

Caring For Our Community



Surry County
Health & Nutrition Center

PROGRAMS

&

SERVICES

The Surry County Health & Nutrition Center is one of the oldest public health departments in the state. First opening its doors in the 1920s, the staff consisted of one doctor, two nurses and a clerical person. Today, more than 230 people work every day to provide Surry County residents with quality care and services. These dedicated individuals strive to meet the Health Center's mission everyday:
To protect and promote the health of Surry County citizens.

ADULT HEALTH CLINICS AND SERVICES

The ADULT HEALTH CLINIC is designed to offer screening services to women over the age of 18 who are low-income or uninsured. These services are primarily a Pap smear, a clinical breast exam, and limited lab work. Mammography services are scheduled with local contractors, and some financial assistance is available to those who qualify. Clinic fees are based on a sliding scale based upon proof of income provided by the client. An appointment is required and can be scheduled by calling 401-8445.

Our BREAST AND CERVICAL CANCER CONTROL PROGRAM (BCCCP) is designed to reduce the incidence of breast and cervical cancer in North Carolina. Through the program, Pap smears and breast exams are provided at no charge to women who financially qualify. As part of the program, a mammogram performed by a local contractor is also performed at no cost to the client. The target population for the program is women between the ages of 50-64, who are at or below 200 percent of the poverty level, and who have no insurance. Proof of income MUST be provided in order to enroll in this program! Clinic hours are by appointment only and can be scheduled by calling 401-8445.

Our WISE WOMAN Project is a supplemental Cardiovascular Program offered to women who are eligible for BCCCP enrollment. Cardiovascular screenings are provided and follow-up care is initiated as necessary. The screening includes blood pressure measurement, a lipid panel, and counseling regarding lifestyle and behavioral changes to help reduce the risk of heart disease. This screening is done on an annual basis, usually with the BCCCP appointment. Referrals are made as needed for abnormal values.



We target individuals who have been diagnosed with diabetes and their family members or others who need to know more about the disease through our DIABETES EDUCATION PROGRAM. Participants also learn how to prevent complications associated with uncontrollable diabetes. This program provides participants with an initial individual assessment, followed by five diabetic group class sessions. The program is taught and closely monitored by a Registered Dietitian and a Registered Nurse. This service is available by appointment and upon physician referral and is based on income. Our program is accredited by the American Diabetes Association. For appointments or information, call 401-8419.

The PRIMARY CARE CLINIC is designed to provide access to care for the uninsured and underinsured, 18 years of age and older. Patients receive comprehensive health care and primary care. This clinic provides accessible and quality health care, including both preventive and treatment services, to adults who are currently receiving minimal or no health care.

Services include: increased medical care and services accessibility; the management of currently untreated chronic disease, diagnosis, treatment and management of chronic disease in women, educating and establishing healthy lifestyles in adults, and an increase in the overall health and well-being of our citizens in Surry County. Clients are scheduled by appointment only, at 401-8471.

Laboratory and X-ray services are provided on a limited basis. X-rays are limited to tuberculosis (TB)

conditions and Orthopedic Clinic services. Lab services are available for all clinics and fees are charged for services provided.

Our IMMUNIZATION CLINIC offers shots/vaccinations for adults and children, travel, and PPD skin tests for tuberculosis (TB). Clinic hours are 8:30 a.m. to 4:30 p.m., Monday--Friday. No appointment necessary. For more information, call 401-8590.

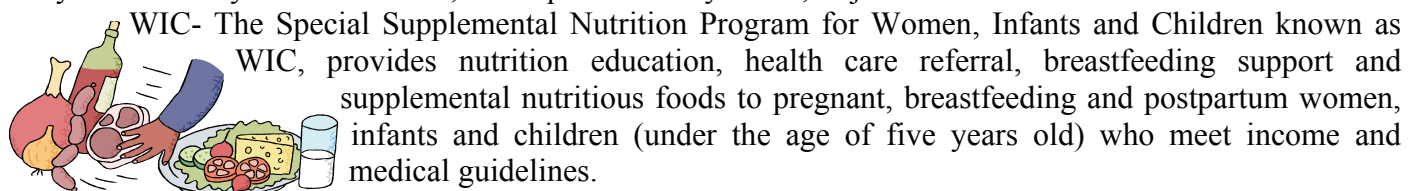
FAMILY PLANNING CLINIC

Family Planning Clinic provides birth control for women of child-bearing age to prevent unplanned pregnancies. Complete physicals are provided to patients, which include pap smears, limited lab work and STD screening.

Fees for all services are based on a sliding fee scale according to income. Patients are seen by appointment only.

NUTRITION SERVICES

Nutrition services include complete nutrition counseling, education, and therapy. These services are designed to keep residents healthy, fit and feeling fine. Participants will be convinced that eating healthy is easy whether they are a new mom, have special dietary needs, or just want to feel their best.



WIC- The Special Supplemental Nutrition Program for Women, Infants and Children known as WIC, provides nutrition education, health care referral, breastfeeding support and supplemental nutritious foods to pregnant, breastfeeding and postpartum women, infants and children (under the age of five years old) who meet income and medical guidelines.

Lactation Services- An experienced breastfeeding staff is available for lactation consults, breastfeeding promotion, education, pump loans for WIC clients, and problem solving. A breastfeeding help-line is available 7 days a week 8 a.m. to 5 p.m. at 401-8452 or 366-8452 (from Elkin). Between 5 p.m. and 9:30 p.m. and on weekends and holidays, a breastfeeding educator can be reached by calling our pager at 719-9181.

Medical Nutrition Therapy- Nutritionists are available to counsel people who need to make changes in eating due to diabetes, high cholesterol, high blood pressure, heart problems, etc. Since insurance does not cover this service, a fee will be charged.

Community Education and Policy Development - Nutritionists are available to conduct nutrition presentations, displays, or programs for civic and church groups, schools, day cares, worksites, and parents. However, priority is given to those requests that will lead to environmental and policy changes that will help to make healthier eating easier for everyone. Examples of this include the 1% or Less Milk Campaign, the 5 A Day Campaign, and Winner's Circle Restaurant Health Promotion Initiative.

PEDIATRIC CLINICS AND SERVICES

Our PEDIATRIC CLINIC provides comprehensive health services to infants and children. The Pediatric Clinic offers newborn screenings and well-child check-ups along with health care for sick children. Other services offered include vision and hearing, school physicals, dental varnishing, sports physicals, immunizations, nutritional assessments, health education and counseling. A specialty clinic is available for orthopedic evaluations by a contracted physician. All pediatric programs provide quality health care to aid in children's growth and development. All services are charged on a sliding fee scale.

Our DENTAL CLINIC provides comprehensive dental care services to children 6 –21 years of age with Medicaid and 6-18 years of age with Health Choice or self-pay. Services include extractions, dental sealants, fillings and other services as needed.

FAMILY CARE COORDINATION SERVICES

MATERNITY CARE COORDINATORS provide case management to Medicaid eligible pregnant women to help them define and address priority needs. The MCC may be a registered nurse or social worker who develops a care coordination plan to encourage positive pregnancy outcomes. The MCC educates expectant mothers regarding pregnancy, childbirth, and parenting issues. Referrals are made to appropriate service providers as needed.



CHILD SERVICE COORDINATORS provide emotional support and counseling to families with children who are diagnosed with, or at increased risk for, developmental delays. The CSC is a registered nurse or social worker whose role it is to identify and follow young children who meet eligibility requirements. These coordinators also develop a plan of care with the family to help them identify priority needs and makes appropriate referrals as needed to help them meet those needs.

MATERNAL OUTREACH WORKERS provide intensive social support for the expectant mother during her pregnancy as well as helping her with learning basic child care skills. The MOW continues to support and provide parenting education during the child's first year of life. The goal of the MOW program is to help reduce infant mortality.

POSTPARTUM NEWBORN ASSESSMENTS are conducted by a postpartum newborn nurse who will visit Medicaid eligible mothers and their newborn infants within 3-7 days of discharge from the hospital. The RN completes an in-depth medical assessment as well as providing the families with referrals to community resources. She answers questions, discusses self-care for the mother and infant care for the baby. She is trained as a breast-feeding educator and can address problems that may arise in the first week at home.

SIDS COUNSELING provides a counseling and support network to Surry County families who suffer the loss of a child to Sudden Infant Death Syndrome (SIDS). SIDS counseling is offered to help families work through their loss and grief, and to provide information on SIDS, the grief process, and community resources. SIDS counselors are available for autopsy review and responsible for sending data to Raleigh for statistical review. They also provide community education through presentations to groups, health fairs, etc.

Our CHILD CARE HEALTH CONSULTANT/SMART START PROGRAM is made up of an RN who provides assistance to child care providers in obtaining needed in-service education, assists in developing written policies and procedures concerning health and safety issues, reviews health and immunization records, makes appropriate referrals to community resources, and provides assistance with special needs children. The RN will conduct assessments of the environment and operations of child care facilities to identify specific areas of concern. She also assists providers in writing a plan for improvement which then makes them eligible to apply for Provider Enhancement Grants. The RN provides required immunizations to the providers on site.

SEXUALLY TRANSMITTED DISEASE CLINIC AND SERVICES

The STD Clinic provides basic STD prevention services emphasizing the service needs of the community population. This includes testing for, diagnosing, and treating locally prevalent STD's for which disease intervention services are being targeted to prevent further transmission. Confidential counseling and testing for HIV is also offered at the time of the STD visit. These services are at no cost to the patient, regardless of the patient's county residence.

COMMUNICABLE DISEASE SERVICES

The COMMUNICABLE DISEASE CONTROL PROGRAM strives to control communicable diseases which are defined as illnesses due to an infectious agent or its toxic products. Services include reporting and investigation of communicable diseases with the cooperation of other agencies and the medical community. Provisions for lab testing to support diagnosis or investigation, enforcement of rules, regulations and laws and public education are available to any county resident or affected person at no charge.

TOBACCO FREE ELKIN

The North Carolina Health and Wellness Trust Fund Commission has awarded The Surry County Health and Nutrition Center in partnership with Elkin City Schools approximately \$275,000 in grant funds to increase our efforts to prevent and reduce teen tobacco use. The four main goals of this program are: prevent youth initiation of tobacco use; eliminate youth exposure to secondhand tobacco smoke; promote tobacco use cessation among youth; and eliminate tobacco related health disparities among youth populations. A Tobacco Free Coordinator works with student advocacy teams, which has led to the adoption of the 100% Tobacco Free School policy at Elkin City Schools. Another component to this grant project is to promote tobacco free restaurants and other public places that youth visit. A Smoke Free Dining Day was initiated in Elkin and other activities, such as Kick Butts Day, have been implemented at Elkin City Schools.

HEALTH PROMOTION SERVICES

The HEALTH PROMOTION/HEALTH EDUCATION section provides health promotion and disease prevention services at schools, worksites, and the community. Health Promotion Specialists promote healthy lifestyles by encouraging environmental changes (development of bike/walk trails, sidewalks, healthy foods offered in schools and restaurants) and policy development (physical education and nutrition needs in the schools, and smoke-free policies). This department coordinates health fairs, conducts health education classes, leads worksite employee health efforts, establishes and maintains walking programs, and promotes adolescent health in the school systems by offering programs to prevent youth tobacco usage, increase healthy eating habits, and staying active for a lifetime. This section also collects and analyzes statistical data to determine the health strengths and concerns of the community.

We continue to build this program by acquiring numerous grants that support our mission and goals of tobacco-free environments, physically active environments and healthier nutrition environments for all Surry County citizens.

MEDIA RELATIONS handles all outgoing information from the Surry County Health & Nutrition Center to the press media and community at large. Methods used: press releases to local and regional newspapers, public service announcements on local radio stations, paid advertising (newspaper and radio), Billboards, brochures, leaflets, and news stories. This section also produces television shows for local cable-access

stations and provides staff with a monthly newsletter. Special emphasis is placed on special activities, clinics, health fairs and community displays. This section is also called upon to present at local civic organizations.

The SURRY COUNTY HEALTHY CAROLINIANS Task Force is a community health coalition that works to combat the perceived health problems of Surry County. After administering an extensive community assessment the task force was able to pin point some of the problems within the county. The top three problems viewed by community members completing the survey were childhood obesity, methamphetamine labs, and drinking and driving among the Hispanic population. The task force welcomes participation from any interested community member or organization and looks forward to building partnerships to bridge gaps in serving our community. For more information or to participate in Healthy Carolinians please contact: Brooke Worsley, Coordinator, at 401-8545.

SURRY COUNTY SENIOR SERVICES

**SURRY COUNTY HOME HEALTH AGENCY
SURRY COUNTY FRIENDS OF SENIORS**

SENIOR SERVICES is one of the area's most respected in-home care providers. Since 1967, we have been dedicated to the provision of quality in-home care. Surry County Senior Services provides Information and Referral Services, Home Health Services, the Community Alternatives Program (CAP), the Chore/Respite Program, Personal Care Services, the Family Caregiver Support Program, and the Faith in Action Program.

SURRY COUNTY HOME HEALTH AGENCY

Home Health provides a wide range of services to help individuals of all ages who need short-term rehabilitative care or long-term maintenance care. Home Health services are designed to assist patients who are in need of health care to live independently at home. The staff is committed to helping our patients maintain a high level of physical and emotional well being within the comfort of their own home. Home Health services include: skilled nursing, physical, occupational, and speech therapy; medical social work; home health aides; nutrition; and medical supplies. Home Health is accredited by the Accreditation Commission for Health Care; Medicare and Medicaid certified; and licensed by the NC Division of Facility Services.



SURRY COUNTY FRIENDS OF SENIORS

As the lead agency for the Community Alternatives Program (CAP) for disabled adults and children, this service offers home care as an alternative to nursing home placement. Medicaid-eligible, nursing-home level patients are able to remain in their own home with the following services: case management; in-home aide services; telephone alert; durable medical equipment; medical supplies; home mobility aides; and nutritional supplements.

CHORE/RESPITE PROGRAM

The Chore/Respite Program is funded by a Home and Community Care Block Grant. Services are available to all senior citizens age 60 and older who may need assistance with personal care or home management tasks. Services may include: light housekeeping, shopping, preparing meals, bathing and grooming. Respite care is available in order to provide a caregiver with much needed personal time.

PERSONAL CARE SERVICES

Personal Care Services are available to patients that need assistance with personal care and activities of daily living. A wide range of services may be provided, including: assistance with bathing, dressing, and grooming; assistance with ambulation; meal preparation; light housekeeping; and shopping.

FAMILY CAREGIVER SUPPORT PROGRAM

The Family Caregiver Support Program provides respite care for caregivers through a consumer driven voucher program.

FAITH IN ACTION PROGRAM

The Faith in Action Program is a faith based community effort to assist the elderly and disabled with some of their unmet needs. Services may include: assurance phone calls; respite care; shopping and errands; light housekeeping; meal preparation; yard work; minor home repair; and transportation to doctor appointments.

MEDICATION ASSISTANCE PROGRAM

The purpose of the Medication Assistance Program is to assist seniors and low-income individuals in evaluating, applying for, and completing prescription assistance applications. The Medication Assistance Program also offers assistance with Medicare Part D prescription drug plan enrollment.

AGING AND DISABILITY RESOURCE CONNECTION

The ADRC was created to provide a single, coordinated system of information and access for any person seeking long-term support. The purpose is to minimize confusion, enhance individual choices, and support informed decision-making as it relates to care.

The program is designed to help with the many aspects of life. Some of the services for which the program can provide assistance are: obtaining medications; helping with raising grandchildren through supportive programs; paying for heating costs; gaining access to public programs, such as Medicaid, food stamps and housing.

MIGRANT HEALTH SERVICES

The MIGRANT HEALTH PROGRAM at the Surry County Health & Nutrition Center provides access to comprehensive quality health care for the temporary migrant farm workers and their dependents during their five to six month's stay in our area. A migrant is an individual whose principal employment is agriculture on a seasonal basis. He/she must establish a temporary abode for that seasonal employment. Patients receive a variety of health care services from area doctors, health departments and hospitals. Migrant farm workers and their dependents are eligible for certain health services (immunizations and communicable disease screening and treatment) at no cost at the Health Center Clinic; however, other services are based on a sliding-fee scale. Other health care providers are reimbursed at a determined formula similar to Medicaid.

ENVIRONMENTAL HEALTH SERVICES

The ENVIRONMENTAL HEALTH section offers services to both citizens and visitors of Surry County. The primary function of this section is the prevention of diseases by assuring that food and ground water consumed are safe and that the public is protected from environmental disease and contaminants. There are three major programs within Environmental Health:

* Food, Lodging and Institutional Sanitation Program — Inspections are made and sanitation ratings are

assigned four times a year at restaurants, meat markets, food stands and school lunchrooms; two times a year at institutions and bed & breakfast inns; one time a year in places of confinement, motels, school buildings, bed and breakfast homes and seasonal establishments; and daily at temporary food stands. Plans are reviewed for new establishments. Food borne outbreaks and complaints are investigated. Food handling classes are offered upon request.

* On-site Wastewater Treatment and Disposal Program — Evaluations of building sites for suitability for on-site systems, designs of new and repair systems, permitting of septic systems, and the inspection of completed installations. The division also acts as a liaison between local citizens and the Department of Environment and Natural Resources, investigates complaints, recommends and enforces corrective actions and educates the public on proper wastewater treatment and disposal.



* Water Supply Program — Inspects private water supplies upon request, collects and interprets water samples, advises on corrective actions, answers complaints and provides educational materials regarding location and protection of supplies. A small fee is charged for bacteriological water samples, chemical analysis, petroleum and pesticide samples.

ANIMAL CONTROL SECTION

The primary function of ANIMAL CONTROL is the prevention of disease by assuring that the public is protected from environmental disease spread by unvaccinated, dangerous, and/or wild animals.

* Rabies Control Program - The Animal Control Section conducts rabies vaccination clinics yearly, investigates animal bites, controls stray dogs and cats, provides educational material and rabies diagnosis services for dogs, cats and other mammals, and provides ongoing canvassing to identify and apprehend unvaccinated dogs and cats.



* The Animal Control Section maintains an animal shelter for the holding of stray and unwanted domestic animals, investigates animal bites, enforces the County Animal Nuisance Ordinance and investigates and enforces animal cruelty cases.