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EBAC's Feature Employee of Month

Reginald Stewart

We are proud to shine the spotlight on Reggie, one of our dedicated case managers at EBAC. Since joining our team in December 2022, Reggie's journey has been nothing short of remarkable. His unwavering commitment to our patients and his outstanding contributions to our organization deserve recognition. He has truly exemplified what it means to be a compassionate and skilled case manager.

Some of his notable accomplishments include:

Empathy and Compassion: Reggie has demonstrated exceptional empathy and compassion in his interactions with our patients. He goes above and beyond to ensure they receive the care and support they need.

Skill Development: Since joining us, Reggie has continuously expanded his skills and knowledge. His dedication to professional growth is commendable, and it directly benefits our patients.

Team Player: Reggie is not just a great case manager; he's also a fantastic team player. His positive attitude and willingness to collaborate make him an invaluable asset to our team.

Here's what some of Reggie's colleagues have to say about him:

"Reggie's dedication to our patients is truly inspiring. He sets a high standard for all of us."

"He's not just a coworker; he's a friend. Reggie's support and teamwork make our workplace better every day."

"He interacts with patients in such a good way and many people are asking for him now".

"I just saw him give that "brother" hug to a patient and it made me smile".

Reggie, your hard work and genuine care for our patients have not gone unnoticed. We are privileged to have you as a vital member of our team. Your dedication to our mission is deeply appreciated, and your impact on our patients' lives is immeasurable.

Thank you, Reggie, for your exceptional contributions, your commitment to professional growth, and your unwavering compassion. You are a shining example of what makes EBAC a special place to work.

Director's Corner

Tony Sillemon Psy.D, MBA, MSW
Director, Community Health



The Importance of Exceptional Customer Service:

The first few moments a patient encounters an EBAC staff member, our attitude and communication are crucial to their overall experience. It's imperative that we continue to create a positive impression right from the moment they step off the elevator. Here's a quick reminder of the key points to keep in mind when working with patients in a workplace:

- 1. Immediate Greeting:** When a patient exits the elevator, always greet them warmly and acknowledge their presence. A simple "Hello" or "Good [morning/afternoon]" can make a big difference.
- 2. Expedient Service:** Time is of the essence. Ensure that patients are checked in efficiently and guided to the waiting room as quickly as possible. This minimizes their wait time and reduces frustration.
- 3. Positive Attitude:** A smile and a positive attitude go a long way.
- 4. Minimize Wait Times:** Strive to keep wait times to a minimum. Communicate clearly with patients if there are delays and provide updates on their expected wait time.
- 5. Empathetic Listening:** If a patient has concerns or questions, listen attentively, and empathize with their situation. Sometimes, lending a sympathetic ear can make all the difference.
- 6. Courtesy and Respect:** Treat every patient with courtesy and respect, regardless of the circumstances. This helps create a safe and welcoming environment.

Remember, our approach can significantly impact a patient's perception of their visit. By following these guidelines, we enhance the experience they have with us.

We at EBAC will continue to do our part and ensure that every patient feels valued and cared for right from the moment they step off the elevator.

Thank you to our staff for your dedication to exceptional customer service.

Director, Community Health

2023 United States Conference on HIV/AIDS (USCHA):

EBAC participated in the 2023 United States Conference on HIV/AIDS (USCHA), September 5 - 9 at the Marriott Marquis and Courtyard by Marriott Washington Downtown/Convention Center Hotels in Washington, DC, with the theme "A Love Letter to Black Women," which focused on celebrating and honoring Black women (cis and trans) in the context of HIV/AIDS. The conference featured a wide range of topics, including:



Tony, Juriz, Dandy

- 1. Activism and Advocacy:** Highlighting the contributions of Black women activists and advocates in the fight against HIV/AIDS.
- 2. Women Living with HIV:** Sharing the experiences and stories of Black women living with HIV to raise awareness and promote support.
- 3. National Advocacy:** Discussing federal policies, initiatives, and programs aimed at addressing HIV/AIDS in Black communities.
- 4. Community Voices:** Amplifying the voices of Black women within the HIV/AIDS community to foster dialogue and collaboration.
- 5. Healthcare Workers:** Exploring the role of healthcare workers in providing quality care and support for Black women affected by HIV/AIDS.
- 6. Research and Innovation:** Presenting the latest research findings, innovations, and breakthroughs in HIV/AIDS prevention, treatment, and care.

Strategic Rapid ART TA meeting - Alameda County Awardees:

On Thursday 9/21/23, the EBAC Director of Community Health, attended a meeting with the Staff from Alameda County Office of HIC Care and the California Department of Public Health (CDPH). This meeting was for our Strategic Rapid ART onboarding meeting to discuss our roles and responsibilities and Alameda County Office of HIV and Prevention supporting awardees during the Strategic Rapid ART project period (e.g., obtaining eHARS numbers) and answer any questions awardees may have.

Jordan Research & Education Institute (REDI)**The Latest News from Our Research Team**

A Sutter team in action: In just nine weeks, Sutter patients across San Francisco's diverse East Bay communities were enrolled to the clinical trial involving tens of thousands of research participants. Research coordinators and nurses at ABSMC were able to administer vaccine (or placebo) efficiently and safely to 111 patients who consented to join the study.

There was a special focus on enrolling patients who were at increased risk of COVID-19 infection or illness, including older adults, people with health concerns like diabetes, heart disease or obesity, as well as patients from underserved or vulnerable communities.

With gratitude to Sutter patients: "To our honorable Sutter patients who joined this clinical trial, we are inspired by your selflessness in our fight against this worldwide crisis," says Myesha Kirk, Director, Research Operations at ABSMC. "I'm so proud to be part of an accomplishment that stems from a focus on our patients and communities, scientific innovation, limitless collaboration and leadership support."

The international, Phase 3 study known as HPTN 083, compared the effectiveness of bimonthly cabotegravir injections with oral Truvada® as PrEP to prevent HIV infection in people aged 18 years and older.

Through this study of HIV/AIDS non-infected PrEP, we're one step closer to potentially understanding the factors that are key to preventing HIV infection.

- ♥ 4,570 cis men and trans women who have sex with men are participating in the study, with 43 participating study sites across the globe
- ♥ 40 patients at Sutter Health's ABSMC and its EBAC clinic joined the study
- ♥ HPTN 083 is one of the 1st studies of its kind that actively seeks to enroll individuals from communities that are disproportionately impacted by HIV and who have been under-represented in previous PrEP research

"Without a vaccine for HIV, the more options for PrEP that we can prove are effective and safe, and make accessible to people who may benefit, the better. Cabotegravir injection will be an excellent tool to include in the PrEP toolkit, especially for people who have difficulty taking a daily oral medication as PrEP or who face stigma around HIV at home." Christopher Hall, M.D., an infectious disease specialist, former researcher, and principal investigator for HPTN 083 at ABSMC.

Results of the study were published in *The New England Journal of Medicine*.

Soon to open "An Operationally Seamless Phase 2/3 Randomized, Open-label, Multicenter, Active-Controlled Study to Evaluate the Safety and Efficacy of Bictegravir/Lenacapavir Versus Stable Baseline Regimen in Virologically Suppressed People With HIV-1 on Stable Complex Treatment Regimens" - Principal Investigator - Jeff Burack, MD - Contact Julian at 510.869.8490

Nursing Updates

Gina Tyra, BSN, RN

**HIV Medication Injection:**

Our nursing team has been diligently administering HIV medication injections, including Cabenuva, Apretude, Trogarzo & Sunlenca, to well over 100 patients. This vital service is a testament to our commitment to managing HIV care comprehensively.

Alcohol Addiction and Abuse

Treatment: Our clinical team is also excited to announce that our clinic is now offering treatment for alcohol addiction and abuse. The introduction of Vivitrol will provide invaluable support to our patients on their journey to recovery. We're pleased to be able to offer this therapy and help our community combat alcohol-related challenges.

Efficiency and Patient Care:

In our pursuit of continuous improvement, the clinic team has made strategic changes to maintain efficiency and enhance patient care. One notable change is the collaboration between our medical assistants and nurses, with medical assistants assisting in nurse triage and being able to provide Bicillin injections. This ensures that patients' questions are answered promptly, and their needs are addressed with care and efficiency.

Our clinical team is strong and committed, with six medical assistants, two nurses, and one charge nurse working cohesively to meet the healthcare needs of our community. We're proud of their dedication and the outstanding patient care they provide daily.

Mental Health Groups are Back!!

Leslie Watson

It's official!! EBAC has brought back face-to-face groups!

We know it's been a long time, and we are excited to welcome you all here with open arms! Please make sure to continue to check our website at www.ebac510.org for up-to-date groups, times, and locations.

Scan the QR Codes below for easy sign up:



QT Group



Sober Support



Grief in Common



Latinx Group

Current Groups

- ♥ **Women's Talk & Tea**
12:00 pm - 2:00 pm
3100 Summit St
10/05, 11/09
- ♥ **No Flex Zone Men's Group**
12:00 pm - 2:00 pm
3100 Summit St
10/03, 11/07

Currently Accepting Members

- ♥ **Hey, QT**
Queer & Trans community
(after hours 5-7)
Weekly Meeting
3100 Summit St
- ♥ **Sober Support**
Weekly Meeting
3100 Summit St
- ♥ **Grief In Common**
Grief Support
Weekly Meeting
3100 Summit St
- ♥ **Latinx Support**
Weekly Meeting
3100 Summit St

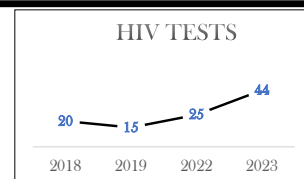
Oakland Pride 2023

What an Amazing Turnout!

Since 2010, Oakland Pride has worked on creating partnerships of strength and respect while elevating their unified mission to celebrate and support the cultures and diversity of the Lesbian, Gay, Bisexual, Transgender, and Queer+ (LGBTQ+) community in Oakland and the surrounding Bay Area.

EBAC has been part of this journey with them since 2017, and since then our numbers of participants willing to test dramatically increased as the years have gone on. This year, we tested **over 44 members of our community** and made some amazing connections with other organizations.

We at EBAC would like to thank the Office of AIDS for inviting us to join with them this year in the Health Pavilion. **Thank you!**



EBAC Pride Testing Numbers

We're Back **OUTSIDE!!**

The latest updates on EBAC's work in the community

On June 19, 1865, two years after President Abraham Lincoln emancipated enslaved African Americans, Union troops arrived in Galveston Bay, Texas with the news of their freedom. There were more than 300,000 African Americans that embraced freedom by executive decree on what has become known as Juneteenth or Freedom Day.

On June 17, 2021, President Biden signed legislation making Juneteenth a U.S. Federal holiday after Congress passed The Juneteenth National Independence Day Act that same month. This makes Juneteenth the first federal holiday established since Martin Luther King Jr.

It was not till September 13, 2022, when Assemblymember Reggie Jones-Sawyer, of Los Angeles authorized the AB 1655 bill that established Juneteenth a day that celebrates the end of slavery in the U.S. as a state holiday.

Gov Gavin Newsom shortly signed the measure into law on September 29, 2022, making June 19, 2023, the first time it went into effect.

Since 2015 EBAC had the privilege in joining Oakland's Juneteenth celebration. But this year we not only continued this tradition in 2023 we added additional resources for community members, completed 21 Rapid HIV tests, and with the help of our director Tony Sillemo completed our first staff awareness celebration.

Our staff celebration was facilitated at three Sutter locations: Ashby, Summit, and Herrick campuses. Our staff handed out cookies with facts about Juneteenth, celebration swag, and water bottles with quotes from African American historical figures. It was a great experience being able to meet staff members from other Sutter locations that stopped by, as well as provide educational information to patients & community members that visited each of our sections.



Rapid Testing Events

Jesse Mora

Outreach HIV testing helps reduce the stigma around HIV testing and knowing one's status. It also helps increase HIV testing among priority populations and promotes outpatient services for those who test positive.

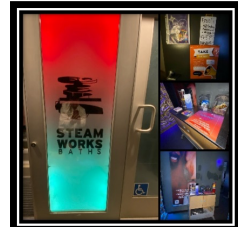
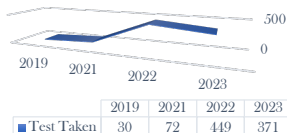
Our prevention team has been doing rapid community testing for over 4 years. Over the years, we have advanced from having one EBAC testing employee at a single location to now having four EBAC testing employees and attending six venues multiple times a month.

Last year was one of our highest reported years of 440 test completed for 2022. As of September 2023, we have already reached 371 tests--and it continues to increase as our prevention team works hard at spreading the word!

Have you been tested recently? If not, please come visit us at EBAC or one of the following locations below.

- ♥ First Friday (Oct 6)
- ♥ UC Berkeley (Oct 10)
- ♥ Alameda Pride Fest (Oct 14)
- ♥ Que RICO! (Oct 20)
- ♥ Steamworks (Oct 14, 22, 28)
- ♥ PrEP/PEP Workshops (Oct 24 & 26)

Rapid Test Taken



From EBAC's Medical Directors

Michele Tang, MD & Jeff Burack MD



Hello EBAC Community, it's Fall Vaccine Time!

FLU VACCINES: Available at EBAC or your local pharmacy now!

We recommend that all patients receive one yearly (unless you have a history of an allergy or adverse reaction). Flu viruses are constantly changing, so every year the vaccine makers try their best to predict what strains of flu will be circulating in the coming year. Fall is usually a good time to get a flu vaccine, though if you haven't gotten one by winter or spring your Provider may still recommend that you receive one. Preliminary estimates show that last season, people who were vaccinated against flu were about 40% to 70% less likely to be hospitalized because of flu illness or related complications

COVID VACCINES: Coming soon to EBAC, and available at many retail pharmacies now!

We know that COVID is continuing to evolve into different strains. The new monovalent COVID vaccine provides better coverage for the viral strains that are circulating now, so please get this vaccine even if you've already had the previous versions of the COVID vaccine.

And remember, we have great medications to treat COVID now including Paxlovid, which can decrease the risk of hospitalization and death from COVID in high risk individuals by 89%. If you get cold or flu-like symptoms that could be COVID, please test yourself for COVID right away. If your COVID test is positive, please call us or another healthcare provider to see if you are eligible for Paxlovid. Paxlovid should be given within 5 days of when symptoms started.

RSV VACCINE (Abrysvo): Available at EBAC or your local pharmacy now!

RSV (Respiratory Syncytial Virus) is a major cause of flu-like illness and viral pneumonia. Children, the elderly, and immunocompromised individuals are especially at risk. The FDA and CDC have now recommended a new RSV vaccine (Abrysvo) for adults 60 years and older, and pregnant women.

MPOX Vaccine (Jynneos): MPOX (formerly known as monkeypox) is a viral disease that causes flu-like symptoms and a painful rash. It's primarily spread by close skin to skin contact. There was an outbreak last year where members of the LGBTQ+ community were most heavily affected. This year we've seen much less MPOX, but it's still circulating at low levels within the community. It is recommended if you are sexually active (especially with multiple partners), or HIV positive, however now there is enough vaccine supply that anyone who wants it can receive it. Remember that you need 2 doses of the vaccine (1 month apart) for maximal protection!

Please talk to your Provider about getting vaccinated, protect yourself, and **BE WELL!**



Mental Health Awareness

October is National Depression Education & Awareness Month, dedicated to providing accurate information about depression and raising awareness for the condition. October is also known as National Depression & Mental Health Screening Month.

October 6th is National Depression Screening Day, dedicated to raising awareness for depression & helping individuals identify symptoms in themselves through screening, which can be done in person with your current PCP.

If you have any of these or feel you need extra support, please contact your primary care provider, or contact our social workers at EBAC.

Possible signs of depression may include the following:

- ♥ A loss of interest in previously enjoyed activities
- ♥ Feeling of worthlessness or hopelessness
- ♥ Isolation from others
- ♥ A persistent low mood
- ♥ Irritability
- ♥ Difficulty caring for your hygiene needs
- ♥ Apathy or numbness
- ♥ Changes in sleep patterns
- ♥ Changes in appetite

3100 Summit St; 2nd Floor
Oakland, CA 94609
(510) 655-4000

HIV Testing and PrEP

Kentaro Kaneko, NP

The Connections Clinic, through EBAC, aims at bringing the East Bay closer together by implementing tools recommended by the Center for Disease Control (CDC)—such as High Impact Prevention (HIP) and via HIV/sexual education workshops throughout Alameda County. These tools, incorporated in our outreach and prevention methods, are helping us expand our community limits by giving us access to marginalized communities such as persons of color within the LGBTQ+ community. We, at EBAC, are spearheading innovative ways to reach our priority groups by meeting them “where they are at” all while representing EBAC throughout the East Bay and social media platforms.

In September, we hardworkingly crushed our HIV testing goal by performing over 100 rapid HIV tests during various local events—including Oakland Pridefest.

This coming October, we will be testing at Alameda Pride event, First Friday in Oakland, Que Rico night club, UC Berkeley, and Steamworks in Berkeley. We are also extremely excited to facilitate two Prep Workshops this month for our surrounding college student community in Alameda County.



HIV Primary Care & Sexual Health Services for folks 18-29

3100 Summit Street, 2nd floor OAKLAND, CA 510.921.6680
www.ebac510.org

Downtown Youth Clinic

Ryan Orihood, ACSW

HIV transmission remains high among young people, despite a global decline in new cases. For young people, being able to access reliable resources remains challenging in preventing the spread among youth.

At EBAC, we are so excited to partner with our young people ages 18-29 in HIV prevention and treatment. The earlier HIV is diagnosed and treated, the quicker someone can become undetectable—and unable to transmit it to others.

To protect their health, youth can:

- **Know how HIV is transmitted.** The Center for Disease Control (CDC) has [reliable information on this topic](#).
- **Test for HIV.** Find a [testing location](#) or community event that offers HIV testing. Many tests are rapid and give results in 20 minutes.
- If the test is positive, **get treatment to become undetectable.** Today’s treatments are simple and effective at stopping the spread.

If the test is negative, **get on PrEP.** EBAC can connect youth to free or low-cost PrEP options.

ABOUT

The DYC was created to meet the sexual health needs of youth in the East Bay. The DYC is staffed by a youth social worker, a peer advocate, an outreach/retention coordinator & clinical supervisor. Our team reflects the diverse community we serve.

WHAT

- Primary Care for People Living with HIV 18-29.
- STD/STI Routine Screening & Treatment
- Social Worker Support
- Gender Affirming Hormone Therapy for Trans* & GNC identifying patients

- Benefits Counseling
- Peer Advocate Support
- Support Group

To get PrEP, call our Prevention Hotline at [\(510\) 501-3724](tel:5105013724)