



VETERANS'

WELLNESS

RECOVERY

PROGRAM

HANDBOOK

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WELCOME, THIS IS YOUR JOURNEY!

On behalf of the Daytona Beach Veterans Wellness Recovery Program (PRRC) family, we would like to welcome you on your continuing journey of recovery. We are here to support your efforts in achieving your goals. We are open Monday through Friday from 8:00 a.m. to 4:30 p.m., except Federal Holidays and the first Tuesday of the month when we open at 1:00 p.m. Our programming generally runs from 8:00am to 2:00pm and is designed to challenge you to grow as a person. We also provide opportunities for evening outings on Wednesdays. While here, you will learn many things that will improve your physical/mental health, relationships with others in the community, and feelings about yourself.

VISION

“We envision a future when everyone with a mental illness will recover ...a future when everyone with a mental illness at any stage of life has access to effective psychiatric rehabilitation and support – essentials for living, working, learning and participating fully in the community.” Presidents’ New Freedom Commission on Mental Health – Final Report (2003).

To achieve this vision, we will provide various activities that will enhance your skills and abilities. It is our hope that you will achieve a more meaningful and fulfilled life (which is defined by you.) We want the PRRC to be a place that you will choose to fulfill your recovery goals.

Recovery can mean something different to everyone. One person might view recovery as going back to work or volunteering. Someone else may see it as being without symptoms and finding joy in just being alive. Another might reconnect with friends and family. The point is for you to define what recovery is in your life, while we support those efforts.

GOALS

Here are some of the overall goals that we have identified for veterans attending the program. We hope you will:

1. Have better relationships with others (i.e., family, friends, etc.).
2. Develop healthy ways to feel better overall.
3. Learn the skills necessary for you to live independently.
4. Become more involved in the community.
5. Participate in fun, recreational/leisure activities that bring joy to your life.

PHILOSOPHY/PRINCIPLES OF RECOVERY

Everyone has values. For some, being honest is important, for others, working and taking care of family is essential. Here are some of the values that we believe are vital for this program:

1. You have the ability to learn and grow as a person.
2. You have the right to be treated with dignity and respect.
3. Your feedback to us is important and necessary for the program to grow.
4. People learn best in a safe and supportive environment.
5. You have the right to make choices that are important to you.
6. You are personally responsible for your decisions and how your life turns out.

We have found that the following areas are important to an individual's ongoing recovery from mental illness:

1. Hope
2. Personal Responsibility
3. Self-Advocacy
4. Proper use of medications
5. Good healthcare practices
6. Peer/Community support

PROGRAM GUIDELINES/SAFETY

Every family has guidelines for members to be aware of and follow. Here are some the most important ones for our PRRC family.

1. Keep this place SAFE! That means no verbal/physical abuse, inappropriate touching, bullying, coming to the program intoxicated, trying to extort money from others, or anything that hurts another person's chance for recovery.
2. To maintain a safe environment for veterans, staff and visitors, we need your help. Behavior that is disruptive, threatening or violent will not be accepted and should be reported to us immediately. Examples of such behavior are:
 - a. Verbal abuse includes the following:
 - Name calling
 - Putting another person down
 - Cursing at another person
 - Racist or demeaning remarks
 - Verbal threats
 - b. Physical abuse includes the following:
 - Hitting
 - Biting
 - Pushing
 - Shoving
 - Inappropriate touching
 - Physically threatening
 - Any use of a weapon to injure, threaten, or intimidate
 - c. Other behaviors/actions that could be subject to discipline include:
 - Extortion
 - Buying/selling drugs/medications
 - Coming to the program intoxicated/under the influence
 - Repeatedly asking group members for money (other items), etc.

Once identified, we will take corrective action (as necessary) to insure the safety of everyone that comes to the program. This might include: A discussion with you on rules of conduct, talking with the people involved to work things out, time outs from groups/activities, suspension from the program, and discharge from the program. Of course, our goal is to work with everyone to resolve conflicts peacefully. We need and expect your help in doing so. If it comes to the point of a suspension/discharge, we will work with you to make sure you get ongoing care while gone, and talk about the steps you need to take to come back. Prior to your return to full time attendance at the program, we will meet with you to talk about what

happened. We want to hear from you about how we can all work together to prevent further incidents from happening.

3. We also want to keep the area clean and safe. Please let us know of any safety concerns, (such as slippery floors, blocked doorways, issues with the building, lighting problems, etc.) We will address any concerns as soon as possible. If not, please know that you can contact our supervisor, the DBMSC Safety Officer, the Patient Representative, or the Joint Commission. The numbers are listed at the end of this handbook.

4. Maintain confidentiality of all participants in the program. Please do not discuss who is here or anything that is discussed here when you are outside the group. Doing so discourages the willingness to share that is necessary for a supportive and trusting group.

5. Smoke in designated areas only. The PRRC is a smoke-free facility. Staff, visitors, volunteers and Veterans may not smoke anywhere indoors or within any exits or entranceways, including government vehicles. Dispose of your butts in designated containers. Please be considerate of non-smokers.

6. Participate in groups/activities.

7. Cell phones and pagers are to be turned **off** or on “**vibrate**” while at the program.

8. Alcoholic beverages, illegal drugs, firearms, ammunition, knives, and other weapons are not permitted on this or any Federal Government property. These items will be confiscated by PRRC staff and reported to the VA Police.

MEDICATIONS

You are responsible for your medications at all times while at the program. Please keep all medications in approved medication containers, and keep them on your person or locked in your locker while here. Do not leave any medications overnight or store them in the refrigerators. Also, if you give yourself injections, please bring your own disposal device for the needles and take them home with you to throw them away. Never throw a needle into a trash can at the program, or anywhere else. Thanks.

EMERGENCY SITUATIONS

Although we hope that there will be no emergency situations, we need to be prepared. Some situations that may occur while you are at the program could involve natural disasters (i.e. hurricane, flood, etc.), bomb threats, fire, or medical emergencies. The most important thing is to **remain calm**. Here is a list of the procedures to follow should one of these situations arise:

1. Listen to staff and follow their instructions
2. Exit the building using the closest door
3. Meet in designated area (east side of building), roll call will be taken!

STAFF

When you enter the program you will be assigned a Recovery Coach, who will work with you to identify your goals, the steps you need to take to reach those goals, and the resources you will need. You are the expert about you, your life, your goals, your needs, and your strengths. Your team coordinator will help you match those goals and needs with the services available to help you reach them. We are dedicated to supporting you on your road to recovery. Here are some of the specifics that each one of us does here:

Licensed Clinical Social Worker/Program Director is responsible for overall clinical functioning and supervision of assigned mental health professionals. The Clinical Social Worker provides a full range of psychosocial services for individuals, groups and families as needed. He/She is available for consultation regarding matters of finance, housing, family matters, and other social problems. He/She explains and arranges to have Advance Directives completed as needed. He/She coordinates matters related to PRRC with the staff at the DBMSC as needed. He/She also provides psychotherapy as needed for groups, individuals, families and couples.

Recreation Therapist plans, develops and coordinates recreational programs and other activities for the PRRC veterans. These activities may include creative arts, adaptive sports, social events, movies, leisure education, counseling, social skills training, community activities, off-station trips, spectator events, and special events. He/She coordinates volunteer activities with the Chief of Voluntary Service and provides community outreach to local service organizations. He/She supervises and coordinates the use of Recreation Therapy Interns.

Psychology Technician conducts psycho-educational groups, social skills groups, supportive individual/marital/family counseling and supportive group counseling on an as-needed basis. He/She may conduct psychological testing under the supervision of the mental health clinic psychologists as needed. He/She is also available for consultation with other staff members.

Psychologist provides group, individual, family and couples psychotherapy to veteran participants. The Psychologist conducts assessments and treatment planning. The Psychologist conducts psycho-educational groups as needed.

Peer Support Specialists model the recovery process for veterans in the PRRC. They conduct psycho educational and support groups that support a veteran's recovery. They serve as a mentor to veterans in recovery. They provide advocacy to veterans as needed and requested. They assist with recovery/treatment planning and goal development.

Nurse provides psycho education related to veteran's ongoing wellness and health. The nurse will conduct wellness programming as indicated. The Nurse will also provide education on medication management, and assist veterans as needed in organizing medications and improving compliance. The Nurse will also advise clinic Medical Staff of any medical issues interfering with veteran's treatment, including side effects of medications.

VETERAN'S RIGHTS & RESPONSIBILITIES:

We believe that mental health treatment should not be something done to you but with you. You are the most important part of your recovery and our job is to support you. We have the Veterans Health Administration Patient Rights and Responsibilities posted in the main program area and we will be glad to answer any questions you may have about them. Below are your personal rights and responsibilities while in this program:

CONFIDENTIALITY

I have the right to privacy and to know that my actions, thoughts and feelings will not be disclosed to any other person by any group member (except in the case of clear and compelling legal statute or professional code of ethics).

I have the responsibility not to disclose information about any group member with anyone outside of this group and not to “triangulate” or gossip about any group member with any other group member, nor to bring anyone to program functions without prior invitation.

THE RIGHT TO KNOW THE RULES AND RESPONSIBILITIES OF GROUP MEMBERSHIP

I have the right to know the rules, rights, and responsibilities of being a member of the group. I have the responsibility to seek information or clarification concerning the rules, rights, and responsibilities of being a group member.

FREEDOM FROM PHYSICAL OR EMOTIONAL HARM

I have the right to be free from physical and emotional abuse from any group member. I have the responsibility to treat myself and other group members with compassion, respect, and dignity.

FREEDOM FROM HUMILIATION

I have the right to be treated with dignity, as an individual, with compassion and respect, with reasonable protection from harm and with appropriate privacy and confidentiality. I have the responsibility to afford other members of the program the same respect and dignity I want for myself. I will treat others as I want to be treated.

IMPARTIAL ACCESS TO TREATMENT

I have the right to impartial access to treatment which is available or medically indicated, as eligibility allows, regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression. I have the responsibility to ensure I respect everyone’s right to access treatment and services, and to support and value their recovery process, regardless of their age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

FREEDOM TO BE VISIBLE

I have the right to be seen and heard by each group member. I have the responsibility to see and hear each group member and not scapegoat, isolate, or rescue any group member.

FREEDOM TO PARTICIPATE

I have the right to participate in any group exercise or activity. I have the responsibility to follow directions and seek clarity when I am uncertain as to what is being asked of me.

FREEDOM TO INACTION

I have the right to decline to participate in any group exercise, activity, or role. When declining to participate, I have the responsibility to state my reasons for declining and to offer alternative exercises, activities or roles.

FREEDOM OF ACCESS TO ROLES

I have the right to have access to any role in the group. I have the responsibility to seek with patience and persistence any role that I desire.

FREEDOM OF EXPERIMENTATION

I have the right to be unclear, uncertain, make mistakes and use this group as a learning laboratory.

I have the responsibility to speak with passion and compassion, to act rather than react, and to work towards resolving rather than escalating conflicts and misunderstandings.

If you have a request for special accommodations, please speak with your Recovery Coach and he/she will bring the issue to the PRRC Staff Meeting for review/determination based on organizational policy.

CULTURAL ACCEPTANCE

Many veterans attend this program, and all bring their unique experiences of the world with them. Whether someone is male or female, from a different ethnic background, have different religious/spiritual beliefs, different sexual orientations, or of a different race, it is important that we accept and respect everyone, whether we agree with their beliefs or not. No one is to be treated with disrespect, nor is anyone to try and impose their beliefs on another veteran in this program.

FAMILY INVOLVEMENT

The use of family and community supports is important to recovery. These can include friends, spiritual resources (i.e., church, synagogue, mosque, etc.), and organizations such as the Mental Health Association, YMCA, DAV, etc. We encourage and support you involving anyone in your life who you feel supports your recovery. Family and friends can support your recovery by going to support groups, meeting with staff, and learning about mental illness. We offer Support and Family Education (SAFE) group on the 1st and 3rd Thursdays of every month.

HANDLING GRIEVANCES/CONCERNS

What do you do if you don't agree with us about something? We would like you to take the following steps:

1. Speak with the person(s) involved and express your concerns or get clarification.
2. Complete formal complaint form (provided by the Program Support Assistant) and/or bring up your concern in focus group/town hall meeting.
3. Meet with team coordinator or the entire staff as necessary.
4. Meet with the DBMSC Chief of Mental Health or the DBMSC Social Work Supervisor.
5. Meet with the DBMSC Patient Representative.
6. Meet with the DBMSC Administration.
7. Pursue other alternatives as necessary (i.e. IG, Congressional Representative, etc.)

It is our goal to resolve the issue in the best interest of everyone involved, including the veteran, other program participants, and the program as a whole. We encourage and support personal advocacy and personal responsibility at all times. If you want a decision in writing about your concern, please tell us and we will ensure you get it. We will make every attempt to resolve any issue within 5 working days, and if unable to do so, will keep you informed of the status of the issue.

Please know that you will not be treated any differently here for expressing your concern, and it will not change your standing in the program at all. If you are concerned about this, please talk to us about it.

Should you have any concerns about safety at the program and have not been able to resolve them using the steps above, please contact The Joint Commission at 1-800-994-6610.

FEEDBACK

Your feedback is important to us. We do a survey every year, and it is anonymous. Please tell us how we are doing and what we can do better during the survey. You can also tell us any time, during focus groups, submit a suggestion in the suggestion box located in the front lobby, talk about it at the Veterans Council meeting, or bring it up in a group. We are constantly looking for ways to improve the program and take veteran input very seriously. Ultimately, as a veteran in the PRRC, this is your program.

CONFIDENTIALITY

Maintaining a person's confidentiality is very important to all of us. A person needs to feel safe, and that what he/she shares in groups will not be spread all over town. Each person here is responsible for maintaining each other's confidentiality. For these reasons family members, friends, etc. are not allowed to participate in outings or wait in building areas, unless invited to specific functions or appointments/groups (i.e. family therapy, SAFE group).

It is important though, to realize there are times when, to protect others, confidentiality has to be broken. The following are such times:

1. You tell us you are going to kill yourself or someone else. We are required to take steps to protect you and others.
2. You tell us you are abusing children or adults.

Baker Act: Maybe at some point in your life you shared some struggle, such as thinking of harming or killing yourself, and because of that you ended up being put in the hospital against your will. Here at the PRRC, we would rather talk about what is going on in your life and brainstorm some healthy ways to cope with it. We never want anyone to resort to suicide or homicide, and we don't want anyone to go in the hospital against their will. We want to cooperate with you to ensure your safety without having to resort to hospitalization. You can help us by being honest, staying involved, and working with us to keep you safe. Keep in mind, that to ensure your safety a hospitalization may be necessary.

RECOVERY-TREATMENT PLANNING

The recovery-treatment plan is developed by you, your Recovery Coach, and anyone else you deem important, within 14 days of starting the active phase of the program.

The recovery-treatment plan consists of your strengths, needs, abilities and preferences; barriers to recovery; goals/objectives; interventions/methods for achieving the objectives; other people you feel are important and supportive; a time frame for achieving objective; transition information; and family involvement.

The plan is reviewed and evaluated as often as you feel it is necessary or every 6 months. Progress reviews will also be completed to check on your progress and make adjustments to the recovery treatment plan as necessary.

Throughout your recovery, your families, or your support system are encouraged to actively participate in the recovery-treatment planning process. You will be given the option to involve family members/significant others deemed important to your recovery.

You will be provided a printed copy of the completed recovery-treatment plan.

ATTENDANCE

Recovery takes effort, discipline and personal responsibility. Attending the groups/activities and individual sessions identified on your treatment plan is ultimately your responsibility, as is your recovery. If you don't attend, your recovery coach will discuss this with you in the hopes of resolving any issues. Lack of attendance can result in being discharged to services that better meet your needs.

RECREATION THERAPY PROGRAMMING

The mission of recreation therapy programming is to assist you in living a higher quality, more fulfilling, and more independent life. Recreation programming may consist of games, exercises, social outings, leisure awareness activities, or other events that will foster an awareness of how recreation therapy can enhance your life. All recreational groups are designed to educate you about the importance of leisure for your physical, emotional, and psychological well-being.

Recreational activities can assist you in readjusting to the community and enable you to use your leisure time more constructively. Outings are utilized to provide a chance for you to improve social skills and to be able to reenter community setting with less anxiety or fear. Your decision to participate in activities is your responsibility. If you are unsure of an activity and its effect on your health, please check with staff or your healthcare provider prior to engaging in the activity. You are encouraged to wear clothing and shoes that are comfortable and appropriate for the weather and location of the outing. We encourage you to use good judgment and personal responsibility when participating in a recreational activity/outing, such as taking rest breaks, using sunscreen, or applying bug spray, etc., as needed.

VETERANS WELLNESS RECOVERY PROGRAM PHASES

TRIAL PERIOD	RECOVERY PRACTICE	GRADUATION
Timeline: 0-1 month. -Determine if the program is the right fit Pre-contemplation to Contemplation	Timeline: Based on individual needs -Begin process of learning which groups/activities best support recovery goals -Learning and practicing the skills involved in supporting your recovery progress	Timeline: You are done! -Leaving the program to live life! -Maintaining progress, continuing to apply new skills, continuing to learn new skills as necessary Action to Maintenance

	Preparation to Action	
VETERANS ROLE	VETERANS ROLE	VETERANS ROLE
<ul style="list-style-type: none"> -Try as many groups/activities as possible -Connect with other veterans in the program -Discuss any concerns with program staff -Work with assigned mentor 	<ul style="list-style-type: none"> -Work with team coordinator to complete initial assessment -Work with team coordinator to develop recovery/treatment plan goals -Take personal responsibility for recovery -Work to accomplish your goals -Learn new skills and practice them -Become involved in the community/natural supports -Mentor new veterans coming into the program -Take on roles in the program that challenge you, like being an officer in the council, helping with the newsletter, being on committees -Maintain a safe environment for everyone 	<ul style="list-style-type: none"> -Maintain recovery -Continue to develop and practice skills -Take risks and face challenges -Be active in the community -Use natural supports
STAFF ROLE	STAFF ROLE	STAFF ROLE
<ul style="list-style-type: none"> -Provide veteran with welcome packet -Answer any of your questions -Provide support and encouragement 	<ul style="list-style-type: none"> -Be supportive and encouraging -Complete initial assessment -Assist you with developing recovery/treatment plan -Maintain safe environment that promotes learning -Teach new skills -Provide encouragement to face challenges 	<ul style="list-style-type: none"> -Encourage you to go live!! -Remind you of your progress

ADMINISTRATIVE DISCHARGE

Although very rare, there may be times when someone is no longer allowed to attend the program. Below is a list of some but not all of the reasons why this may occur:

- Violating the rights of another member or staff
- Threatening the safety of another member or staff
- Gross disregard for program rules (i.e. not attending)
- Not pursuing recovery goals
- Lack of attendance

If this occurs, we will make every effort to work through the situation, however, keep in mind that a violation of the above could result in suspension or discharge from the program.

RESTRAINTS

We do **not** use restraints here, period.

VETERANS' COUNCIL

The Veteran Council/Government is a recovery tool to assist individuals with learning/developing skills in order to achieve their recovery goals. Meetings provide a forum for veterans to share information, raise concerns, make suggestions, and provide feedback to one another. The veterans elect a President, Vice President, Secretary, Treasurer, Sergeant-at-Arms and Special Events Coordinator for one year terms per office. A person can serve twice on the council in a different office. This provides a chance for all members to hold office and have the opportunity to learn new skills. The President runs the meeting. PRRC staff members are present as members of the community and to assist with the discussions and clarify rules and information. Staff listens to suggestions/recommendations from the meetings and incorporates them when they are consistent with recovery principles and goals of the program.

ADVANCE DIRECTIVES

You have the right to determine which treatment options you will accept or decline, including withholding or withdrawal of life-sustaining treatments. You have the right to execute an advance directive to guide your care should you lose decision-making capacity. You are not required to execute an advance directive as a condition of receiving care. You can also make Mental Health Advance Directives.

If you are interested in receiving more information on Medical/Mental Health Advance Directives or would like to complete Advance Directive documents, please speak with your Recovery Coach.

PAYMENT/FINANCIAL PROCEDURES

For most veterans attending the program, there are no costs or copayments. You are required to complete a means test to determine if you will have a copayment. If you have any questions about this, please speak with one of the PRRC staff. You can also contact the enrollment section at the Main Clinic to determine if you have a co-pay.

LEAVE OF ABSENCE

If there is a time when you might have to be gone from the program for an extended period of time (like medical problems that prevent you from attending), and you still want to be a member of the program, talk to us and we might be able to arrange a leave of absence.

RECOVERY WEBSITES

www.mhrecovery.org - The Institute for Recovery and Community Integration (Recovery library, news and events, trainings)

www.dbsalliance.org - Depression and Bipolar Support Alliance (Info on mood disorders, support groups, educational materials)

www.centerforself-determination.com - Center for Self-Determination (self-determination clearinghouse, training, and technical assistance center)

www.reintegration.com - The Center for Reintegration. (This is an online resource for those persons dealing with schizophrenia and related disorders. This site provides hope and help in returning to a meaningful life that includes employment, family and friends, and independent living. You can sign up to get free magazine, Reintegration Today.)

www.ncptsd.va.gov - VA's National Center for PTSD

www.power2u.org - National Empowerment Center (News on recovery, publications)

www.nami.org - National Alliance on Mental Illness (Support for consumers and their family members, support groups, training, advocacy)

AFTER HOURS CARE

You may be thinking, "I am doing well during the day while here, but what do I do in the evenings?" First, we would like you to take the skills you learn here and practice them when you are not here. If you find that you need additional support, the following resources are available:

- NAMI (National Alliance on Mental Illness): This group has a support meeting every Wednesday from 6:30-8pm in the Easter Seals Bldg. on Dunn Ave. All veterans and family members are invited.
- Stewart-Marchman-ACT: 1-800-539-4228
- Florida Hospital (Ormond): 1-888-647-0271 / 386-676-6000
- Florida Hospital (Deland): 386-943-4522
- Halifax Hospital: 386-254-4000
- VA Crisis Hotline: 1-800-273-8255
- Telecare: 1-800-645-6895
- United Way: 211 – has a list of many resources in the community such as support groups, financial assistance, food banks, volunteer opportunities, etc.
- Another source of support is the voluntary phone list that the veterans in the program have developed. You can add your phone number to the list if you would like to be a support for someone else. You can call peers on the list to stay connected and support each other.

IMPORTANT NUMBERS

- Veterans Wellness Recovery Program: 386 763-8300
- DBMSC Administration: 386-323-7500 ext. 37542
- DBMSC Patient Advocate: 386-323-7500 ext. 37687
- The Joint Commission: 1-800-994-6610*
- Abuse/Neglect Hotline: 1-800-962-2873**
- DBMSC Safety Officer: 386-323-7500 ext. 37847
- Social Work Supervisor: 386-323-7500 ext. 37530
- Mental Health Clinic: 386-366-6700/01
- Enrollment: 386-323-7500 ext. 37761/37775
- Travel: 386-323-7500 ext. 37805/37779

*You can call this number if you have any safety concerns that you don't think are being addressed by us.

****Please tell us about any abuse or neglect that you may be experiencing so that we can help. You can also call this number to report any abuse or neglect.**

PRRC Consent to Services

I understand that I am receiving services from the PRRC and that these services may include group meetings or classes, individual meetings, evaluations, discussions, and other services. While the goal of the program is to provide me with positive benefits, I realize that discussion of some of the issues and challenges I am working to manage can lead to some distress at times during the process of recovery. I may feel worse at times during the process of recovery, but I can speak to a staff member about any distress I may experience, and I have the freedom to withdraw from the program or situation if I am uncomfortable. I also know that staff may need to assess my safety and ability to provide myself with good care. As I work toward my self-identified goals, I may take some risks with the support of staff and other persons chosen by me. I understand that the staff will help identify possible outcomes of these risks and work with me toward having the best possible outcome for the risks I choose to take. I understand that material I share is confidential within the usual limits as would be true anywhere in the VA, and I agree that material others share with me will be treated by me as confidential. Furthermore, I realize that there are PRRC behavioral expectations, and I will follow them should I want to be involved in the program. I have had them explained to me. My attendance at services provided by the PRRC demonstrates my understanding of the above and my consent to the services provided. I know that I can contact PRRC staff with any questions related to the above.