

# C PINE REST CONNECTIONS

NEWSLETTER

Spring 2001 Volume 11, no. 1

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## PINE REST CONNECTIONS NEWSLETTER

Published annually with Clergy Connections by Pine Rest Christian Mental Health Services' Marketing and Community Relations Department.

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Grand Rapids, MI 49501  
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Restoring Lives, Renewing Spirits  
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## Lakeshore Clinics Now Providing Substance Abuse Counseling

by Mary K. Donovan

Pine Rest's four lakeshore clinics are now licensed to provide substance abuse counseling. Licensing is through the State of Michigan – Department of Consumer and Industry Service Licensing Board and is based around on-site inspections, and reviews of clinic space and the available treatment and assessment services.

Under the licensing agreement, Pine Rest is now able to expand services by offering substance abuse assessments, treatment/referral, and prevention in the Holland, Zeeland, Grand Haven and Muskegon areas. While the State of Michigan does not mandate licensing by a clinic offering substance abuse counseling, it does ensure the state's minimum standards for quality of care are met and the clinic is aware of the various recipient rights involved.

Four clinicians will be handling substance abuse counseling at the Lakeshore Clinics. Vicki Zucker, ACSW, CSW, will be seeing patients at Pine Rest Mercy-Muskegon Clinic. Steve Thomas, PhD, LLP, will be seeing patients at Pine Rest's Holland Clinic.

Cindy Spielmaker, MA, LLP, LPC, will be handling substance abuse counseling at Pine



Cindy Spielmaker, MA, LLP, LPC

Rest's Beacon Behavioral Health Center in Grand Haven. Spielmaker has 15 years' experience in substance abuse counseling, with her primary focus being the counseling of adolescents. The Grand Haven clinic is currently offering outpatient counseling to teens and adults, consisting of assessment and referral and/or individual outpatient treatment. Spielmaker hopes to add group therapy when the clinic moves to its new

location this fall.

Spielmaker will also be starting an adolescent substance abuse program this summer, which will focus on education and choice making. According to the 1999 National Household Survey on Drug Abuse, 10.9 percent of adolescents aged 12-17 use illicit drugs, with the most popular being marijuana. The same survey also reported that 10.4 million current alcohol drinkers were between 12 and 20 years of age, with 6.8 million engaging in binge drinking and 2.1 million being classified as heavy drinkers.

She knows of only one other outpatient program in the area that is geared specifically to adolescent substance abusers. "This will not be a prevention program. It is geared toward adolescents who have been diagnosed with a substance abuse problem," says Spielmaker. "With adolescents, you are dealing with a whole different set of issues. You have to speak their language in order to educate them."

"With my adult clients, I use the workbook, *Stop the Chaos*, which acts as a great starting point to bring in other issues that might be contributing to the substance abuse. However, the homework assignments would not be appropriate for adolescents. They need to learn how they make choices, how they deal with their feelings, and how their family history affects them."

Tom Karel, MA, LLP, CAC-1, agrees with Spielmaker when it comes to counseling adolescents. "When I counsel adolescents with substance abuse problems, it is usually within the family setting. We look at family dynamics and how they



Tom Karel, MA, LLP, CAC-1

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# Pine Rest Partners with Other Agencies to Help Prevent Homelessness

by Mary K. Donovan

As part of a community partnership with Pathfinder Resources, Terry Speese, MSW, Case Manager with Pine Rest, has been appointed Residential Services Coordinator for Oroiquis Apartments, a supportive housing project of Genesis Non-Profit Housing Corporation. When completed, the project will encompass four sites including Oroiquis Apartments and its sister complex, Genesis – East Apartments, which opened in June 2000. Working together, Pine Rest and Pathfinder Resources will be providing supportive services to tenants who may be dealing with issues of substance abuse, behavioral health, developmental disabilities, HIV/AIDS, or other physical or mental conditions.

Genesis Non-Profit Housing Corporation began in 1998 as a joint venture by three Kent County housing agencies. The purpose of the corporation is to provide housing to people who have a physical or mental disability, who are developmentally disabled, who have completed substance abuse treatment, or who are just coming out of some type of transitional residence and would not normally be able to find housing. These individuals do not require regular monitoring as they would receive in adult foster care or in a group home but run the risk of homelessness without some type of supportive service.

In his position, Speese will act as a case manager, assessing and reassessing tenant needs and coordinating resource services. “Our goal is to make sure tenants have the support they need to succeed,” says Speese. “Some of our tenants will already be working with a case manager. We certainly don’t want to duplicate efforts but we do want to work with them to fill the gaps their regular case manager may not be able to fill.”

In addition to his case manager duties, Speese will be developing and overseeing a volunteer mentoring program for the tenants. He will

be working to develop partnerships with area volunteer groups, churches, businesses, and more to bring in mentoring candidates and match them with clients who have requested a mentor. “Mentoring is a relatively new concept in relation to supportive housing,” say Sherry Oegema, Clinical Director at Pine Rest. “If a tenant at Oroiquis Apartments or

Genesis-East Apartments has a mentor who meets with him or her regularly, befriends him or her, and is available to talk things through, the tenant will have a greater chance of breaking the cycle of homelessness.”

Overall, the program has been well received. Since opening its doors to tenants in January 2001, 15 of Oroiquis’ 25 apartments have been leased. While it is supportive housing, Speese emphasized that it looks and functions exactly like any kind of permanent housing. “All of the tenants must meet several requirements in order to move in,” says Speese. “They must be homeless, on the verge of being homeless, or in some type of transitional housing. They must have some type of verifiable physical or mental disability, or be six months out of a substance abuse treatment program. They must also have some source of income in order to pay rent.” That source of income can be

from a job or from a government agency. Rent payments are based on annual income, which, at Oroiquis Apartments, must be between \$5,508 and \$19,000 for studio apartments, and between \$5,760 and \$21,700 for one-bedroom apartments.

Speese also emphasized that use of supportive services is strictly voluntary. A prospective tenant who meets all other requirements will not be turned away if he or she is not interested in utilizing the services at the time the lease is signed. He or she can join in the program at any time.

For more information on this program, please call Oroiquis Apartments at (616) 988-3575, or Genesis – East Apartments at (616) 281-0417.



*Terry Speese, Residential Services Coordinator, proudly shows the newly renovated Oroiquis Apartments.*

## Lakeshore Clinics (continued from page 1)

influence the adolescent’s behavior and choices. You really need to treat the whole system.” Karel sites the four most widely used drugs among both adolescents and adults as alcohol, marijuana, crystal meth, and “Ecstasy.”

Tom Karel is another of Pine Rest’s clinicians who is handling substance abuse counseling along the lakeshore. He has been providing individual counseling to adults and adolescents with substance abuse problems since he moved to Michigan in 1993. He had been providing substance abuse counseling with Mercy General Health Partners in Muskegon at the time Pine Rest and Mercy combined to form the Pine Rest Mercy-Muskegon Clinic in 2000. Karel spends four days per week there and



*Steve Thomas, Ph.D., LLP*



*Vicki Zucker, ACSW, CSW*

one day per week at Pine Rest’s Zeeland Clinic working with clients, providing substance abuse counseling.

Karel also works with area employers who suspect that employees have substance abuse problems. “We provide assistance to the employer with drug screening. Once a problem has been identified, we make recommendations about treatment and how to assist the employee, both at home and work. It is important that a support system be in place for the client.” As a means of additional support, both Karel and Spielmaker request that those clients in treatment for substance abuse participate in the A.A. program..

Cindy Spielmaker can be reached at (616) 847-5145. Tom Karel can be reached at (231) 733-8231 (Mercy-Muskegon) or (616) 741-3790 (Zeeland Clinic). Vicki Zucker can be reached at (231) 733-8231. Steve Thomas can be reached at (616) 820-3780.

## Understanding Diverse Faiths Part of Patient-Centered Care

by Mary K. Donovan

In an effort to increase staff knowledge and further improve our patient-centered care philosophy, Pine Rest's Department of Pastoral Services is inviting representatives from several non-Christian faith groups to speak to the staff about the different customs and beliefs of their religion.

"Pine Rest encourages spirituality in healing, regardless of faith," says Rev. Bob Uken, Chair of the Department of Pastoral Services. "It is a part of our mission. We are partners in using faith resources."

In January, Pine Rest invited Rabbi David Krishef to share some basic information about Jewish customs with the Pine Rest staff. Rabbi Krishef focused on inpatient dietary needs and meal planning. He discussed some of the history behind the concept of "kosher foods." He also explained the differences

between "kosher" and "not kosher" in terms of both meal preparation and food choices.

In February, Pine Rest invited Professor Ghazala Munir to discuss the Islamic faith and



*Professor Ghazala Munir explained the religious beliefs and customs of the Islamic faith and the Muslim patient to Pine Rest's staff.*

Muslim patients. Professor Munir shared information about beliefs, the Qur'an, and the five pillars of the Islamic faith. She explained that one of the five pillars is praying five times a day. Prayer brings discipline and peace to the Muslim patient. She also explained several customs including one that men and women not be touched or cared for by someone of the opposite sex unless that person is his or her spouse.

Rev. Uken received very positive responses from both the presenters and the staff and is working to bring in other speakers. "Bringing in these speakers represents Pine Rest's desire to work collaboratively with other faith groups to provide the best in patient-centered behavioral health care. By doing so, we hope to foster a deeper appreciation of other faith groups in order to better serve them."

## Compassionate Care Team Committed to Patient-Centered Care

by Mary K. Donovan

"In recent years, the healthcare industry has often been perceived as cold and impersonal," says Lisa Briggs, RN, BSN, Clinical Service Manager for the VanAndel Center Adult Program and a member of Pine Rest's Compassionate Care Team. "It shouldn't be that way."

Compassionate, patient-centered care has always been an integral part of Pine Rest's philosophy and mission. However, as length of inpatient stays decrease, it becomes more difficult to develop relationships between patient and caregiver.

Pine Rest's Compassionate Care Initiative began about a year ago and was developed to complement current strategic initiatives and to meet and exceed internal and external standards of care. The cross-departmental, interdisciplinary team reviews current practices of patient care and identifies opportunities to bring compassion back into focus. "Our goal," says Toni Smith, RN, BSN, MPA, Vice President of Patient Care and member of the Compassionate Care Team, "is to improve patient satisfaction and quality. A patient needs to be actively involved in his or her treatment in order for it to be fully successful."

In addition to Briggs and Smith, team members include Jane Elzerman, Clinical Service Manager – Mulder Programs, Susan Bailey, Clinical Service Manager – Child and Adolescent Programs, Dave Laman, Ph.D., Director of the Center for Developmental Disabilities, Bob Bouws, MSW, Lead Case Manager – MulderWest, Brenda Marble-Terhaggen, RN, Nurse Educator, Cheryl Shigaki, Ph.D., Psychologist and Director of Clinical Programs-Older Adult Services, and Steve Ragsdale, MA, Director of the Adolescent Residential Program.

As a starting point, the Compassionate Care Team issued a survey to all direct care staff members and received an 85% response rate. According to the results of the survey, many indicated their comfort level with intervening in aggressive patient situations was less than desired. They did not feel they were adequately prepared to defuse a situation before it reached a crisis point. In response to these concerns, the Team is currently designing a philosophy and education program that includes training focused on early intervention and de-escalation to avoid the need for crisis intervention.

(continued on page 5)

## Pine Rest Successfully Completes DCIS Licensing Survey

by Mary K. Donovan

Pine Rest is pleased to announce that it has successfully completed the recent State of Michigan Department of Consumer Industry and Services (DCIS) licensing survey and has been awarded full licensure for inpatient and partial hospital programs.

During the survey, a department representative toured Pine Rest's facilities and evaluated the physical environment, how patients were cared for, how patient rights were maintained, treatment plans, medical records, and staff to patient ratio.

"The DCIS surveyor indicated that Pine Rest did very well in the critical areas," said Wayne Creelman, MD, Medical Director and Executive Vice President of Pine Rest. "Much of the credit for the success of this survey must go to Pine Rest's staff for their commitment to providing the best patient-centered and compassionate behavioral health care possible."

## Gary Burkhart Recognized by National Register

by Mary K. Donovan

Gary Burkhart, Ph.D., a Neuropsychologist with Pine Rest's Psychological Consultation Center, has received recognition as a Health Service Provider by the National Register of Health Service Providers in Psychology. The process, according to Dr. Burkhart, is very similar to the paneling process with a managed care provider or a certification board. The National Register verifies education, training, annual licensure, and adherence to professional ethical standards.



*Gary Burkhart, PhD*

Credentialing through the National Register is also a source of information for consumers, insurance companies and others. Consumers can

contact the National Register to verify credentials or to search for a health service provider who meets specific characteristics. The National Register also provides written and oral verification of registrants' Health Service Provider status to managed care organizations and health plans, insurance companies, EAPs, hospitals, state licensing boards, and others.

"Becoming registered with the National Register is very beneficial," says Dr. Burkhart. "I found it very helpful to be registered with the Canadian National Register while practicing in Canada. Some insurance companies will only recognize registered providers because they can be assured the provider meets certain standards."

Gary Burkhart can be reached by calling (616) 281-6382.

## An Update on Pine Rest's Developmental Disabilities Residential Program

by Barb Barton, MSW, CQ Mgr.

Corporate Director of Residential Services for People with Developmental Disabilities

The Developmental Disabilities Residential Program at Pine Rest is home to 80 residents ranging in age from their mid-20s to age 80. For many, Pine Rest has provided supportive care and services for decades, designed around individual preferences and maximizing choices and independence.

Housing options span the continuum from a secured house for individuals with both a mental illness and a developmental disability, an older adult residence, a home for individuals with impaired ADL (self care skills), and homes that provide mid-level support for people with moderate functional impairments. These six homes are all fully licensed by the State of Michigan as Adult Foster Care Homes. Pine Rest is unique in its service provision; on-site medical, nursing and psychological services are available, in contract to other providers.

Also part of the residential continuum is five community-based apartments, which can house 15 residents. Day supervision and evening live-in staff help residents with cooking, grocery shopping, medication management and transportation arrangements. Most residents in the apartments, as well as several in the houses, are competitively employed and several have their driver's license.

For those residents who are unable to work, Day Activity programs provide social and activity based therapy. Pine Rest's Day program has expanded substantially over the past year and a half. Currently, 17 residents spend six hours a day doing recreational activities such as swimming, visiting Meijer Gardens, and craft projects. Events vary and every attempt is made to maximize choice and provide a variety of opportunities.

Pine Rest has recently received several generous contributions, which have allowed capital improvements in two of the houses. New furniture and

new windows have been purchased and the Westwood Cottage has been made more accessible for the older adults who live there. Several other cottages have received surface refreshers such as paint and wallpaper. These gifts are very much appreciated. Our facilities are beginning to age. As a private-pay program, such improvements would require rate increases that many families would find unmanageable. To the residents, this is their home.

These improvements bring a comfortable, quality setting for their homes.

Pine Rest's Developmental Disabilities Residential Program also received special recognition during a JCAHO survey in September. After reviewing the program, JCAHO surveyors asked for two DD program initiatives, which they intend to share nationally with other programs as 'best practices.' This is a true testament to the high quality of care and services provided in the program.

Pine Rest continues to develop creative programming opportunities for residents, and meaningful work experiences for staff, but is especially looking to plan for the program's future and the increased medical fragility of our residents. Many are aging and, due to their disabilities, nursing homes often will not admit them. We will keep you updated on our progress.

To learn more about Pine Rest's Developmental Disabilities Residential Program, please call 616.281.6358



*Pine Rest's Adrian Cottage, one of six residential cottages for people with developmental disabilities.*

# Kroeger Provides Services to Developmentally Disabled Through PCC

by Mary K. Donovan

Tracy Kroeger, Ph.D., L.L.P., has been providing outpatient services at Pine Rest since 1999. While she provides services to clients with all types of behavioral health issues, she specializes in patients who have neuropsychological disorders and developmental disabilities.

The Department of Health and Human Services' Administration on Developmental Disabilities estimates there are nearly four million Americans with developmental disabilities. Developmental disabilities and neuropsychological disorders include mental retardation, autistic spectrum disorders, fetal alcohol syndrome, and genetic and metabolic syndromes such as Down Syndrome and Rett Syndrome.

Kroeger, who received her Master's degree and Doctorate in Psychology from the Ohio State University, is part of Pine Rest's Center for Developmental Disabilities. Through the Psychological Consultation Center, she evaluates for intellectual functioning, neuropsychological

functioning, adaptive functioning, differential diagnosis, and mental health issues. "Assessment and evaluation take up about 25% of my time. Pine Rest has several clinicians who can perform traditional neuropsychological assessments. I am usually called in when a neurodevelopmental disorder may be involved, such as an autistic spectrum disorder, Down Syndrome, or a nonverbal learning disorder. In these situations, a combination of traditional test measures and non-traditional information gathering tools are necessary."

The majority of her time is spent in individual therapy with developmentally disabled clients and in behavioral consultations with parents, caregivers, employers, educators, school counselors, case managers, physicians, and more. "The parents I work with have often been given a diagnosis for their child," says Kroeger. "When the child begins to show additional characteristics not traditionally associated with the original diagnosis, parents want an explanation. They want to tie the characteristics

together to have a clearer understanding of their child's disorder and how they and their support team can help. Once you understand how a person processes information, you can develop and design appropriate strategies and interactions."

Kroeger has over ten years' experience working with individuals who have neuropsychological differences and is paneled by most insurance companies. She can be reached through Pine Rest's Psychological Consultation Center at (616) 281-6311.

For more information about Pine Rest's Center for Developmental Disabilities, please call (616) 281-6364.



Tracy Kroeger Ph.D., LLP

## Compassionate Care (continued from page 3)

"Currently, when a new person joins the clinical staff," says Smith, "they are required to take eight hours of training on crisis and intervention policies and techniques and then receive four hours of retraining each year. With the new initiative, 75% of the training will be proactive intervention before the situation reaches a crisis point. The remaining 25% of the training will be traditional crisis and intervention techniques."

The Team plans to kick off the implementation of the initiative in June 2001 with a seminar on Caring for the Caregiver. Smith says the seminar will emphasize that being a caregiver can be a challenging job and it takes a special person to provide this kind of care. A spirituality conference is also being planned for next year to help caregivers recommit to the spiritual aspects of care giving. Briggs is working on developing the educational program and training, which will be required for staff. Members from each unit at Pine Rest will be selected as On-unit Facilitators to teach and model the Compassionate Care approach

to other staff.

Pine Rest's Compassionate Care initiative is modeled after a similar initiative developed by



Pine Rest's Compassionate Care Team: Seated L to R: Bob Bouws, Toni Smith, and Cheryl Shigaki. Standing L to R: Steve Ragsdale, Jane Elzerman, Susan Bailey, Lisa Briggs, and David Laman. Not pictured: Brenda Marble-Terheggen

Dr. David Laman for Pine Rest's Center for Developmental Disabilities. It is based on three key aspects of care: valuing relationships, patient safety, and patient empowerment. "We are encouraging an interactive, positive approach,"

says Lisa Briggs. "We are looking at ways to focus on capabilities rather than problems or issues with the patients. It has been found that the patient who feels valued, safe, empowered and a part of his or her own treatment team, will respond better."

Through this initiative, the Team hopes to minimize the use of restraint and seclusion, and reduce incidents of patient-to-patient and patient-to-staff conflicts. According to Smith, Pine Rest's use of seclusion is already lower than the national average but many staff members believe it can be even lower. "This is a continuous process and a review of results, goals and objectives will be completed annually. Compassionate care is a part of Pine Rest's mission and something our clinical and direct care staff strongly believes in and are committed to providing"

For more information about the Compassionate Care Initiative, please contact Toni Smith or Lisa Briggs at (616) 455-5000, ext. 2501.

# SPINE REST STAFF INTRODUCTIONS



**Adonica Kunnen, MPA**

Adonica Kunnen, M.P.A., joins Pine Rest as Administrator of Liaison Services. For the past twenty years, Kunnen has worked for Community Mental Health Services of Muskegon County, most recently serving as the head of Customer Service. Other functions during that time included Community Placement Coordinator and Liaison to State Hospitals and CMH Contracted Facilities.

In her position as Administrator of Liaison Services at Pine Rest, Kunnen will be working to improve external procedures, while developing and supporting relationships with the Community Mental Health board, referral sources, and the community.

"It is important to ask our patients and referral sources for their suggestions regarding the continuum of care that Pine Rest and Pine Rest Mercy Care provides," she says. "My goal is to ask the questions, listen to the suggestions, and actively approach suggestions that may improve the quality of care that we are committed to providing"

Kunnen received her Bachelor of Science degree in Education from Grand Valley State University and her Master's degree in Public Administration from Western Michigan University.

**To reach Adonica Kunnen, please call 616.455.5000 ext. 2264**



**James Vander May,  
MSW, ACSW**

Jim Vander May, M.S.W., A.C.S.W., returns to Pine Rest's Southwest Clinic as a clinical social worker. He will be working with children, adolescents and adults. His expertise includes counseling victims of child sexual abuse and domestic violence.

Vander May also has extensive experience in Eye Movement Desensitization and Reprocessing in the treatment of trauma, anxiety, and post-traumatic stress disorder.

In addition to seeing clients, Vander May also will be working with the Southwest Clinic's School Consultation Program. Through this program, the clinic's staff provides consultation to area schools for situations involving difficult or suicidal students. The program also provides educational programs and in-services to teachers, guidance counselors, and other school personnel on student-related topics. "I am very interested in working with the schools in prevention and education," says Vander May. "It is incredibly important to be sure that educators are aware of, and can recognize and not dismiss potential behavioral health issues students experience.

Vander May received his Master's degree in clinical social work from Western Michigan University. He also has a Master's degree in Recreational Therapy and is certified as a Psychodramatist. For the last several years, Vander May has been working as a counselor at the YWCA in Grand Rapids.

**To schedule an appointment with Jim Vander May, please call (616) 222-3700.**



**Andrew George, BA**

Andrew George, B.A., joins Pine Rest as Director of Human Resources. His responsibilities include employee compensation and benefits, support of employees through empowerment and training, plus management of volunteer services. Prior to coming to Pine Rest, George worked as Employment Supervisor for Wolverine WorldWide, Inc. in Rockford where he was responsible for the daily administration of all aspects of employment including recruitment, screening and placement of candidates as well as development of effective orientation programs.

George decided to join Pine Rest because he has "always had an interest in the mental health field," and this new position integrates the experience he has acquired with his interest in behavioral health care.

George received his Bachelor's Degree in Business and Sociology from Calvin College. He is a member of several steering committees at Pine Rest and a member of the Greater Grand Rapids Association for Human Resource Management.

**Andrew George can be contacted by calling 616.455.5000.**



**Marvin DeHaan, MD**

After retiring from private practice in May 2000, Marvin DeHaan, M.D., joins Pine Rest's Northwest Clinic on a part-time basis. Working with adults, Dr. DeHaan provides services to patients with serious or severe mental illnesses.

Dr. DeHaan brings over 45 years of experience in the areas of general medicine and psychiatry. For the last twelve years, he has been focusing on adult outpatient care, working with areas including schizophrenia, major depression, and anxiety disorders. "Successful relationships depend on stable mental health," says Dr. DeHaan, adding, "I enjoy helping my patients achieve this."

Dr. DeHaan received his medical degree from Chicago Medical School and performed his psychiatric residency at Illinois State Psychiatric Institute. He is an Associate Professor of Psychiatry at both Chicago Medical School and Loyola University Stritch Medical School. Dr. DeHaan also is a member of the American Psychiatric Association and Association of Advancement of Electrotherapy, among others.

**To schedule an appointment with Dr. DeHaan, please call 616.222.3720.**



**Colleen Reynolds,**  
MSW, CSW, ACSW

Colleen Reynolds, M.S.W., C.S.W., A.C.S.W., joins Pine Rest's Northeast Clinic as a social worker. She treats all age groups and focuses on the treatment of eating disorders and depression in children and adolescents. She has extensive experience providing individual, group, and family therapy, as well as crisis intervention for patients and family members.

Reynolds says, "I chose social work as a career because I enjoy people and getting to know them on a different level—a helping level. The ultimate reward of my work is developing relationships with patients and seeing progress."

Reynolds spent two years in New York specializing in adolescent outpatient services and adult inpatient services at Four Winds Behavioral Health Center. She has also conducted emergency psychiatric evaluations for hospital emergency rooms. Reynolds received her Bachelor's Degree in Psychology and her Master's degree and certification in Social Work from the University of Michigan School of Social Work.

**To reach Colleen Reynolds, please call 616.364.1500.**



**Margaret Rose,**  
MSW, CSW, CAC

Margaret Rose, M.S.W., C.S.W., C.A.C., has joined Pine Rest's Northwest Clinic as a full-time social worker, after working part-time for over two years at the clinic. She works primarily with older adolescents, adults, and older adults and specializes in physical, emotional and sexual abuse, depression, grief issues, women issues, affective disorders, and personality disorders.

Previously, Rose worked as a case manager for fifteen years at Touchstone Innovare and as Clinical Lead, supervising case managers, for three years. In addition to being a Certified Addictions Counselor, Rose has also been trained in Dialectical Behavior Therapy for the treatment of those with Borderline Personality Disorder.

Rose received her Bachelor's Degree and Master's Degree in Social Work from Grand Valley State University and completed her internship as a liaison between the YWCA and the Grand Rapids Police Department Detective Unit.

**To contact Margaret Rose, please call 616.222.3720.**



**Marla DeBruine,**  
BBA

Marla DeBruine, B.B.A., joins Pine Rest as Director of Patient Accounts after serving as Manager of Patient Financial Services at Spectrum Health - Blodgett Campus. In this position, she is responsible for account receivables for professional services in the inpatient and outpatient settings, as well as residential service areas.

DeBruine started in a support staff position at Blodgett Memorial Medical Center and became interested in patient accounts while working in information systems. "I like being able to get back into hands-on account receivables management at Pine Rest," she says.

With a Bachelor's degree in Business Administration from Davenport University, DeBruine comes to Pine Rest with over 10 years of experience working in information systems, corporate compliance and patient billing. She is also the current President of the Michigan Patient Accounting Association.

**Marla DeBruine can be reached by calling 616.455.5019.**



**William R. Yee,**  
MD, JD

Before joining Pine Rest's Adult Inpatient Unit, William Yee, M.D., J.D., worked in various hospitals and clinics throughout Michigan and Indiana. Most recently, he spent 10 years as Medical Director at the Bowen Center in Warsaw, Indiana. At Pine Rest, he will be focusing on the treatment of adult patients with chronic mental illnesses.

"The most rewarding aspect of my career is helping patients achieve a higher quality of life by becoming healthier," says Dr. Yee. "The highly-qualified Pine Rest staff and comfortable culture assist me in attaining these goals."

Dr. Yee received his medical degree from the School of Medicine at Wayne State University, and a law degree from Wayne State University Law School. While one wouldn't think of getting a law degree in addition to a medical degree, Dr. Yee feels the integration of law and mental health is especially important for competency and custody hearings. He spent three years at the Michigan Department of Corrections in Ionia focusing on Forensic Psychiatry and has served as an expert witness in several court cases.

**To reach Dr. Yee, please call 616.455.5000.**



**Kathy Appledorn,**  
RN, PhD, LLP

Bringing over ten years' experience in psychological counseling to Pine Rest, Kathy Appledorn, R.N., Ph.D., L.L.P., joined the Kalamazoo Clinic as a psychologist, working primarily with older teens and adults. She provides short and long-term therapy in the areas of eating disorders, women's issues, relationship issues, and depression.

"I encourage patients to use their own resources in order to develop a personal plan and discover resolutions," says Appledorn.

Most recently, Appledorn served as a counselor and psychologist at Westside Medical Center Psychological Services and Trembley & Associates, both in Kalamazoo.

She received her Bachelor's degree in Nursing from Grand Valley State University, a Master's degree in Counseling Psychology from Western Michigan University, and a Doctorate in Counseling Psychology from Andrews University.

**Dr. Appledorn can be reached by calling 616.343.6700.**



**Cliff Barnes, BDiv**

After spending nearly three years at Pine Rest as a care provider in the Adult unit, Cliff Barnes has recently been appointed to the position of Safety Officer. His primary responsibilities are to ensure the hospital requirements of MSDS and OSHA. In addition, Barnes is a full time pastor of Ernest Prayer Ministries International which meets at Pine Rest for its services. While pastoring over three years, Barnes was ordained this past March by the Midwest Pastors Association. "As a young pastor, I was drawn to Pine Rest because of the influence of Christianity in patient care," explains Barnes.

Before joining Pine Rest, Barnes served as a Residential Supervisor at the Grand Rapids Job Core Center. **Cliff Barnes can be reached by calling 616.455.5000.**



### **Gus Hopson, MA, LLP, LPC**

Gus Hopson, MA, LLP, LPC, has joined Browning Claytor Heath Center as a psychologist and counselor. Hopson has been with Pine Rest since October 2000, and previously served as a psychometrist in Pine Rest's Psychological Consultation Center, conducting ability and achievement testing for use in assessing the emotional and personality functions of adults and children. At Browning Claytor, he provides psychological testing, counseling, and therapy in the areas of ADD/ADHD, depression, family and marital issues, post traumatic stress, adjustment issues, grief, psychotic disorders, religious concerns and physical and sexual abuse. Hopson also specializes in counseling paroled and released felons who are readjusting back into society.

"As a representative of Pine Rest, I am very proud to be a member of the Family Practice health team at the Browning Claytor Health Center," says Hopson. "The main focus of the Browning Claytor health staff is the wellness of the whole person. This includes the young, the aged, and everyone in between. The main emphasis is on the health and well being of the families who live in our community."

Prior to joining Pine Rest, Hopson was a Child Development Specialist serving five Kent County Head Start sites in Grand Rapids. He also served as a School Psychologist for the Grand Rapids Board of Education and the Kent Intermediate School District.

Hopson received his Bachelor's degree in Sociology and History from Western Michigan University and his Master's degree in Psychology and Urban Counseling from Michigan State University. He is also certified by the State of Michigan as a Secondary Education Counselor and Secondary Education Instructor.

Gus Hopson can be reached by calling (616) 913-8313.

## **PINE REST STAFF CHANGES**

Compiled by Kathy Apotheker

### **Promotions at Pine Rest**

- Pam Mettler received a promotion to **Director of Marketing and Community Relations**. She has been with Pine Rest since 1998, serving previously as Marketing and Community Relations Manager.
- Toni Smith is our new **Vice President of Patient Care**. She has been with Pine Rest since 2000, serving most recently as Director of Nursing.
- Susan Offenbecker has been hired as **Director of Performance Improvement**.
- Keith VanZoeren is our new Corporate Compliance Officer and Vice President – Resources. He has also been named Director of Corporate DD Residential Services.
- Melanie Brenner has been promoted to **Supervisor at Birch West**.
- Kristy Gunnink received a promotion to **Clinical Specialist for CPRS**.
- Janice Kotrba has been promoted to **Assistant Manager for Adult Services**.
- Julie Nemeth has been appointed **Manager of Medical Records for Pine Rest's Hospital-Based Services**. In the position, Julie will oversee the medical transcription and medical records departments. She will

also work with managed care providers at the time of patient discharge to ensure patient medical records are sent to the appropriate people with the appropriate authorization paperwork.

### **Transfers at Pine Rest**

- Cynthia Freeney, M.S.W., has transferred to the **Southwest Clinic**.
- Gary Rich, M.D. is now at the **Campus Clinic**.
- Jennifer Griffiths, M.S.N., has transferred to the **Southwest Clinic**.
- Gordon Veeneman, M.S.W., is now at the **Southwest Clinic**.
- Steve Pastyrnak, Ph.D., will now be working at both **DeVos Children's Hospital** and **Pine Rest's Northwest Clinic**.

### **From PT to FT**

- Claudia Colpoys, M.S.W., Case Manager, Adult Unit
- Douglas Hower, M.S.W., Adolescent Unit
- Nicholas DeBoer, Case Manager, Older Adult Unit
- Susan Tuma, Case Manager, Adult Unit

### **New Hires and Other Changes**

- June Buikema-Tebeau, M.S.W., joins Pine Rest as a **Case Manager in the Adult Unit**.
- Sean Dougherty, M.A., is now a clinician at the **Contact Center**.
- Patricia Cassell, M.S.W., has joined the **Caledonia Clinic** as a clinician.
- Jeff Gorter, M.S.W., is now full-time at the **Southwest Clinic**.
- Jeffery Marsh, M.S.W., is now a Case Manager at the **Child and Adolescent Unit**.
- Melissa Eavey, M.S.W., has been hired as a part-time **Case Manager for Mulder West Unit**.
- MaLinda Sapp joins Pine Rest as a Psychometrist for the PCC.
- Brad Oostindie, M.A., is now working 20 hours at the **Campus Clinic** and 20 hours at the **Northwest Clinic**.
- Charlene Mullen, MSW, has rejoined **Pine Rest's Northwest Clinic**.
- Suzann Ogland-Hand, Ph.D., rejoins **Pine Rest's Northeast Clinic** on a part-time basis.
- Mary Jo Weny joins Pine Rest as a **Case Manager for the Adolescent Program**.
- Robert Swenson has joined Pine Rest as **Director of Facility Support for Security, Facilities, Housekeeping, and Food Services** at the main campus.

# PCC Adds Undergrad and Master's Level Practicum to Training Curriculum

As part of her work as a Psychometrist in Pine Rest's Psychological Consultation Center, MaLinda Sapp will also be assisting with the new undergraduate and Master's level psychology practicum training program at Pine Rest's ADD Institute (ADDI). While Pine Rest has had an APA-accredited program for doctoral-level psychology interns since 1982, the new undergraduate/Master's practicum will be launched beginning the Summer Semester 2001.

This program is designed to provide approximately 150 hours of direct service with an ADD population, instruction in psychometrics (the science of psychological testing), and training in administration and scoring of the tests included in the ADD protocol. Student gain direct client contact necessary for their college programs. Also included in the program is a specific research-based track, which will permit undergraduates and Master's students to receive training in compiling and analyzing data collected through the ADDI, statistical programming and database management.

Sapp is the Psychometry Coordinator for the PCC and is involved in the recruitment of students for the new practicum. As a part of the new practicum, she will also handle coordination for a monthly didactic seminar, which officially begins Summer Semester 2001, to help increase learning opportunities for undergraduate and Master's level psychology students. The seminars will be led by Pine Rest clinicians, including Jon Bos, Psy.D., Director of Pine

Rest's ADD Institute, and Rochelle Manor-Bullock, Ph.D., Manager of Pine Rest's Psychological Consultation Center and Director of the Psychological Internship Program. Peers from various colleges will be invited to participate in the seminars. Students will be given the opportunity to shadow clinicians in feedback and interviewing sessions. Master's level students will also have the opportunity to learn more about working with persons with developmental disabilities, intelligence testing, and achievement/ability testing.

"The new practicum is a great opportunity. Students will gain a wide range of experience in case management, interviewing, behavioral observation, scoring test protocols, plus more," says Sapp.

Sapp began working at Pine Rest in April 2001. She received her Master's degree in Counseling Psychology from Western Michigan University, after completing her internship in the counseling offices at Grand Rapids Community College, where she also served as adjunct faculty. Prior to joining Pine Rest, Sapp worked at the Urban League and in higher education. To reach Sapp, call 616/281-6382.



MaLinda Sapp

## PINE REST FALL ADHD CONFERENCE FRIDAY, NOVEMBER 2, 2001

FREDERIK MEIJER GARDENS (1000 East Beltline in Grand Rapids, north of I-96)  
Hosted by Pine Rest's ADD Institute



### Morning Session (for Mental Health Professionals)

TIME: 8 a.m. to noon

COST: \$75 per person

FEATURED SPEAKER: Phyllis Anne Teeter Ellison, Ed.D.  
*Developmental Aspects of Attention Deficit Hyperactivity Disorder*

BREAKOUT SESSIONS: 10:30 - noon

TOPICS/SPEAKERS:

#### Adult ADHD

Phyllis Anne Teeter Ellison, Ed.D., Brett May, Ph.D., and Jon Bos, Psy.D.

#### ADHD and Pervasive Developmental Disorders

Tracy Kroeger, Ph.D.

#### ADHD and Anxiety – Bruce Retterath, Ph.D.

#### Relationships and ADHD – Rochelle Manor-Bullock, Ph.D.

#### Early Childhood Diagnosis – Timothy Zwart, Ed.D.

*CME credits for nurses, social workers, and doctors.*

Phyllis Anne Teeter Ellison, Ed.D., is a professor in the Department of Educational Psychology at the University of Wisconsin – Milwaukee, as well as author of *Interventions for ADHD: Treatment in Development Context* (Guilford Press: 1998), and co-author of *Clinical Neuropsychological Assessment and Interventions for Children* (with M. Semrud-Clikeman, Allyn and Bacon: 1997) and the soon-to-be released *Clinical Interventions for Adult ADHD: A Comprehensive Approach* (with Sam Goldstein, Academic Press: November, 2001). She is also a member of the Scientific Editorial Board for *Journal of Learning Disabilities*. Teeter Ellison has researched, lectured and written extensively in the areas of neurodevelopmental and neuropsychological testing, assessments and interventions in children, adolescents and adults with Attention Deficit Hyperactivity Disorder and other associated disorders.



Phyllis Anne Teeter Ellison, EdD

### Afternoon Session (Adults and Families Living with ADHD)

TIME: 1 p.m. to 5 p.m.

COST: \$45 per individual/couples

FEATURED SPEAKER: Phyllis Anne Teeter Ellison, Ed.D.  
*Developmental Aspects of Attention Deficit Hyperactivity Disorder*

BREAKOUT SESSIONS: 3:30 - 5 p.m.

TOPICS/SPEAKERS:

#### ADHD and Learning Disabilities – Amy Barto, MA

#### ADHD and the College Student – Karen Boekstra, MA

#### Medication Strategies

#### So what do I do? Suggestions for after the evaluation – Jon Bos, Psy.D.

NEED MORE INFORMATION? Call Jon Bos, Psy.D., Director of Pine Rest's ADD Institute: **616/281-6382**.

# PINE REST CALENDAR OF EVENTS

## 2001

### June

June 11 — **18<sup>th</sup> Annual Pine Rest Foundation Golf Outing.** A 4-person, 18-hole Scramble at the Highlands at the Elks Club. Your choice of a.m. or p.m. tee-offs. \$195 per person. Registration is required. **Call (616)455-8680 for more information.**

### September

September 5, 12, 19, and 26 — **Pine Rest's Anger Management Class.** Led by Jim Bottenhorn, MA, LLP, Director of Pine Rest's Contact Center. 7 p.m. to 8:30 p.m. in the Community Room at Pine Rest's Southwest Clinic, 4375 Canal SW in Grandville. Open to adults and older teens. Registration is required. \$59 per individual or \$89 per pair. **Call (616)222-3700 to register.**

September 8, 15, 22 — **Pine Rest Family Institute "Secrets for Successful Marriage."** Pre-marital workshop for couples. 9 a.m. to noon. **Call (616)831-2622 for more information.**

September 14 — **NADD Conference "Meeting the Challenge: Addressing the Mental Health Needs of Individuals With Developmental Disabilities."** 8 a.m. to 5 p.m., Crowne Plaza Hotel, Grand Rapids. Keynote addresses by Scott Stiefel, MD, Medical Director, Neuropsychiatric Clinic for People with Developmental Disabilities, Salt Lake City, Utah, and Betsey Benson, PhD, Adjunct Associate Professor of Psychology, The Ohio State University, Columbus, Ohio. *Co-sponsored by the Pine Rest Center for Developmental Disabilities and the National Association of the Dually Diagnosed (NADD).* **Call (616)281-6364 for topic and more information.**

September 25 — **Pine Rest Family Institute Marriage and Family Building Series.** 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for more information.**

Sept. 26 — **VProfessional Lecture Series** featuring Chester W. Schmidt, Jr. MD. "Current Coding and Documentation Requirements for mental Health Professionals." 9am to 12:15pm at Pine rest's Van Andel Center gym. CME/CEU/

Nursing credits. **Call (616)455-6500 for more information.**

Sept. 27 — **Van Den Berg Leadership Award Dinner.** Hosted by the Pine Rest Foundation. Amway Grand Plaza Hotel in Grand Rapids. **Call (616)455-8680 for more information.**



Sept. 27, 2001 to March 28, 2002 — **Pine Rest Clinical Pastoral Education Extended Program.** A 24-week course designed especially for people who are active in ministry work. Registration is required. \$25 application fee. Apply before August 15, 2001. \$500 unit fee if clinical work is completed at Pine Rest, Spectrum Health, or Wedgwood Christian Youth and Family Services; \$750 unit fee if clinical work is completed at student's own ministry site. **Call (616)455-5000, ext. 2566 for more information.**

### October

**Prepare/ENRICH Training Seminar.** 8 a.m. to 2:30 p.m. Cost: \$125 per person. **Call (616)831-2622 for date, location, and registration information.**

October 6, 13, 20 — **Pine Rest Family Institute "Secrets for Successful Marriage."** Pre-marital workshop for step/blended families 9 a.m. to noon. **Call (616)831-2622 for more information.**

October 23 — **Professional Lecture Series** featuring C. Edward Coffey, M.D. "**New APA Guidelines on ECT**" 8 a.m. to 9 a.m. at Pine Rest's Van Andel Center Gym 1 CME/CEU/Nursing Credits. **Call (616)455-6500 for more information.** *Underwritten by Eli Lilly and the Pine Rest Foundation.*



C. Edward Coffey, MD

October 23 — **Pine Rest Family Institute Marriage and Family Building Series.** 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for more information**

### November

November 2 — **Pine Rest's Annual ADHD Conference** at Frederik Meijer Gardens. Programs for both professionals and adults and parents. 8 a.m. to noon – Programs for professionals. 1:00 to 5 p.m. – Programs for adults and parents. Registration is required. Cost varies depending on session. **Call (616)281-6382 for more information.**

November 7 — **Professional Lecture Series** featuring Father Tom Noesen, O.P. "**Spirituality in a Soap Opera World – Strategies for Caregivers**" 9 a.m. to 12:15 p.m. at Pine Rest's Van Andel Center Gym. 3 CME/CEU/Nursing Credits. **Call (616)455-6500 for more information.** *Underwritten by the Pine Rest Foundation.*



Tom Noesen, OP

November — **Dementia Screening Day**

November 27 — **Pine Rest Family Institute Marriage and Family Building Series.** 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for more information.**

## 2002

### May

May 1, 2002 — **Professional Lecture Series** Featuring Harold G. Koenig, MD "**Religion, Aging and Health Care: Historical Background, Research and Clinical Implications.**" 10 a.m. to 12:15 p.m. at Pine Rest's Van Andel Center gym. CME/CEU/Nursing credits. **Call (616)831-2622 for more information.** *Underwritten by Wyeth-Ayerst and the Pine Rest Foundation.*

# CPINE REST CLERGY CONNECTIONS

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## PINE REST CLERGY CONNECTIONS NEWSLETTER

Published annually with Connections Newsletter by Pine Rest Christian Mental Health Services' Marketing and Community Relations Department.

300 68th Street SE  
Grand Rapids, MI 49501  
616.455.6500

## Young Life New at Pine Rest's Residential Program

by Mary K. Donovan

"I am very excited about our program. The Young Life ministry here at Pine Rest is very unique," says Jereme Vanden Heuvel, the new Director of Young Life at Pine Rest.

Young Life is an international, non-profit youth ministry program, developed in 1940 to make Christ's love tangible to every young person. The program is primarily targeted at high-school aged adolescents and works to establish connections with them through contact, clubs, camps, and campaigners.

Jereme Vanden Heuvel graduated from Calvin College with a B.A. in Recreational Therapy and a minor in Sociology. He has served as Director of Youth Education at a local church, residential care provider and activity therapist at Pine Rest, dispatcher for the Walker, Michigan police, and, for the last four years, a volunteer leader with Young Life.



*Jereme Vanden Heuvel*

"Building relationships with kids is the primary focus of the program," says Vanden Heuvel. "If you look at most of the Young Life programs around Grand Rapids, you notice they are part of the local high school. In order to make contact with kids, we go where they are and work on building relationships, earning their trust and their ears."

Pine Rest offers a different environment. The adolescents that Vanden Heuvel and four volunteer leaders work with are a part of Pine Rest's Center for Psychiatric Residential Services (CPRS). Many of the teens are wards of the state and have been placed in this group home setting because traditional foster care was deemed inappropriate or ineffective. "Their experience with God, religion, and spirituality

tends to be a little different. In some cases, the best they can say is they have heard of God," says Vanden Heuvel. "Society tries to build safety nets to catch kids. These are kids who have somehow fallen through the cracks. Places like Pine Rest's CPRS are often the last chance we have to reach them. Young Life offers an extension of society's safety net to these teens."

Vanden Heuvel and his volunteer leaders are spending time in each of Pine Rest's CPRS homes, getting to know the teens and "putting some flesh on Christ." He currently has three Clubs that meet every week. Clubs are the most visible parts of the Young Life program. Teens get together to play games, sing songs and watch skits. The goal of the Club is to present the message of God and Christ in a way that teens can understand. Vanden Heuvel is working toward expanding the number of clubs at Pine Rest, and when appropriate, developing small bible study groups called "Campaigners."

In addition to his responsibilities with teens, Vanden Heuvel will also be implementing a camping ministry. "I am a strong believer in adventure-based activities. The camp is about more than just learning new things like kayaking or how to ride a horse. These are opportunities for kids to learn how to work together and develop trust."

To learn more about the Young Life program at Pine Rest, contact Jereme Vanden Heuvel at (616) 455-5000, ext. 2559.



# Access to Pine Rest Services is Easy for Pastors

by Mary K. Donovan

When a person is experiencing an emotional crisis, he or she will often seek the counsel of a church pastor or member of the clergy. In some instances, the pastor or clergy member will find the situation requires additional, professional counseling. Pine Rest's staff of behavioral health specialists is always available to pastors and clergy to provide assistance and make recommendations on how to proceed.

A pastor can access Pine Rest's services a variety of ways. He or she can contact one of Pine Rest's outpatient clinics directly to schedule an appointment with a therapist. Each clinic is staffed with mental health professionals who specialize in the treatment of depression, anxiety, eating disorders, grief, trauma, substance abuse, family and marital issues, ADD/ADHD (in children and adults), and more. "Proximity to care can be a deciding factor when someone is seeking help for a behavioral health issue. Pine Rest has 15 outpatient locations in various communities throughout West Michigan, plus two outpatient clinics in Iowa," says Scott Wagner, Corporate Director of Pine Rest's Professional Practice Group. "A pastor should have no trouble finding a therapist near his or her parishioners." Help is available through any one of the following outpatient locations.

## MICHIGAN

- CALEDONIA — **Caledonia Clinic** - 9090 S. Rodgers **616.891.8770**  
John Neilsen, Clinic Manager
- CUTLERVILLE — **Campus Clinic** - 300 68th Street SE **616.455.5270**  
Monica Taylor, Clinic Manager  
**Psychological Consultation Center** - 300 68th Street SE **616.281.6382**
- GRAND HAVEN — **Beacon Behavioral Health Center** - 1310 Wisconsin **616.847.5145** Randy Johnson, Clinic Manager
- GRAND RAPIDS  
**Belknap Commons** — 751 Lafayette NE **616.742.9940**  
Melissa Ranney, MA, LLP  
**Browning Claytor** — 1245 Madison SE **616.913.8313**  
Gus Hopson, MA, LLP, LPC  
**Northeast Clinic** — 1700 E. Beltline **616.364.1500**  
Lori Bain, Clinic Manager
- GRANDVILLE — **Southwest Clinic** - 4375 Canal SW **616.222.3700**  
Hank Bosma, Clinic Manager
- HOLLAND — **Holland Clinic** - 926 S. Washington **616.820.3780**  
Randy Johnson, Clinic Manager
- KALAMAZOO — **Kalamazoo Clinic** - 1530 Nichols Road **616.343.6700**  
David Thayer, Clinic Manager
- MUSKEGON — **Mercy Clinic** - Sherman Blvd. **231.733.8231**  
Randy Johnson, Clinic Manager
- WALKER — **Northwest Clinic** - 933 3-Mile Road NW **616.222.3720**  
Monica Taylor, Clinic Manager
- WYOMING — **Wyoming Clinic** - 2215 44th Street SW **616.252.8371**  
Sherry Oegema, Clinic Manager

- ZEELAND — **Zeeland Clinic** - 440 S. State Street **616.741.3790**  
Randy Johnson, Clinic Manager

## IOWA

- **Des Moines Clinic** — 128 Merideth Drive **515.334.9911**

Cal Meuzelaar, LISW

- **Pella Clinic** — 412 Jefferson **515.628.9599** Cal Meuzelaar, LISW

In addition to outpatient counseling services, clinical therapists also work with Pine Rest's Family Institute to offer programming for pastors. "Many of our therapists provide pre-marital counseling through the Family Institute's *Keys for Couples* and *Secrets for Successful Marriage* programs, as well as training for pastors and clergy through the Family Institute's *Marriage and Family Building Series*," says Wagner. A complete calendar of educational opportunities through Pine Rest is included in this issue. Watch for further information regarding other services and programming developed specifically for pastors and clergy available through the outpatient clinics.

If urgent, after-hours, or inpatient care is required, a pastor can call Pine Rest's Contact Center at (616) 455-9200 or 1-800-678-5500. It is staffed 24 hours a day, seven days a week. The staff can help sort out the situation and make some recommendations as to the next step.

"Our staff will triage a situation based upon a phone conversation with the pastor. Many times we find that the next step is to have the prospective patient come in for an assessment. If it is an emergency situation, we will have the person come to the Contact Center. Otherwise, we will help arrange an appointment at either our Psychological Consultation Center or one of our outpatient clinics," says Jim Bottenhorn, MA, LLP, Director of Pine Rest's Contact Center. "If inpatient treatment appears likely, we can advise the pastor on how to proceed if the person is admitting him or herself, if a family member is admitting the person, or how to proceed if a court order is required."

If the criteria for inpatient treatment is not met but therapy of some sort is indicated, the Contact Center staff will refer pastor to one of Pine Rest's Outpatient Clinics or to an appropriate community resource.

It is important to determine if the person is already in treatment. If so, the pastor should contact that therapist first. "We can assist the therapist if inpatient care is needed but we wouldn't want to redirect or interfere with current treatment," says Bottenhorn.

Pastors, clergy, and congregation members can also access Pine Rest's services if they are members of Pine Rest's Church Assistance Program (CAP). Through this contract service, congregation members are able to access up to two face-to-face assessment consultations per problem episode with a Pine Rest therapist. Additionally, pastors, elders and deacons have 24-hour telephone access to a Pine Rest therapist through the CAP *Hotline* for consultation regarding parishioners in distress. Bottenhorn and Wagner recommend that whenever possible the patient should be encouraged to make the call to schedule an appointment. "If the patient is willing to make the call, he or she is more likely to be ready to follow through with treatment," says Bottenhorn. CAP can also serve the patient's affected family members. Pastors interested in more information about CAP can call Karen Klemm, Program Coordinator, at (616) 281-6305.

"Pine Rest is a resource that is always available when a pastor or member of the clergy needs some extra assistance," says Wagner.

# EDUCATIONAL OPPORTUNITIES AVAILABLE TO PASTORS, CLERGY AND CONGREGATION MEMBERS

Pine Rest offers a variety of educational opportunities for pastors, clergy, and congregation members. Through Pine Rest's Professional Lecture Series and other conferences, workshops and seminars, attendees learn current research data, trends and treatments for specific behavioral health issues, techniques for controlling behavioral impulses such as anger, how to support someone who is experiencing anxiety or trauma, and more.

Pine Rest's Family Institute, and the Department of Pastoral Services host numerous training sessions and seminars about effective methods of ministering to people experiencing such things as depression, marital or family problems, anxiety, and grief. Some of those programs include the Clinical Pastoral Education program, Secrets for a Successful Marriage, and Prepare/Enrich Training.

**Mark your calendars for the following events and opportunities:**

## 2001

### September

September 8, 15, 22 — Pine Rest Family Institute — **"Secrets for Successful Marriage."** This pre-marital workshop is taught by experienced marriage professionals and is for couples who want to grow their relationship in preparation for marriage. Because it is skill-based, it is a valuable addition to traditional pastoral or professional premarital counseling 9 a.m. to noon. **Call (616)831-2622 for more information.**

September 15, 22, 29 — **Kalamazoo** — **"Secrets for Successful Marriage."** **Call 800-968-0544 for more information.**

September 14 — **NADD Conference "Meeting the Challenge: Addressing the Mental Health Needs of Individuals With Developmental Disabilities."** 8 a.m. to 5 p.m., Crowne Plaza Hotel, Grand Rapids. Keynote addresses by Scott Stiefel, MD, Medical Director, Neuropsychiatric Clinic for People with Developmental Disabilities, Salt Lake City, Utah, and Betsey Benson, PhD, Adjunct Associate Professor of Psychology, The Ohio State University, Columbus, Ohio. *Co-sponsored by the Pine Rest Center for Developmental Disabilities and the National Association of the Dually Diagnosed (NADD).* **Call (616)281-6364 for topic and more information.**

September 25 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and

church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

Sept. 27, 2001 to March 28, 2002 — **Pine Rest Clinical Pastoral Education Extended Program.** A 24-week course designed especially for people who are active in ministry work. Registration is required. \$25 application fee. Apply before August 15, 2001. \$500 unit fee if clinical work is completed at Pine Rest, Spectrum Health, or Wedgwood Christian Youth and Family Services \$750 unit fee if clinical work is completed at student's own ministry site. **Call (616)455-5000, ext. 2566 for more information.**

### October

October 6, 13, 20 — Pine Rest Family Institute — **"Secrets for Successful Marriage."** This pre-marital workshop for step/blended families is taught by experienced marriage professionals and is for couples who want to grow their relationship in preparation for marriage. Because it is skill-based, it is a valuable addition to traditional pastoral or professional premarital counseling 9 a.m. to noon. **Call (616)831-2622 for more information.**

October 23 — **Professional Lecture Series** featuring C. Edward Coffey, M.D. **"New APA Guidelines on ECT"** 8 a.m. to 9 a.m. at Pine Rest's Van Andel Center Gym. 1 CME/CEU/Nursing Credits. **Call (616)455-6500 for more information.** *Underwritten by Eli Lilly and the Pine Rest Foundation*

October 23 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

### November

November — Pine Rest Family Institute **Family Wellness Associates** presents an exciting and proven family education program that teaches skills for healthy living. **Call (616)831-2622 for details.**

November 2 — **Pine Rest's Annual ADHD Conference** at Frederik Meijer Gardens. Programs for both professionals and adults and parents living with ADHD. 8 a.m. to noon — Programs for

professionals. 12:30 to 5 p.m. — Programs for adults and parents. Registration is required. Cost varies depending on session. **Call (616)455-6500 for more information.**

November 7 — **Professional Lecture Series** featuring Father Tom Noesen, O.P. **"Spirituality in a Soap Opera World — Strategies for Caregivers"** 9 a.m. to 12:15 p.m. at Pine Rest's Van Andel Center Gym. 3 CME/CEU/Nursing Credits. **Call (616)455-6500 for more information.** *Underwritten by the Pine Rest Foundation.*

November 13 — **PREPARE/ENRICH Training Seminar** Prepare/Enrich, the most widely used assessment tool for premarital and marital counseling, is scientifically validated, and can be used by clergy, mental health professionals, and other counselors. 8 a.m. to 2:30 p.m. Cost \$125 per person. **Call (616)831-2622 for date, location, and registration information.**

November 27 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

## 2002

### January

January 12, 19, 26, 2002 — **Pine Rest Family Institute "Secrets for Successful Marriage."** This pre-marital workshop is taught by experienced marriage professionals and is for couples who want to grow their relationship in preparation for marriage. Because it is skill-based, it is a valuable addition to traditional pastoral or professional premarital counseling 9 a.m. to noon. **Call (616)831-2622 for more information.**

January 26 and February 2&9, 2002 — **Kalamazoo** — **"Secrets for Successful Marriage."** **Call 800-968-0544 for more information.**

January 22, 2002 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

(Continued)

Spring 2001

## February

February 2002 — **Foccus Training Seminar** The Foccus inventory is a premarital inventory designed to help couples learn more about themselves and the strengths and growth areas in their relationship. 8 a.m. to 2:30 p.m. **Call (616)831-2622 for date, location, and registration information.**

February 2, 9, 16, 2002 — Pine Rest Family Institute — “**Secrets for Successful Marriage.**” This pre-marital workshop for step/blended families is taught by experienced marriage professionals and is for couples who want to grow their relationship in preparation for marriage. Because it is skill-based, it is a valuable addition to traditional pastoral or professional premarital counseling. 9 a.m. to noon. **Call (616)831-2622 for more information.**

February 26, 2002 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

## March

March 2, 9, 16, 2002 — Pine Rest Family Institute — “**Secrets for Successful Marriage.**” This pre-marital workshop is taught by experienced marriage professionals and is for couples who want to grow their relationship in preparation for marriage. Because it is skill-based, it is a valuable addition to traditional pastoral or professional premarital counseling. 9 a.m. to noon. **Call (616)831-2622 for more information.**

March 9, 16, 23, 2002 — **Kalamazoo**—“**Secrets for Successful Marriage.**” **Call 800-968-0544 for more information.**

March 26, 2002 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

## April

April 13, 20, 27, 2002 — Pine Rest Family Institute — “**Secrets for Successful Marriage.**” This pre-marital workshop is taught by experienced marriage professionals and is for couples who want to grow their relationship in preparation for marriage. Because it is skill-based, it is a valuable addition to traditional pastoral or professional premarital counseling. 9 a.m. to noon. **Call (616)831-2622 for more information.**

April 23, 2002 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

## May

May 1, 2002 — **Professional Lecture Series** Featuring Harold G. Koenig, MD “**Religion, Aging and Health Care: Historical Background, Research and Clinical Implications.**” 10 a.m. to 12:15 p.m. at Pine Rest’s Van Andel Center gym. CME/CEU/Nursing credits. **Call (616)831-2622 for more information.** *Underwritten by Wyeth-Ayerst and the Pine Rest Foundation.*

May 4, 11, 18, 2002 — Pine Rest Family Institute — “**Secrets for Successful Marriage.**” This pre-marital workshop is taught by experienced marriage professionals and is for couples who want to grow their relationship in preparation for marriage. Because it is skill-based, it is a valuable addition to traditional pastoral or professional premarital counseling. 9 a.m. to noon. **Call (616)831-2622 for more information.**

May 4, 11, 18, 2002 — **Kalamazoo**—“**Secrets for Successful Marriage.**” **Call 800-968-0544 for more information.**

May 21, 2002 — **Pine Rest Family Institute Marriage and Family Building Series.** This series of speakers and topics equips pastors and church leaders with tools and resources for strengthening marriages and supporting families in their congregations. 11:30 a.m. to 1:30 p.m. **Call (616)831-2622 for topic and more information.**

## Pine Rest Works with Community Leaders to Make a Difference

by Mary K. Donovan

Dr. Phil Ellis, Corporate Director of Hospital-Based Services, and Dr. Mark Eastburg, Executive Director of Pine Rest’s Family Institute, represented Pine Rest at the second annual “*We Can Make a Difference*” conference, on March 26, 2001 at Cornerstone University in Grand Rapids.

The daylong conference was organized by State Representatives Mark Jansen and Doug Hart. The objective was to bring together citizens, local charities, and local and state leaders in the spirit of collaboration to learn and explore ways to more effectively address local and state human service needs, including education, social services, and health care.

“The main point of the conference,” says Dr. Ellis, “was to look at how non-profit organizations, working in concert with state government agencies can make a difference and improve services to people in West Michigan.”

Participants could attend any of over 20 breakout sessions that addressed human service policy, initiatives and programs on both a state and local level. Dr. Ellis participated in a panel discussion on managed care. The implications of managed care initiatives on the community mental health system was a topic of major concern.

Dr. Eastburg participated in a panel discussion on marriage initiatives. The panel focused on what was being done in Kent County to support marriages. “The work that we are doing in Kent County is unique,” says Dr. Eastburg. “Only a couple of other areas in the country have such a program. The conference is an excellent opportunity to share what Pine Rest’s Family Institute is doing, in conjunction with other agencies and organizations, to help couples be successful in marriage.”



*Phil Ellis, PhD*



*Mark Eastburg, PhD*

# CPE Offers Opportunities for Spiritual and Professional Growth

by Mary K. Donovan

*"Thank you for your support of CPE. It has been a wonderful opportunity for me, and I have experienced tremendous professional growth due to the program. As a Parish Nurse, this education has been essential in my own spiritual life and in the care of my parishioners."*

*"CPE is opening a whole new world for me. I have become more aware of who I am and of the relationships that have formed me. I am finding that I am able to reach into my own experience and feelings to walk with others through theirs – whether it be in times of crisis or times of joy."*

These are just some of the comments received from participants in Pine Rest's 2000-2001 Clinical Pastoral Education (CPE) program. Pine Rest has been offering this accredited program to West Michigan pastors, chaplains, and lay persons since 1970. CPE is a professional, process-oriented educational experience, which allows each participant to reflect on his or her own ministry experience.

The ten-week summer program, designed specifically for seminary students, is a full-time, 40 hour per week commitment. Eighteen students enrolled in the 2000 summer program and provided over 3200 hours of pastoral care to area hospitals and community organizations. They were also given the opportunity to reflect on their

experiences and give and receive peer critiques.

"The students learn how to examine their own life experience, listen to themselves emotionally and cognitively, and seek the support of others in their ministry," says Rev. Bob Uken, Chair of Pine Rest's Department of Pastoral Services and Coordinator of Clinical Pastoral Education. "If people are willing, they can begin to see themselves as other people experience them and they can get honest feedback on how their relationships are affecting others."

The 2000-2001 CPE Extended Program ran from October 5, 2000 through April 12, 2001 and was designed for individuals who are actively doing ministry. Included among the eighteen students were several hospital chaplains, area pastors, graduate students majoring in Pastoral Care and Counseling, and three parish nurses from Holland.

"We are very pleased. This is the first time we have had parish nurses participate," said Rev. Uken. "Their focus was on exploring ways of becoming more sensitive to spiritual needs and issues in their role as parish nurses." Rev. Uken hopes to continue to expand the program



Rev. Bob Uken

to include other specialized groups and other areas in Western Michigan.

The program, which can accommodate an average of 12 to 15 participants per session, is not limited to any particular denomination. In fact, Rev. Uken is proud to say ten different denominations were represented between the CPE Summer

Program and the CPE Extended Program. "This is an opportunity to grow both spiritually and professionally. One of our objectives in this program is to help participants develop the skills to provide intensive and extensive pastoral care and counseling to people in crisis and other situations. Crises and other situations do not limit themselves to one particular denomination."

The 2001 CPE Summer Program runs from May 29 through August 3. The 2001-2002 CPE Extended Program runs from September 27, 2001 through March 28, 2002. For more information on CPE, please call (616) 281-6399.

# Southwest Clinic Provides Support for Area Pastors

by Cara Solle

In 1999, the Southwest Clinic began a new program geared toward providing area pastors with an outlet for support and networking. Dick Houskamp, Ph.D., Group Facilitator, and Hank Bosma, Clinic Manager, applied for a grant from the Pine Rest Foundation to initiate the program, which they received. The program began as one group but has since doubled. Houskamp and Bosma hope to further expand the program in coming years.

The two groups consist of area pastors who meet twice a month during the lunch hour to network and share issues in a supportive and confidential environment. "The groups meet from mid September to May with

time off at Christmas and Easter," says Bosma. "Each meeting begins with a brief devotion, then pastors share how they are doing in their church work, their families, and spiritually."

"Pastors always have to present a certain image... that they are in control or in charge. The expectation is that they are somehow less human and more perfect than the rest of us," says Houskamp. "In this group, they can allow their humanness, their hurts and their struggles to show in a safe and confidential environment."

In addition, the variety of ages leads to an invaluable learning experience for both the new and more experienced pastors. Dave Gilbert, a participant and pastor of John Knox Church in Grand Rapids, says, "In this group I can get



Hank Bosma, MSW (left) and Dick Houskamp, PhD

out issues that deal with clergy as well as my family and personal life. I can process through an issue and get a lead on how to handle it or even open up new ideas."

(Continued)

# PINE REST CONNECTIONS NEWSLETTER

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## Southwest Clinic (continued from page 15)

Another group member, Jerry Postma, Pastor from Muskegon, agrees. Knowing the importance of meeting with other pastors from a previous group, Postma looked for a similar group in the Grandville area where he could discuss family life and clergy issues. Postma began attending the meetings as pastor of a church in Grandville, but relocated to a church in Muskegon. However, he continues to drive in each week to attend the meetings. "People trust each other. A group like this is instrumental in redirecting your thoughts."

Current groups will resume meeting in September and new groups will be forming at that time. For more information regarding pastoral consultation groups, please call Hank Bosma at the Southwest Clinic at 616.222.3700.

### PINE REST CONNECTIONS AND CLERGY CONNECTIONS NEWSLETTER

Published annually by Pine Rest  
Christian Mental Health Services'  
Marketing and Community Relations  
Department.

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