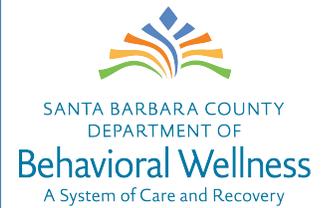


Staff Update



Santa Barbara County Department of Behavioral Wellness, Alice Gleghorn, Ph.D., Director
www.countyofsb.org/behavioral-wellness • Issue 3, August 1, 2016

Focus on Safety, Wellness and Trauma Response

We are all impacted by what goes on in the world – natural and human disasters occurring locally and around the world. To be effective providers, we must develop and exercise strong self-care, safety and trauma response skills, as well as cultural competency and sensitivity. The purpose of this update is to encourage you to take advantage of the growing number of resources available to help you be at your best.

Safety First

Staff safety is a top priority. When staff members feel threatened at their work sites and an immediate intervention is needed, they should call 911, notify the site supervisor and/or send a summary of the event to the Compliance Hotline, 884-6855 or <https://secure.countyofsb.org/behavioral-wellness/compliance>. If staff members are away from the clinic or program setting and experience a safety threat by a known client served by Behavioral Wellness, 911 should be called for an immediate intervention. Once safety is ensured, the program supervisor and Compliance Hotline should be notified.

An essential component of workplace safety is universal communications in which everyone is on the same page. Consequently, in 2015, 31 Behavioral Wellness staff members attended Front Desk Safety and Security trainings that addressed management of the front desk and lobby areas, critical communication skills, handling emergencies and security measures to increase workplace safety. The training was very well-received.

Last March the Department of Behavioral Wellness launched the department's Emergency Alert Code Plan, a collaborative effort with the Public Health Department. The alert codes provide a uniform and quick response to a wide variety of urgent or emergency scenarios. Staff members were trained on the codes, and badge inserts with the codes were distributed. We also plan to put the Alert Code Training online in Relias and assign it to all Department staff in August.

In addition, the Department's Safety Committee is working with clinics to establish Emergency Response Plans. Each service site is customizing a template, with the goal of establishing written, site-specific safety procedures throughout the Department.

The County has also begun an increased focus on workplace safety. To this end, all staff members should wear their employee badges at all times while working. Safety assessments will be conducted in all worksites, and the Director has asked that the Department of Behavioral Wellness be the top priority for this assessment. Many of our sites are equipped with alarm or emergency call systems. It is important that all staff members are trained in how to use these systems, ensure that the systems are

working as required and report any functional issues to Ernest Thomas immediately for a prompt response from facilities staff.

Many Opportunities to Learn

Continuous learning is critical to maintaining safety, wellness and effective trauma response. Here are a number of opportunities offered by the Department:

- Mark Lawler, PHF Team Supervisor, has begun providing Crisis Prevention Institute (CPI), **De-Escalation Training** at many Behavioral Wellness service sites. To learn more about CPI, please visit www.crisisprevention.com. The priority is to train the entire department. Two trainings per month, or eight total, are scheduled throughout the county through October. Staff members interested in attending this training should contact their supervisor for upcoming dates or keep an eye out for the email announcement of upcoming dates. Supervisors who have not already scheduled this training for their staff are welcome to contact the Systems Training Coordinator, Talia, tlozipone@sbcbswell.org.
- In May 2016, Elisa A. Gottheil, Ph.D., and Jonathan Eymann, MFT, started offering trainings on the **Trauma Resiliency Model (TRM)** to staff in Santa Barbara. They will soon be bringing the training to Lompoc and Santa Maria. Elisa and Jonathan are TRM certified trainers. The goal is to train Behavioral Wellness staff to develop a trauma-competent workforce. TRM teaches nine skills to clinicians (and six of those skills to non-licensed clinicians) so that they may help clients manage stress and trauma reactions. The TRM theory and practice are grounded on the biological basis of trauma and the automatic, defensive ways in which the human body responds when faced with perceived or real threats to one's or others' safety or well-being. TRM skills help clients overcome those automatic responses to stress and trauma and expand resilient response to stressors.
- **Active shooter videos** were distributed to all supervisors, who were instructed to view these with their teams and discuss. In addition, this fall, the Santa Barbara County Sheriff's Department will offer Behavioral Wellness active shooter trainings in each of the three county regions. These trainings will be announced by email in the coming weeks.
- **Implicit Bias Training** will be offered in late 2016. Implicit Bias works to bring awareness to the unconscious biases that we all hold and provides solutions that reduce racial and ethnic disparities.
- Our new online platform, **Relias**, offers hundreds of trainings. If you have not yet created an account, instructions are [here](#). Topics covered among the more than 400 courses include safety, wellness, cultural competence and crisis and trauma response.
- To maintain wellness in the workplace, don't forget that county employees make take advantage of the **Employee Assistance Program**, as well as the new **Wellvolution™** wellness program. Contact the Behavioral Wellness Human Resources Manager, Kathy Acosta-Smith, MA, HRM, 681-4011, kacosta@sbcbswell.org or Maya Barraza with County Human Resources, 568-2806, mabarraza@co.santa-barbara.ca.us.
- As employees of the County of Santa Barbara, we may all be called upon to serve as Disaster Service

Workers. More information prepared by Public Health about what this entails is [here](#). Behavioral Wellness staff members are encouraged to serve in the county's **Emergency Operations Center (EOC)** when local disasters occur. A variety of skills are needed, and training is provided. If you are interested, please contact Suzanne Grimesey, MFT, suzkirk@sbcbswell.org; 681-5289.

- If you are interested in receiving training offered through the Federal Emergency Management Agency (FEMA) in the Emergency System Incident Command System (ICS), a management system designed to facilitate effective and efficient incident management, please contact Suzanne.

Conclusion

The Department and County are expanding resources to promote greater safety and wellness and to strengthen the capacity of behavioral health providers to respond to trauma. If you have any questions or suggestions, please use this [online feedback form](#) to provide input.

Staff updates are periodic communications to Behavioral Wellness staff. Each issue includes links to helpful resources to support you in your work with the Department. Archives are Staff Updates are posted to [the Behavioral Wellness website](#) for on-going staff access. Comments and concerns are always welcome and may be sent using [this form](#).