

**Understanding, Assessing, Managing, and Preventing Suicidal Behavior**

The agency held a training entitled "Understanding, Assessing, Managing, and Preventing Suicidal Behavior" at Holyoke High School's North Campus on March 2, 2020. RVCC therapists attended the event, along with school counselors, psychologists and nurses from fourteen local school districts. The training reviewed the spectrum of self-destructive behavior, differentiated suicide from non-suicidal self-injurious behavior, reviewed suicide assessment and intervention, and discussed sitting with misery and self-care.

The presenter, Barent Walsh, Ph.D., has written extensively and presented internationally on the topic of self-destructive behavior. According to Dr. Walsh, "the field of suicide prevention is evolving with important new empirically supported theories and interventions". He is the author of Treating Self-Injury: A Practical Guide 2nd edition, Guilford Press, (2014). This volume has been translated into Polish and Japanese. Dr. Walsh has presented on self-injury in London, Edinburgh, Vienna, Stuttgart, Ulm, Oslo, Dubai, Tokyo, Beijing, Montevideo, Mexico City, Montreal, Toronto, Winnipeg, and throughout the United States. He currently is the Executive Director Emeritus of Open Sky Community Services, a human service agency headquartered in Worcester, MA, and a lecturer on Psychiatry, Harvard Medical School at Cambridge Health Alliance, Cambridge, MA.

Alexa Mignano, LMHC, RVCC Director of School-Based Clinical Services, brought forth the idea of the training in response to an increase in self-harming and suicidal behavior amongst students in the Pioneer Valley. "As the premier provider of school-based therapy services, it was imperative for RVCC to offer this training in response to the school districts concern of increased self-harming behavior and suicidality amongst students. Besides providing school districts with clinicians in the schools, we also try to support school administrators and their staff with tools they can utilize to support their school community", said Mignano.

RVCC partners with local school districts to provide comprehensive clinical services during the school day. RVCC provides families with access to therapy by removing barriers such as long waitlists, transportation, insurance coverage problems, and scheduling conflicts. RVCC currently partners with school districts in Holyoke, Chicopee, Easthampton, Hadley, Hatfield, Amherst, Granby, Springfield, and East Longmeadow. RVCC also has an office on the campus of Springfield Technical Community College providing counseling services to students.

**WELCOME ALL OUR NEW EMPLOYEES**

Taylor Wilson, Gretcher Rivera  
Jessenia Cordero, Cindy Gauthier, Michaelia Daubon  
Ackeem Donaldson, Lauren Eddings, Rebecca Jablonski,  
Radame Jusino. George Porchelli, Jessica Reinert,  
Arleen Pizarro, Nabill "Bill" Sara, Chantelle Lora,  
Nelson Luciano, Joel Pasterczyk,  
Donna Hall Adams, Gleidy Maria, Concepcion Romero,  
Shanekha T. Young, Diego Dominguez,  
Carly Pijar, Frank Hoheb, Hussain Khan.  
Patricia Jalette, Cheryl Barrett and  
Johana Dones Colon

*On the lighter side*

*They said a mask and gloves were enough to go to the grocery store. They lied -Everyone else had clothes on!*

**MORE NEW CBHI SERVICES AT RVCC**

River Valley Counseling is very pleased to be able to now provide Therapeutic Mentoring services. Therapeutic Mentoring (TM) services are provided to youth under the age of 21 in any setting where the youth resides including homes and foster homes and other community-based settings. TM service is a structured, one-to-one, strength-based support service between the youth and a mentor for the purpose of addressing needs such as daily living, social and communication skills, transitional-age youth skills and more through support, coaching and training by the mentor. The TM works off the treatment plan of a clinical "hub" such as an outpatient therapist, IHT clinician or ICC care coordinator and is able to take the youth into the community to practice these skills in a real-world setting. RVCC currently has six full-time TM's and one part-time TM, and we have both English and Spanish-speaking capacity. At this time we are only able to accept youth with MBHP or Be Healthy Partnership insurances. However, we hope to expand and accept Tufts/Healthy Together and BMC Health Net in the near future. Referrals can be submitted to Natalie Lavallee through email, by fax or by interoffice mail.

# The RVCC Current



## River Valley Counseling Center

**Administrative Offices**

187 High St., 4th & 5th Floors, Holyoke, MA (413) 540-1160

**Outpatient Clinic Sites**

303 Beech St., Holyoke, MA (413) 540-1100

249 Exchange St., Chicopee, MA (413) 594-2141

120 Maple St. Springfield, MA (413) 737-2437

2 Mechanic Street, Unit C , Ste 1-6 Easthampton, MA (413) 540-1210

**School-Based Health Centers**

Holyoke High School (413) 534-2033

Dean Technical High School (413) 534-6904

Peck Middle School (413) 534-2101

**HIV/AIDS Project**

120 Maple St., Suite 301, Springfield, MA

(413) 737-2437

**Agency Website:** [www.rvcc-inc.org](http://www.rvcc-inc.org)

**REMEMBER TO "LIKE" US ON FACEBOOK**

The last few weeks have certainly been unprecedented in RVCC history. Although we may be facing the same issues and problems as other businesses in the community, I will tell you that we have not been responding like those others.



RVCC was much ahead of the curve in terms of getting telehealth up and running. I have been greatly impressed with everyone's ability to adapt and move forward so quickly.

We identified and prepared for what was ahead and ordered over 100 cameras because we knew that soon they wouldn't be available in the market. We also ordered 100 more Allworx licenses. When the agency learned that our telephone infrastructure did not support the additional technology, we worked with HGE and OTT representatives and added another 10 lines.

We were up and running in less than 3 days because we had been working behind the scenes for weeks getting prepared for what we would need and, what platform would work best for us, and we chose Google hangouts.

Not everything has been easy. Obtaining the necessary supplies such as masks, cleaners and sanitizers has been a problem. We've spent over \$7650.00 to get up and operating to adhere to the new norm.

Holyoke Gas & Electric tripled our phone connection speed for free for the duration of this crisis.

We continue to receive regular updates from Spirios, MA DPH, CDC and The Association for Behavioral Healthcare.

Although I am grateful for their generosity and understanding, I am most grateful for all of you who have pulled together and made the last few weeks successful. Thank you.

**In this issue:**

Message from the ED	page 1
Getting to Know You	page 2
Staff News	page 2
Dates to Remember	page 2
How to Send a Secure Email	page 3
IT Support Information	page 3
Our Own Helping Others	page 3
Donations	page 3
Platinum Level Contributor	page 3
Virtual Play Therapy Training	page 3
Suicide Prevention Training	page 4
New CBHI Program	page 4
New Employees	page 4

**Getting to Know You**

**Name:** Virmarit Dávila-Sánchez, Ph.D., LMHC

**Department/Program:** Springfield Office Program Manager Clinical Supervisor

**What made you want to be a therapist?** Since High School my friends told me that I had good listening skills, and they felt that they could trust me so since then I was interested in getting into this field.

**What is your favorite vacation spot?** Puerto Rico, especially the beach.

**What do you want others to know about you?**

That I wanted to be a performer either singer or standup comedian

**What makes you laugh out loud?** Listening to my nieces stories, also when I hear them laughing.

**What are your hobbies/interest?** Movies and listening to music, especially 80's yes I'm giving my age away

**What achievement are you most proud of?**

My Doctorate Degree.

**Describe something about yourself that others would be surprised to know about you.** I cry at Disney movies.

**Are you addicted to any TV shows?**

Yes, F.R.I.E.N.D.S. and Sons of Anarchy.

**Who is your personal hero and why?**

My parents, because thanks to them and their support I am where I am today.

**What is the strangest thing that ever happened to you?** I'm still waiting for like that to happen, I guess.

**What is your favorite thing invented by an American?** Facebook

**If you could live in any period, which one would it be and why?** I would love to go back to my HS years but with what I know now

**What do you like best about working at RVCC?**

My co-workers, they encourage me to do a professional and responsible job every day.



**Congratulations to the following clinicians who received bonuses for the 7-9/2019 quarter**

Jose Colon Sifonte, Sandra Fernands, Maryann McCarthy, Lisette Montan Arroyo, Julia Oliveras (McGrath), Maryann Palchak, Carmen Palma, Eurelia Perez Olivo, Tanya Picking, Desire Rivera, Amalid Roman Marquez, Ryan Schafer, Nilsa Trujillo and Daisy Valle

**Congratulations to the following clinicians who received bonuses for the 10-12/2019 quarter**

Leslie Almodovar, Neil Brick, Denise Buckingham, Jose Colon Sifonte, Heidi Garcia, Vilma Gonzalez-Guzman, Yudelka Kotjahasan, Barbara Manning, Maryann McCarthy, Mirian Mora Rivera, Julia Oliveras (McGrath), Maryann Palchak, Carmen Palma, Eurelia Perez Olivo, Tanya Picking, Susan Reilly, Desire Rivera, Rut Rivera Matos, Tiliant Santiago, Ryan Schafer, Brenda Solivan, Nilsa Trujillo, Daisy Valle and Nina Vitello

**Congratulations to Ray Elliot Silveria** who received his LCSW in February.

On March 3rd, **Dr. Campbell** stopped by *WWLP 22 News MassAppeal's* "Ask the Expert" segment, sponsored by Holyoke Medical Center, to discuss how behavioral health plays a role in weight management. Well done Dr. Campbell!

MassLive interviewed **Wendy Gannett** about the anxiety and fear people are experiencing about the Corona virus on 3/9th. When asked, "People who are exposed are being asked to quarantine themselves by staying at home for 14 days. Any tips on how to manage the confinement in terms of this loss of control? Wendy offered the following, "I advise that if you have to be quarantined, think of it as something that will end in 14 days. In the meantime, accept that it is a bummer and make the best of it. Read that book you can never get to, binge watch Netflix, learn to make a new recipe, call friends you never have time to, maybe even write a snail mail letter.



**DATESTO REMEMBER**

May 27, 2020 - Rounding with Spiros - **STAFF ONLY** - no supervisory personnel, 3:30-4:30 Holyoke Senior Center  
 Spring 2020 - Dedication for Bailey's Garden, Date TBD  
 7/17/2020 - Glasgow Lands Scottish Festival - volunteers needed  
 7/3/2020 - CLOSED - DO NOT SCHEDULE CLIENTS  
 7/4/2020 - CLOSED - DO NOT SCHEDULE CLIENTS  
 9/18/2020 - 5th annual RVCC Golf Tourny  
 12/11/2020 - Annual Holiday Gathering, Collegian Court in Chicopee.

**Two of Our Own Helping Those in Need**

Jose Mateo and Carlos Diaz joined the Apostolic Christian Church of Bethsaida for a two-week, February 27 - March 12, missionary trip to Costa Rica and Nicaragua. They were two out of the four individuals from their church in Holyoke that made the trip. The mission was both humanitarian and business; it was to establish a large building that will serve as a cafeteria to serve the region and church for the local communities in Batan, Costa Rica and Nueva Vida, Nicaragua. The rough design is currently being used as a church. When asked about his trip, Jose Mateo simply stated, "It was a humbling experience being able to help those who are in great need."



The structure that is currently being built.



On left, Jose Mateo playing his guitar and Carlos Diaz, on the right, playing the drums at a church service.

**We Are Grateful for the Donations**

- RVCC received 250 masks made by the inmates at Ludlow jail.
- Two N95 masks were obtained and gifted to HMC by Jerzy Marcinowski, our own Mateusz Marcinowski's father.
- Chassity Crowell-Miller contributed several bottles and the bleach to fill them.
- Angela Callahan's family donated two large boxes of individualized alcohol prep wipes, 2 containers industrial disinfection wipes, some other sanitizer stuff and a bag full of sanitized blue cloths for clean up.
- Natalie Lavallee contacted Emily Weir, from the DIY Western Mass website who donated 40 masks.
- Chassity Crowell-Miller's husband donated 25 masks for 303 Beech Street.

**DO YOU KNOW HOW TO SEND A SECURE EMAIL?**

You MUST add the word "SECURE" in the subject line of an email sent from our network. This makes the information in the email secure.

**IT Contact Information**

**DO NOT TEXT LEONARD or TIM**  
**All IT requests must be submitted via the ticket system at [rvcchelp@holyothealth.com](mailto:rvcchelp@holyothealth.com)**

Leonard Smith	smith_leonard@holyothealth.com
IT Support Manager	(413) 540-1117
Tim McGarth	mcgrath_timothy@holyothealth.com
EHR Specialist	(413) 221-2071
Gretcher Rivera	rivera_gretcher2holyothealth.com
	(413) 540-1120

Last resort HMC (413)534 2500 ask for IT Help Desk

**DO NOT CALL HMC FOR CARELOGIC ISSUES**

**VIRTUAL PLAY THERAPY TRAINING**

Emma Roderick coordinated an excellent virtual Play Therapy training on Monday, January 20th. There were about 25 people in attendance. The day long training was held at the Auxiliary Conference room at the hospital. The information from the training was extremely useful. It was practical knowledge that directly impacts clinicians' working with children. The feedback from the training included request for more trainings relating to children.

**How lucky are we**

to employ a Platinum Level contributor on Qualifacts Community? This is the forum where much of the sharing and learning about Carelogic takes place. Users submit questions or concerns and other users provide answers or solutions. Most of the time, accessing this interface works faster than submitting a ticket to Carelogic to obtain an answer. Our own **Tim McGrath** is at the top of the heap at 1318 points for Carelogic assistance on the User interface. He has even surpassed a QF rep! Tim joined us about the time we went live with Carelogic and has basically self taught himself the system—mostly through trial and error. Thank you Tim for all your hard work and your patience!



ACTIONS

