

Online Family Consultation Grant Awarded to Horizon

The Internet is connecting people in more ways than just a quick tweet or a friend request. Thanks to Horizon's new online family consultation services, families and significant others of persons with addictions can now receive free, real-time guidance and assistance from a professional counselor via messaging, voice or face-to-face chats through a webcam. Horizon is able to provide this free consultation service through the generous support of The Peter and Elizabeth C. Tower and The Kelly for Kids Foundations.

While consultations are not for the purpose of providing treatment, they are private, personalized and delivered by skilled professional counselors who offer emotional support, information, and referrals and linkage to treatment to family and friends of adolescents and young adults who have been affected by drug abuse. All that is required is a computer with an Internet connection.

Consultations provide families with a treasure trove of information at their fingertips. Since everyone's situation is unique, online consultations will cover an array of topics that may include information regarding drugs of abuse, signs and patterns of substance abuse, effects of drug addiction, referral to addictions treatment and other needed services, and the critical role of families in encouraging and supporting their children's treatment and recovery.

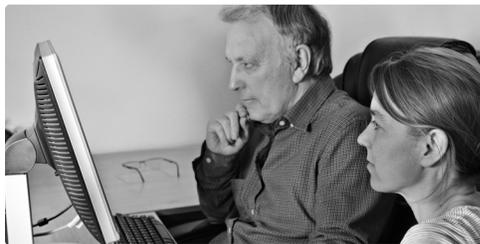
Along with selecting the topics and questions for discussion, family members choose which counselor they would like to consult with. From a Horizon "store front", family members access a counselor's profile that includes a brief biographical description and their schedule of consultation "open hours". Counselors meet

online with family members immediately during these "open hours". If the counselor is busy, family members can stay in an online "waiting room" until the counselor is available. If the need to speak with a counselor is not immediate, family members can book a future appointment.

The meetings don't have to be one-on-one either – multiple family members can speak with a counselor at the same time.

Additionally, the service is accessible from any computer, making consultations available to those with concerns regarding their loved ones but who are unable to attend a treatment center.

Although drug abuse among young adults has been rising exponentially, and a simple solution to addiction does not exist, the more that families know about it, the more they can intervene early to reduce its devastating effects. And now family members and loved ones can gain that knowledge and the resources they need in an easy, accessible way through online consultations with the highly trained counselors at Horizon Health Services. Community members are able to locate this service right through the Horizon website www.horizon-health.org.



Horizon's Own named Physician of the Year!

Dr. Andrew Symons is quite the "Renaissance man" in the medical field – from studying marine biology and political science at universities in Jerusalem, Long Island and Buffalo, to teaching students at the University at Buffalo's Medical School, and being a family physician at UB Family Medicine and Horizon Health Services.

On June 1, his many accomplishments were honored as The New York State Academy of Family Physicians, representing 4,300 physicians, recognized him as the "Family Doctor of the Year".

Dr. Symons started his residency in family medicine at UB at the age of 35. Before that, the Brooklyn native earned a Bachelors degree at the Hebrew University in Jerusalem, and a Masters degree in marine biology at Long Island University. He then taught biology for five years at the High School for Environmental Studies in Manhattan. Many would call his career at this point successful, but it was only the beginning for Symons. In 2002, he earned an MD at UB while ranking in the top of his class, and began his residency there.

Since 2006, Dr Symons has mentored medical students at UB, teaching them early clinical education, professionalism, and care for patients with disabilities.

Aside from teaching students, Symons treats all the ailments that are presented to him as a family physician. Whether it's a nasty rash, anxiety, or even delivering a baby, Symons can do it all.

For the last 6 years, the busy Williamsville doctor has also found time to work at Horizon Health Services' Lockport office.

It sounds like there aren't enough hours in the day for Dr. Symons to do so much, but he finds the time – and then some – to be with his wife, Einav, son, Gilad and daughter, Shira.

We at Horizon are so proud of Dr. Symons!

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www.horizon-health.org



Help today. Better tomorrow.

Grand Opening of Freedom Village

On Friday, September 20th, Horizon Village will open Freedom Village, an intensive drug residential treatment center designed specifically for veterans.

The center is the newest addition to the Horizon Village Campus in Sanborn, NY. It will provide comprehensive care to male veterans suffering from chemical dependency, post-traumatic stress disorder and mental health issues.

The state-of-the-art facility includes twenty five beds, and will be staffed by 30 full time employees. Freedom Village services will include onsite medical services, psychiatry, and mental health counseling. Health, recreational, wellness and nutritional programming will be provided at the adjacent Campus Wellness Center. This 11,800 sq. ft. addition to the Horizon Village Campus is also adjacent to the original 50-bed Horizon Village facility which serves Horizon clients from all 8 counties of Western New York.

“Freedom Village fills a critical need to help veterans and their families struggling with drug addictions and related conditions.”

Freedom Village fills a critical need to help veterans and their families struggling with drug addictions and related conditions associated with the challenges of coping with the trauma of combat and of recovery from related injuries.

The grand opening begins at 3pm and ends at 4:30pm. For further information please contact Christina Pearl at cpearl@horizon-health.org.

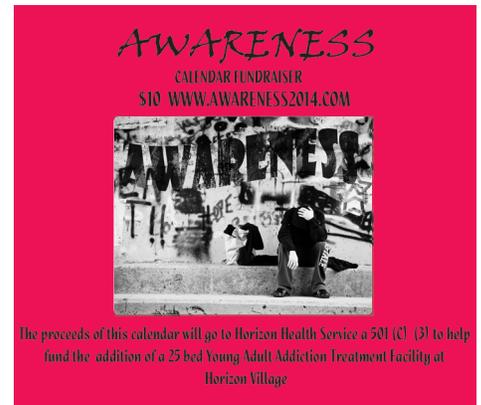


HORIZON HEALTH AWARENESS CALENDAR 2014

Colleen Babcock and Cindy Goss are parents who have dealt with substance abuse first hand. They wanted to find a way to raise awareness of the expanding drug addiction epidemic mainly due to the popularity of prescription drugs, particularly the opiates.

To meet their goal to help families and friends affected with addiction, they developed the 2014 Awareness Calendar. The Calendar timelines the journey of drug addicts through the early, middle and often darkest stages, to acceptance of the need for help and the road to recovery. The images on the calendar are real and gritty, shedding light on the consequences of addiction but also providing an immense amount of treatment options and resources for community members to be able to utilize.

Every dollar that is raised from the calendar will help fund Horizon Village's 25 bed young adult treatment facility at Horizon Village. You can purchase a calendar at get further contact information at <http://www.awareness2014.com>.



Employee Spotlight NICK GAZZOLI

Every day, Nick Gazzoli strides into his office at Horizon Health Services with great energy and passion to help his clients overcome their addictions and achieve recovery.

“For me there is nothing better than watching someone progress from the darkness of addiction into the peace of recovery,” the Senior Addictions Counselor at Horizon said. “I call it watching the flower bloom. Seeing the turnaround is one of the most rewarding aspects of what I do, and knowing that it can happen to anyone and everyone is why I continue to love doing what I do.”

Since 2009, Gazzoli has been responsible for completing comprehensive diagnostic assessments, preparing person-centered treatment plans with clients that serve as their “recovery roadmap”, and providing both individual and group treatment.

Because of his clinical acumen and unbridled energy, Nick was tapped to serve on Horizon's online peer support “app” implementation team, and is one of the strongest proponents of its usefulness in clients' recovery. His passionate work also led to his receipt of Horizon's “Professional Excellence Award” in 2010 and 2012.



Nick Gazzoli
Horizon Senior Addictions Counselor

Gazzoli truly does love this work. Since earning a B.A. in psychology from Muhlenberg College and an M.A. in psychology from The New School University for Social Research, he chose to take the path to help those affected by addiction find recovery. It was only fitting that he pursued a career in substance abuse counseling at Horizon.

“Horizon Health Services is the best in the business because it hires the best people and builds them professionally,” continued on page 3

HORIZON INTRODUCES PARTNERSHIP WITH CLEVELAND CLINIC TO EMPLOYEES

During May and June, Horizon introduced a new, agency-wide customer service program designed to set a new high standard of conduct for employees' interactions with clients and their families, referral sources, other community stakeholders and each other.

The "S.T.A.R.T with Heart" and "Respond with H.E.A.R.T." programs teach employees how to communicate with openness, compassion, caring and responsiveness to others' needs. The goal of these programs is to produce a more positive experience for clients and their families, and to establish these as the universal standard for staff communication – both within and external to Horizon.

These two programs were developed at the Cleveland Clinic, a non-profit, multi-specialty academic medical center in Cleveland, Ohio, and have been highly successful in improving their patient satisfaction. Horizon recently established an affiliation with the Cleveland Clinic that permitted these programs to be implemented at Horizon.

The programs focus on enhancing Horizon's culture of excellence through staff gaining a heightened understanding of the client experience. During interactive learning sessions attended by all Horizon staff members, "S.T.A.R.T" training focused on increasing staff's awareness of the client's perspective and experience of health care, and its impact on the effectiveness of care.

The "Respond with H.E.A.R.T." training provided employees the skills needed to consistently and effectively address concerns expressed by clients, families, co-workers and others.

By implementing these two programs, Horizon has taken another step forward to enhance its culture of excellence through improving customer service, enhancing the effectiveness of its clinical services, and improving the overall client experience.



Gazzoli – continued from page 2

he said. "Also, it offers its clients a wide array of services and goes the extra mile to make sure they can access them."

Before working at Horizon, Gazzoli was a Mental Health and Substance Abuse Counselor at Daemen College, a Directors Research Assistant at St. Luke's Hospital's Sleep Disorders Institute, and a Mental Health Counselor at Lehigh Valley Hospital's Adolescent Partial Hospitalization Program.

Some shy away from taking on the responsibility of being an addictions counselor. It is often a daunting job to lead people to recovery – but Gazzoli has embraced it.

"Every day we make a difference. Every day we give someone the opportunity to make a change and become what they want to be."

"Every day we make a difference. Every day we give someone the opportunity to make a change and become what they want to be," he said. "Every day we offer and instill hope. Every day we show up willing to be the compass for those who are lost in the storm."

New Overdose Prevention Program at Horizon

Take a look at any recent statistics about deaths caused by drug overdoses.

The statistic that is immediately apparent is the exponential increase of such tragedies associated with opiate abuse. For over ten years, the opioids, including heroin, morphine, and other prescribed opiates (hydrocodone, oxycodone) have increasingly been a factor in accidental overdoses, and many of these, unfortunately, prove fatal.

An opioid overdose is characterized as a suppression of the natural breathing response. The person suffering from an overdose may stop breathing within one to three hours after injection.

Although overdoses often occur when people are alone, other times there are people who witness it and do little to help. In order to provide witnesses the tools they need to help, Horizon Health Services is implementing a training program to teach individuals what to do if someone is overdosing on an opioid.

The Overdose Prevention Program will train staff, friends, family members and community members in methods to assist a person at risk of an opioid overdose using simple steps. In essence, the training will give someone who is overdosing a safety net to stay alive.

Participants will be given a small bag including the tools needed to prevent a fatal overdose, including gloves, alcohol wipes, a face shield for rescue breathing, 2 syringes, 2 bottles of Narcan, a certification form and a basic instruction sheet.

The sheet has simple 1, 2, 3 step instructions on what to do to prevent the overdose:

First – Call 911.
Second – Administer the Narcan.
Third – Stay with the person until help arrives.

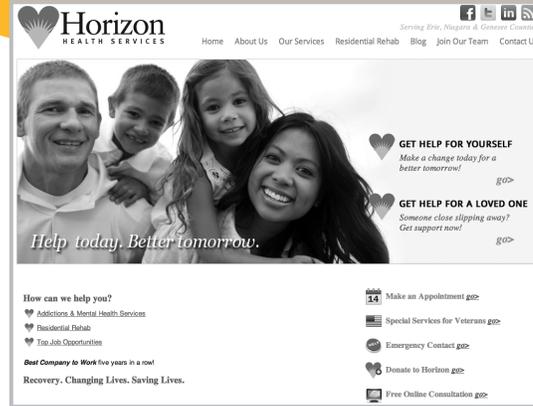
Anyone can benefit from taking the Overdose Prevention Program. It can and will save lives!

Your gift is appreciated!

Horizon Health Services is a Section 501 (c)(3) charitable organization that depends on your generosity to serve the recovery needs of the Western New York community. We're the largest provider of mental health and addiction treatment services, having served over 10,000 local individuals and families in the past year. Horizon truly appreciates your charitable gift.

- **By Mail:** Horizon Health Services, 3020 Bailey Avenue, Buffalo, NY, 14215.
- **By Phone:** Contact Sharon Oehler in Horizon's Finance Department at 716-831-1800 to donate over the phone.
- **By Website:** Visit www.horizon-health.org and select the "Make a Donation" box on the bottom of our home page to make a secure, on-line donation.

All donations are tax deductible within the full extent of the law.



Horizon is the largest and most comprehensive outpatient provider of integrated mental health, chemical dependency and medical services in WNY.

HorizonHealthPulse is published for the employees, consumers, Board and friends of Horizon Health Services. Please share this newsletter with a friend. If you would like additional copies of this newsletter or if you have any questions or comments about its content, please call Christina Pearl at 716-831-1800 or email her at cpearl@horizon-health.org.

Visit our redesigned website at www.horizon-health.org and learn more about the programs we offer, resources for helping loved ones, fast and easy bill pay and how to make a donation.

Stay connected as we keep you current on mental health and addiction news in our community through our blog, Twitter, or Facebook.



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Free Online Consultations for Parents in Need
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