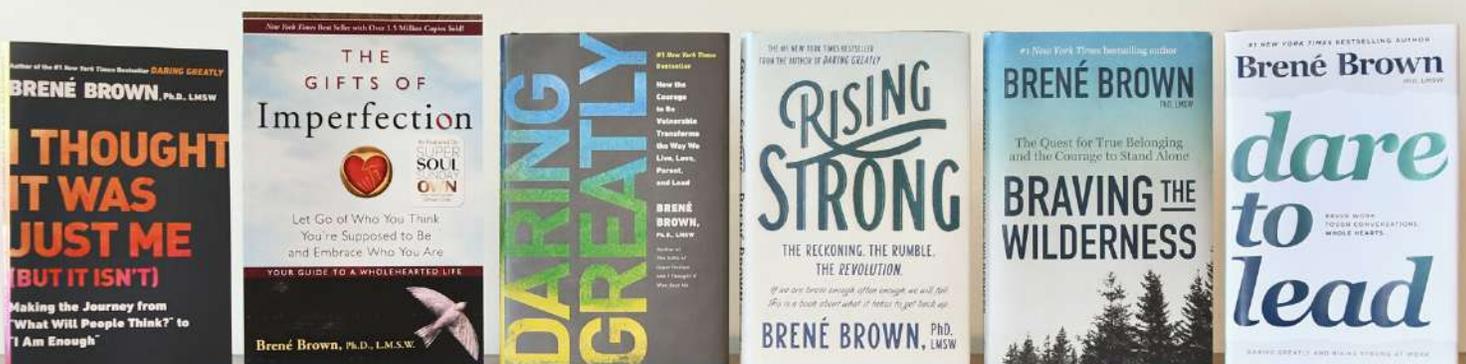
It is the rise from falling that Brown takes as her subject in *Rising Strong*. As a grounded theory researcher, Brown has listened as a range of people - from leaders in Fortune 500 companies and the military to artists, couples in long-term relationships, teachers, and parents - shared their stories of being brave, falling, and getting back up. She asked herself, what do these people with strong and loving relationships, leaders nurturing creativity, artists pushing innovation, and clergy walking with people through faith and mystery have in common? The answer was clear: They recognize the power of emotion, and they’re not afraid to lean in to discomfort.

Braving the Wilderness: The Quest for True Belonging and the Courage to Stand Alone

“True belonging doesn’t require us to change who we are. It requires us to be who we are.” Social scientist Brené Brown, PhD, LCSW, has sparked a global conversation about the experiences that bring meaning to our lives—experiences of courage, vulnerability, love, belonging, shame, and empathy. In *Braving the Wilderness*, Brown redefines what it means to truly belong in an age of increased polarization. With her trademark mix of research, storytelling, and honesty, Brown will again change the cultural conversation while mapping a clear path to true belonging.

Dare to Lead: Brave Work. Tough Conversations. Whole Hearts.

When we dare to lead, we don’t pretend to have the right answers; we stay curious and ask the right questions. We don’t see power as finite and hoard it; we know that power becomes infinite when we share it with others. We don’t avoid difficult conversations and situations; we lean into vulnerability when it’s necessary to do good work. But daring leadership in a culture that’s defined by scarcity, fear, and uncertainty requires skill-building around traits that are deeply and uniquely human. The irony is that we’re choosing not to invest in developing the hearts and minds of leaders at the exact same time as we’re scrambling to figure out what we have to offer that machines and AI can’t do better and faster. What can we do better? Empathy, connection, and courage, to start.



“

BRENE BROWN:

**THE
WILLINGNESS
TO SHOW UP
CHANGES US,
IT MAKES US A
LITTLE
BRAVER EACH
TIME.**

”

Our Way

Metaphor and motivational quotes from books like these can help you connect with consumers.

The following research was excerpted from Fast Company magazine:

Depending on whom you ask, the appeal (of motivational quotes) appears to lie in a combination of good wordsmithing, motivational psychology, and a measure of self-selection. Obviously, people who tend to feel inspired by motivational quotes are going to find them more resonant than those who don't find simple phrases and sayings to be particularly meaningful, says psychologist and motivation expert Jonathan Fader, PhD, founder of the Union Square Practice in New York City.

THE COACHING FACTOR

Fader says there's a self-selection process that narrows the population of people who are drawn to motivational sayings. Beyond that, the message that someone else believes you can achieve what you want to achieve can be a powerful incentive to try harder, he says. If your teacher, coach, or mentor believes you can do something, you're more likely to do it. "There's a little bit of implicit coaching that's happening when you're reading it. It's building that self-efficacy in that kind of dialogue that you're having with yourself," Fader says.

THE POWER OF LANGUAGE

There's also power in the words themselves, says Ward Farnsworth, dean of the University of Texas School of Law and author of Farnsworth's Classical English Rhetoric. Farnsworth says that people have an "appetite for well-expressed wisdom, motivational or otherwise."

"Students of Latin see examples of aphorisms from 2,000 years ago, such as *ubi concordia, ibi victoria*, 'where there is unity, there is victory.' Usually, these sayings involve some keen insight put into memorable wording. They are little triumphs of rhetoric, in the old and positive sense of the word," he says. The way an idea is expressed can affect judgments about its merit. Phrasing contributes to effectiveness—for better or worse.

Metaphor use can also make a simple idea compelling. When people talking about business say that you should "skate to where the puck is going, not to where it has been"—or when they just talk about "dropping the ball"—they are making implied comparisons to sports. A metaphor usually succeeds by making its subject more visible, or by making it simpler, or by caricaturing it, Farnsworth says. The quote "Everyone is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid" would be far less powerful or evocative if it stopped after the first sentence.

THE PRIMAL ASPECT

Some of their appeal may even be rooted in biology, says media psychology expert and communications consultant Scott Sobel, founder of Media & Communications Strategies, Inc. in Washington, D.C. "Humans are aspirational. We want to look up to role models and leaders and follow what they ask," he says.

"Leaders and their words—inspirational quotes—affect us on a primal level." Words from recognized leaders in business, politics, and the arts may also hold more gravitas because of the assumption that when people are in public positions, they must be accomplished, wise, or otherwise exceptional to have achieved those positions. Those perceptions can make messages from such leaders more powerful.

For people open to their message, well-structured messages that use strong imagery and appeal to our aspirational nature can be meaningful and powerful in changing our thinking and helping us see something in ourselves that we want to change or overcome, Fader says. That's one of the main reasons they're passed on for generations.

Here are some of Brene Brown's motivational quotes you can use (for yourself or the consumers you serve):

"I don't have to chase extraordinary moments to find happiness – it's right in front of me if I'm paying attention and practicing gratitude."

"What's the greater risk? Letting go of what people think – or letting go of how I feel, what I believe, and who I am?"

"Talk to yourself like you would to someone you love."

"Sometimes the bravest and most important thing you can do is just show up."

"We don't have to do all of it alone. We were never meant to."

“

BRENE BROWN:

**STAYING
VULNERABLE
IS A RISK WE
HAVE TO TAKE
IF WE WANT
TO
EXPERIENCE
CONNECTION.**

”

TRUFFLE CHEESE CAKE



INGREDIENTS

- 1 1/4 cups graham cracker crumbs
- 1/4 cup white sugar
- 2 teaspoons ground cinnamon
- 1/3 cup butter, melted
- 2 (10 ounce) packages frozen sweetened sliced strawberries, thawed and drained
- 1 tablespoon cornstarch
- 3 (8 ounce) packages cream cheese, softened
- 1 (14 ounce) can sweetened condensed milk
- 1/4 cup lemon juice
- 1/2 teaspoon vanilla extract
- 3 eggs
- 1 tablespoon salt (optional)
- 1 tablespoon water (optional)

PREP TIME: 1HR
COOK TIME: 45MINS
TOTAL TIME: 1HR 45MINS

DIRECTIONS

1. Combine graham cracker crumbs, sugar, cinnamon, and butter in a bowl. Press onto the bottom of an ungreased 9-inch springform pan. Refrigerate for 30 minutes.

2. Preheat oven to 300 degrees F (150 degrees C).

3. Place strawberries and cornstarch into a blender. Cover and puree until smooth. Pour strawberry sauce into a saucepan.

4. Bring to a boil over high heat. Boil and stir until sauce is thick and shiny, about 2 minutes. Set aside 1/3 cup strawberry sauce; cool. Cover and refrigerate remaining sauce for serving.

5. Beat cream cheese in a mixing bowl with an electric mixer until light and fluffy; gradually beat in condensed milk. Mix in lemon juice and vanilla extract, then beat in eggs on low speed until just combined. Pour half of cream cheese mixture over crust; drop half of reserved strawberry sauce by 1/2 teaspoonfuls on cream cheese layer. Carefully spoon remaining cream cheese mixture over sauce; drop remaining strawberry sauce by 1/2 teaspoonfuls on top. Cut through top layer only with a knife to swirl strawberry sauce.

6. Bake in preheated oven until center is almost set, 45 to 50 minutes. Cool on a wire rack for 10 minutes. Carefully run a knife around edge of pan to loosen; cool 1 hour longer. Refrigerate overnight. Serve reserved strawberry sauce with cheesecake. If the sauce is too thick, stir in water.

THE BEST TIKTOK ACCOUNTS FOR LEARNING AND PROFESSIONAL DEVELOPMENT

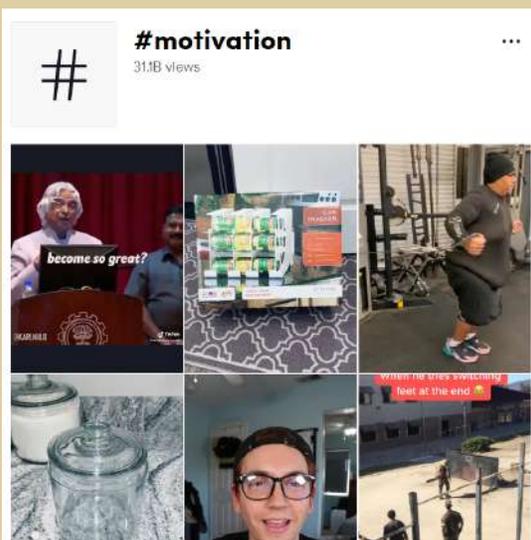
TikTok may be at the center of national controversy. But it isn't just for animals, dances, and silly challenges anymore. This section was recommended by an employee in the quarterly survey.

Here are some of the things you may not know you can learn on TikTok. Use this to connect with your consumers and help yourself too! Click SEARCH on TikTok, type in these hashtags and get ready to be enlightened and fed!



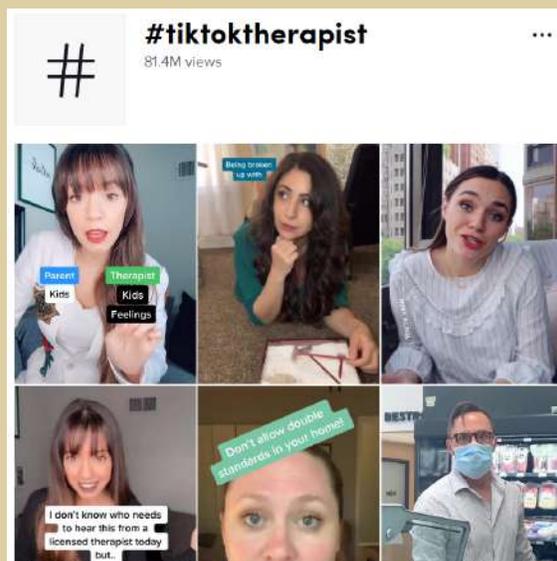
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#MOTIVATION



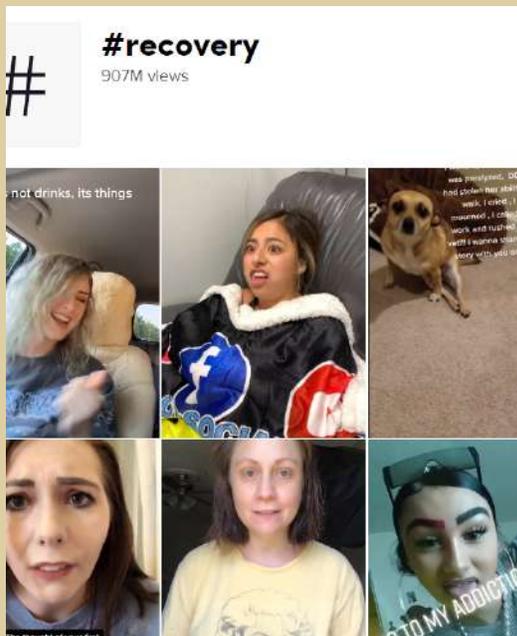
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#TIKTOKTHERAPIST



2

#RECOVERY



4

#TIKTOKCHEF





AT VITALITY UNLIMITED

WE WANT TO KNOW WHAT YOU THINK

Vitality Way is part of a continuous improvement program guided by executive management with the help of What Works Consultants.

We want to know what you think about the quarterly magazine. Your anonymous input will help make future issues better.

**EMAIL YOUR ANONYMOUS FEEDBACK TO
DIANE@WHATWORKSCONSULTANTS.COM**

We appreciate your input!