

THE SOURCE

NRC "Spark Plugs" Named

Submitted by TyLynne Bauer, Facility Operating Officer, and TiAnne Morse, Quality Assurance Coordinator

TiAnne Morse and I kicked off the Values Training Courses last December with "The Florence Prescription" book that you were given for Christmas. Since then, we have offered trainings in the Florence Prescription and the Self-Empowerment Pledge. These tools have become part of our orientation package for new employees as well. From the feedback that we have received, many of you have enjoyed the trainings and we would like to extend our thanks and appreciation for your willingness to participate.

Over the next several months, we will be of-

fering trainings in the Twelve Core Values. These will be offered individually, so everyone has the opportunity to attend as your schedule allows. We are excited about these values and look forward to working with each of you through this course. One of the key elements at this point in the Values Training Course is to allow for more facility involvement. This is done through a "Spark Plug" approach. Each facility offers applications for Spark Plugs, which TiAnne had located in the 1-West Visitor Center/Break Area.

We are proud to announce the following

individuals as your NRC Spark Plugs: Jennifer Bender, Brandy Boschult, Diana Clark, Hollie Frye and Ben Kohlhof!

As a Spark Plug, they will be trained in The Twelve Core Action Values to help them more effectively achieve their own personal and professional goals, and are also expected to serve as a helper and a role model for coworkers, patients, and others by practicing the skills they have learned.

Additionally, Spark Plugs use the skills that they have learned in the training program to:

- ◆ Become more crea-

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Nebraska Sex Offender Treatment Program

Mission: Providing Sex Offender treatment to prepare for community reintegration while maintaining public safety.

Vision: Helping people rebuild their lives with no more victims.

tive, productive, and enthusiastic at work and in their own personal and professional development.

- ◆ Reflect a positive attitude, treat everyone with respect, and refrain from the negativity of complaining, finger-pointing, and rumor-mongering.
- ◆ Assume informal leadership roles by setting an example of positive team-building and motivation for others.
- ◆ Help coworkers, friends, and family members deal with frustration and adver-

sity in a more positive and constructive manner.

- ◆ Take to heart the seven simple promises of The Self-Empowerment Pledge and take The Pickle Pledge for a more positive attitude.
- ◆ Be a role model of positive leadership in representing our organization in a positive light for the community at large.
- ◆ Be a teacher and a role model to the parents and children of our community, helping them develop the practical skills that are es-

sential to succeed in today's world.

- ◆ Enhance compassionate caregiving by sharing with patients appropriate strategies for managing anxiety and adversity.
- ◆ Our industry, and hence our organization, will continue to be in a state of change, and Spark Plugs can help us effectively manage that change by being advocates for progress and by sharing the skills that they learn in this course with their colleagues.



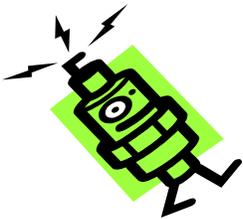
Jennifer Bender



Brandy Boschult



Diana Clark



Hollie Frye



Ben Kohlhof



Congratulations, NRC Spark Plugs!!

Sex Offenders: Current Issues, Assessment, Treatment and Special Populations – Presented by Anna Salter, Ph.D.

Submitted by TyLynne Bauer, Facility Operating Officer



The Norfolk Regional Center was privileged to send 13 employees to the Anna Salter workshop on sex offender treatment. The workshop fo-

cused on current issues related to sex offender assessment and treatment, as well as focused on special populations. Dr. Salter covered deception, adolescent, incest, and female sex offenders. Additionally, assessment, treatment and the impact of pornography was reviewed. Special focus was related to positive illusions which skew the assessment and treatment of sex offenders.

Dr. Salter reviewed new research on actuarial assessment and included the changes to

the Static 99. She also reviewed attitude change and persuasion techniques, new research on relapse prevention and techniques for addressing criminal thinking and whether cognitive distortions prevent relapse.



A Job Well Done

Submitted by TiAnne Morse, Quality Assurance Coordinator

A "Job Well Done" form was received from a patient recently transferred to LRC. It states: I would like to thank all 3-West staff for his/her: helpful and friendly attitude, professionalism, extra effort in meeting my needs and helping me in solving my problems. The patient comments, "I would like to thank you all for not giving up on me when I was

struggling and going through rough times. It's because of your help and dedication that I am who I am and where I am today. Your many talks and advice that you have given me helped me to overcome my past and become a better person. You have also helped me to realize that I am able to live in society again and I don't have to spend the rest of my life in



prison and you helped me break through my feelings of institutionalization. You have all helped me realize I am a human being. Thank you for everything that you have done for me and I wanted to write this so you all would know how much I appreciate what you have done for me."

Employees' Association Game Challenge Answers

Submitted by Brandy Boschult, MHSS II



Guess Which Staff Member ...

Directions: Below are several fun facts about random employees at the Norfolk Regional Center.

Your job is to try to figure out which staff member at NRC belongs to each fun fact. The top 5 employees who identify the most correct answers will receive prizes! Game sheets have to be turned in to an EA member to be eligible for prizes.

1. Which employee wants to retire in Belize? **Jim Ebeling, 2-West MHSSII**
2. Which employee loves to read (sometimes a book a day) and has 7 grandchildren, ages 18 to 2. One of their children was born in the Netherlands. **Bonnie Long, LPN**
3. Which employee lived on a farm while growing up, went to a country school, and was the only one in their class for 9 years!? **Kathy Herian, RN**
4. This person was a devoted Michael Jordan fan ... and still has a favorite "Bulls #23" poster in view at all times! **Sheryl Hansen, Staff Development Training Specialist**
5. This employee has traveled

to Europe, South Carolina, Florida, and California ... and still has not seen the oceans from ground level! **Fred Kleeb, Compliance Specialist**

6. Who liked to find dead people in doing family history? **Jann Frank, 3-East MHSSII**

7. Curiosity didn't kill the cat ... but almost! During basement remodeling/construction their cat, Mr. Hello, got tangled in the wires behind a wall and was found hanging upside down by a hind leg. It took the gas company workers over 2 hours to get him out, also causing permanent damage to his leg. Which employee is this? **Lori Rector, Food Service Supervisor**

8. Which employee sings the "One-Eyed, One-Horned Flying Purple People Eater" song in the shower (and is willing to admit it!!!!)? **Scott Hoffmann, Guard**



9. Which employee has a Bachelor's Degree in Meteorology (weather)? **Dan Widders, MHSSII**

10. Which employee has rainbow colored shoes they wear often at work? **Sandy Spreeman, LPN**

man, LPN

Bonus Question: Who are the members of your Employees' Association Committee?????

Marilyn Blunck
Brandy Boschult
Mike Gettman
Doug Moats
Scott Hoffmann
Tracy Daake
Kim Summers
Tonya Mauldin
Lori Rector
Sharon Jaeger

Winners of the Game Challenge answered the most questions correctly and received gift cards for their efforts:

Melanie Nielsen
Cami Long
Marilyn Stromberg
Sandy Spreeman
TiAnne Morse



Infection Prevention Strategies When Visiting the Nail Salon or Tattoo Parlor

Submitted by Joy Wieseler, RN, Infection Control Coordinator

If you're thinking about heading to the nail salon for a little pampering or getting a new tattoo, follow these infection prevention strategies from the Association for Professionals in Infection Control and Epidemiology (APIC) to decrease your risk of getting an infection.

NAIL SALON

Treating yourself to a manicure or pedicure at the nail salon can be relaxing and rejuvenating. But did you know that without proper precaution, you are putting yourself at risk for infection? The skin on our hands and feet can easily be nicked and cut — sometimes without our even knowing — and whenever an open wound is exposed to skin-skin or skin-surface contact, you have a chance of picking up bacteria, fungi, or viruses that can develop into an infection. The most common infections acquired at the nail salon are warts and nail fungus.

Follow these infection prevention strategies to decrease your risk:

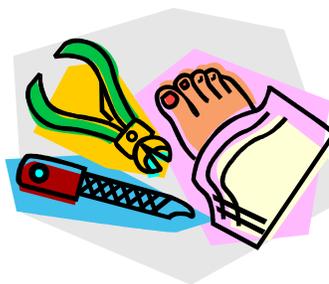
1. Do not get a manicure or pedicure if you have an infection on your hands or feet.
2. Do not get a manicure or pedicure if you have any open wounds, including bug bites, bruises, scratches, cuts, scabs, or poison ivy.

3. Look for a license. In the United States, the salon must be approved by the state health department and the nail technician should have a certificate from a the board of cosmetology. The license means the salon is equipped to give a manicure or pedicure cleanly, but it does not guarantee the salon will do so on the day of your visit.



4. If considering a "fish pedicure" or "fish spa" where a tub of water is filled with small fish called *Garra rufa* that eat away dead skin on the client's feet, know that there are infection risks involved and that several states have banned the use of fish pedicures for various reasons.

5. Don't shave before getting a pedicure. Newly shaved legs can have tiny nicks you can't see that are susceptible to infections.



6. You and the nail technician should perform hand hygiene before beginning the manicure.
7. The nail technician should wear gloves and perform hand hygiene before donning and after removing gloves.
8. Skip the cuticle pushing and clipping. Our cuticles are what separate us from the rest of the world — bacteria, fungi, and viruses.
9. The metal tools the nail technicians use should be heat-sterilized in a sterilizer (also called an autoclave). Some salons will use chemical solutions (e.g., Barbicide) or UV light boxes to disinfect tools, which is legal and standard but not totally effective in killing all of the germs. Nail salon tools like pumice stones, emery boards, nail buffers, and foam toe separators cannot be properly sterilized so they should be disposed of after each use. Bring your own equipment and clean and disinfect it between uses with alcohol or hydrogen peroxide. You can buy the nail equipment for about \$60.
10. Whirlpool footbaths — although seemingly safe — are difficult to clean and filled

with city water, which may or may not be free of germs. Even though nail salons disinfect their tubs, research has shown that germs can be trapped in the equipment and have been linked to infections. Use plastic liners or trash bags in the footbaths to add an extra layer of infection protection. If your salon doesn't use a liner, bring your own.

11. Don't allow the technician to shave your skin calluses. If your calluses are thick and uncomfortable, opt for a deep soak (often with a chemical solution) and scrubbing to remove them.

TATTOO PARLOR

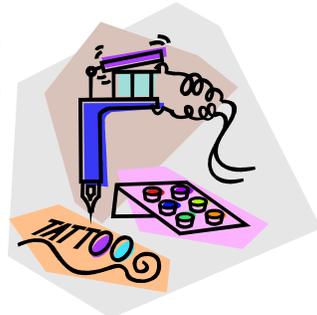
Tattooing (facial tattooing [i.e., permanent make-up] or body art) is an invasive procedure that has



the potential to result in an infection. Infections are generally transmitted through unsterilized equipment or contaminated ink in a tattoo parlor. Unsterilized equipment or contaminated ink can cause skin infection (e.g., staph or strep infection) at the tattoo site or a bloodborne infection, such as hepatitis B. However, if proper infection prevention strategies are fol-

lowed, the risk of infection can be decreased:

1. If you are susceptible to getting infections, check with your physician before getting a tattoo.
2. Investigate the tattoo parlor and tattoo technician (artist) before undergoing the procedure. Licensure requirements and inspection processes vary by state.
3. Sterile needles must be used for only ONE tattoo session, on only ONE client.
4. The parlor should use separate small containers of dye (ink) that are used for only ONE client and discarded after use.
5. Needles and the tips and tubes that hold them to the machine should be sterilized in an autoclave following each use. The machine cannot be sterilized, and so it should be covered with plastic during use and disinfected between clients.
6. The tattoo technician should perform hand hygiene frequently and wear gloves to protect the client and themselves.
7. The work area should be organized to prevent cross-contamination.
8. Tattoo sites should be disin-



9. The client should be provided with written instructions on how to care for the tattoo and how to prevent infection (e.g., keeping the site clean and dry).
10. Contact your physician if you notice signs of possible infection, such as redness, pus, or swelling.

Following these simple strategies can help reduce the risk of acquiring an infection when getting a manicure, pedicure, or tattoo. Remember:

- * First impressions are important! The salon (nail or tattoo) should look and smell clean.
- * Speak up and feel free to ask questions.
- * If you suspect that a salon is in violation of sanitary standards or state law, call the local health department to inform them.

Source: *Infection Control Today*, May 2012





EMPLOYEES ASSOCIATION GARAGE SALE

The NRC Employees Association will be hosting a garage sale in August and is accepting gently used items (no clothing, please). Items may be brought anytime from now until August. Please contact Marilyn Blunck (x3502) if you have early deliveries.

Thank you for the support of your Employees Association and fellow employees.

Employees Leaving NRC

May 4, 2012
JoAnn Henrickson, Word Processing
Specialist II

May 10, 2012
Michele Griencewic, Food Service Cook

May 15, 2012
William Beutler, RT Activity Manager

May 27, 2012
Tonya Mauldin, MHSS II

June 4, 2012
Karen Hitz, Food Service Assistant

June 12, 2012
Annette Ottis, MHSS II

June 28, 2012
Elaine Halferty, Certified Master Social
Worker (PRN)

June 27, 2012
Chassidy Veik, MHSS II

June 29, 2012
Caroline Baumann, RN
Joy Wieseler, RN

We Need More Words for Love

From Joe Tye, CEO, Values Coach — June 27, 2012 *Spark Plug*

We need a new word for love. Somewhere between “I love my wife” and “I love hot dogs” there needs to be a new word — more expressive word — to convey “I love my work” and “I love the people I work with.”

We need a new word for love that captures the spirit of what Dr. M. Scott Peck wrote in the book *The Road Less Traveled*, that real love is not a mushy emotion — it is hard work on behalf of those you love.

We need a new word for love that captures the spirit with which people do their work at Southwest Airlines — the airline that love built that flies out of Love Field in Dallas and that has LUV as its stock market ticker symbol. Anyone who has seen a Southwest Airlines flight attendant do the pre-flight instructions (or watched David Holmes do it as a rap song on the You Tube video)

can feel the joy that makes this such a special place to work.

We need a new word for love that captures the respect with which every employee, including call center operators, is treated at Zappos, and the commitment to loving values and culture that comes through clearly in CEO Tony Hsieh's book *Delivering Happiness*.

We need a new word for love that captures the pride and resilience that was the essential catalytic power that resuscitated Starbucks after retired founder Howard Schultz returned and breathed a new spirit into the company — a story he tells in his book *Onward: How Starbucks Fought for Its Life Without Losing Its Soul*.

We need a new word for love that captures the tough love

that's needed to hold ourselves and each other to higher standards of attitude and behavior in the workplace.

Confucius said that the first thing he would do were he made ruler of China would be to “rectify the language.” Words are important. The words we use to describe the work we do profoundly shape our attitudes about life and relationships.

We need a new and better word that describes an ideal relationship with our work.

I believe that if we had such a word, and if every one of us would internalize and take ownership for that word, a big part of the economic crisis and the jobs crisis would go away. That crisis isn't all just “out there” — a big part of it is “in here” — in the way we love, or don't love, the work we do.



"Good management is largely a matter of love. Or if you're uncomfortable with that word, call it caring, because proper management involves caring for people, not manipulating them ... You as a manager must trust people to do their work. You must take them at face value and let them know you believe what they say and you believe that they will do what they say they'll do."

- James A. Autry: *Love and Profit*

DHHS - NORFOLK REGIONAL CENTER

DHHS—STATE OF NEBRASKA

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The Source is an employee newsletter written by the employees and published monthly for the employees within the Norfolk Regional Center. Articles and ideas for publication are always welcome and can be forwarded to any member of the Editorial Board.

It is the policy of the Editorial Board to attempt to print any article that does not attack another person. The Editorial Board reserves the right to edit articles for size and content. Articles sent to the Editorial Board must be signed, but the writer may request to have their name withheld. Please contact us with submissions for the next edition, and with your comments on the newsletter!

NRC Editorial Board

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Marilyn Stromberg - 370.3142

Kudos Corner



KUDOS to Diane, Juleen, John, Sarah, Shelly and Deb for all the extra responsibilities you took on the week of May 28th to ensure services were not disrupted. Your willingness to step up is greatly appreciated and not unnoticed.

TiAnne

The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails.



Advice From a Sea Turtle

By TyLynne Bauer, Facility Operating Officer



- Swim with the current
- Be a good navigator
- Stay calm under pressure
- Be well traveled
- Think long term
- Age gracefully
- Spend time at the beach!