

**Chalmers P. Wylie Ambulatory Care Center
420 N. James Road, Columbus, OH 43219 (614) 257-5200**

The PRRC

(Psychosocial Rehabilitation and Recovery Center)

Life Skills Enrichment Center

Veteran Information Handbook

Updated Handbook Version- 12/8/2020

The PRRC Life Skills Enrichment Center is an outpatient Behavioral Health program dedicated to promoting Veteran mental health education, wellness, socialization and community integration for Veterans living with mental health concerns. The PRRC Program provides therapeutic psychosocial groups as well as individual coaching to Veterans as they move toward their self-chosen recovery goals. This handbook further describes the various services and classes offered in the PRRC Program.

Welcome to mental health recovery!

Table of Contents

Our Mission/Vision/Philosophy	3
Hours of Operation/Afterhours care	4
Participation and Group Attendance	4
Course Offerings/Curriculum	5
Program Phases	5-6
Loss of Privileges and Re-enrollment	7
Veterans Rights & Responsibilities	7-8
Advance Directives	9
Program Feedback & Grievance Procedures	9
PRRC Important Numbers	10
I CARE Values	11
Participation Agreement	12

Welcome to the PRRC Life Skills Enrichment Center!

You are about to take part in an important journey toward recovery, and we would like to explain how our program can help you with this process!

The PRRC Life Skills Enrichment Center helps participants gain the skills, knowledge and confidence needed to achieve his/her own self-chosen goals. Most of the PRRC programming takes place in a group setting, but also occurs individually with PRRC team members who help coach and individualize each participant's recovery plan.

Recovery is no longer a term reserved just for alcohol and drug problems. We believe that everyone with a mental illness can find meaning and purpose in their life. Above all, this program is about giving you HOPE that your life can change in a positive direction!

MISSION: To provide individualized psychosocial opportunities that will build on each Veteran's strengths, abilities, needs and preferences while providing wellness tools and encouraging community involvement in meaningful self-determined roles.

VISION: To foster a collaborative network of relationships that will affirm, challenge, and inspire Veterans toward meaningful personal recovery. We believe that everyone deserves a chance to realize their purpose in life, and be a part of their chosen community.

PHILOSOPHY: To provide a supportive learning environment for those Veterans demonstrating difficulties with community adjustment, interpersonal relations, medication, vocational and/or educational issues. The PRRC also encourages family or significant others to be involved in the Veteran's treatment through support and family education groups.

HOURS OF OPERATION: The Life Skills Enrichment Center PRRC is open 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays; however, these hours can be flexible to cover the needs of the Veteran and their families. After hours services are available on an as needed basis. PRRC Veterans may also be seen for individual sessions with PRRC staff as needed. Veterans are expected to be scheduled for routine follow-up in the Mental Health Clinic for management of medication, as well as Primary Care for medical issues.

EMERGENCY PSYCHIATRIC CARE: If a psychiatric emergency occurs during normal operating hours, Monday – Friday, 8:00 a.m. – 4:30 p.m., notify mental health or come into the walk-in clinic so that they may assist you with obtaining appropriate care or go directly to the Urgent Care Center. If the need for emergency care occurs after 4:30 p.m. Monday-Friday, or on weekends or holidays call **911**, the crisis line (**1-800-273-TALK**), 24-hour Nurse (**1-888-838-6446**) or go to the nearest emergency room. Homeless Veterans in need of help can call 1-877-4AID VET (1-877-424-3838). PLEASE NOTE: PRRC DOES NOT PRACTICE SECLUSIONS OR PSYCHIATRIC RESTRAINTS.



PARTICIPATION & GROUP ATTENDANCE: The Life Skills Enrichment Center PRRC is a recovery center that is voluntary. Your quarterly schedule is developed based on your interests and recovery treatment plan. In order to obtain maximum benefit, it is recommended that you attend at least 75% of the scheduled groups/classes. We ask that participants notify PRRC staff about absences, changes to schedule, etc. Should the participant choose to stop attending, we strongly encourage the participant to discuss this with their recovery care coordinator.

COURSE OFFERINGS: The PRRC Program offers to Veterans a menu of daily group options and he/she can choose to participate in specific classes/groups that will assist with his/her own goals. Some of the services available to Veterans in the program include:

- Social skills (SST) and other psycho-educational groups
- Individual assessment and curriculum planning linked to the recovery plan
- Illness management and recovery groups
- Health and Wellness programming
- Various DBT informed skills groups
- Cognitive Enhancement Therapy (CET)
- Problem Solving Treatment (PST)
- Peer Support services
- Individual evidence-based psychotherapy (cognitive behavioral therapy, etc.)
- Assistance and support of co-occurring substance use disorders (SMART Recovery)

PROGRAM PHASES: Under general circumstances, during the first few months to first year in the program, Veterans will pursue their recovery goals by taking classes that promote knowledge and skill building. Then, as Veterans become more confident in their skills, they might begin to take fewer PRRC classes as they start to apply these skills in a community setting related to their recovery goals.

Veterans can participate in the program as long as they need to in order to help them move toward their recovery goals, and Veterans that have graduated can return if their symptoms worsen and they need additional support. The phases are not formally set or documented for each participant, but rather serve as a guideline for Staff, Veterans, and other interested parties for what to expect in the Life Skills Enrichment Center.

Chalmers P. Wylie Ambulatory Care Center

Anticipated Program Phases in the PRRC Life Skills Enrichment Center	General guidelines based on Veteran recovery needs	Activities and progress to be expected by Veterans (Every Veteran situation is unique-no set time limits)
Sampling Phase/Orientation: pre-enrollment	Veteran starts to attend various PRRC groups based on preliminary interests	<ul style="list-style-type: none"> • PRRC Coordinator or designee completes the Intake Assessment with Veteran to determine program eligibility and interest in classes. • General orientation/ information provided to Veteran (tour group room, review PRRC handbook and schedule of classes, etc.) • Veteran begins getting to know other group participants and PRRC staff
Enrollment: Admission to PRRC program	Veteran has consistently attended at least eight PRRC classes and would like to continue with the program.	<ul style="list-style-type: none"> • Upon completion of the 8th class, Veteran is assigned a PRRC Recovery Coach (RC) • RC will begin meeting with Veteran individually for further orientation, etc. • Veteran’s psychosocial core assessment will be reviewed/ updated/ completed • Treatment Recovery Goals are further developed with Veteran in specific, measurable terms and added to his/her medical record.
Active Phase	Veteran is attending the PRRC scheduled classes consistently and meeting with Recovery Coach	<ul style="list-style-type: none"> • Veteran is actively working on recovery goals and meeting with Recovery Coach monthly to quarterly to determine progress toward goals • Veteran attending PRRC classes regularly and beginning to participate in community activities, increasing support network, etc.
Transition Phase: Discharge/ Graduation	Veteran is beginning to have less need for PRRC classes due to outside activities/interests	<ul style="list-style-type: none"> • Veteran involved in more community activities • Has accomplished or is progressing steadily toward recovery goals / attending classes less • Veteran feeling ready to Transition from program; reassured that they can return if needed

LOSS OF PRIVILEGES AND RE-ENROLLMENT IN THE PRRC:

Some behaviors that could result in removal from a group / PRRC program

- Disruptive behavior which interferes with the classes (ex: continually interrupting others or the facilitator, inappropriate or offensive comments or dress.)
- Attending class seemingly under the influence of mind-altering substances.
- Coming to the class with weapons or drugs or threatening the physical safety of others.
- Non-participation (i.e., sleeping during classes, coming late or keeping headphones on during class).

Re-enrollment in PRRC Classes. The Veteran and his/her PRRC Recovery Coach will develop a plan that identifies the problematic behavior and determine possible methods for correcting the behavior(s) or situation. If the plan is effective, the Veteran can continue to be enrolled in the PRRC. If a plan is not developed or is not successful, the Veteran may be transitioned to another, more appropriate level of care.

RIGHTS AND RESPONSIBILITIES OF PERSON SERVED:

You have the right to:

Privacy and treated with dignity as an individual, with compassion and respect, with reasonable protection from harm, and with appropriate privacy.

The PRRC staff will be familiar with and adhere to the provisions of the Federal Privacy Act and VA Veterans Clinic policy related to release of information from beneficiary records.

Confidentiality of information: Your medical record will be kept confidential unless disclosure is required or permitted by law or you consent to its release. At any time, you may request a copy of your medical records from 'Release of Information'. Veterans are encouraged to enroll in the "My HealtheVet" program.

Freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect:

Be protected from physical, sexual, psychological, and fiduciary abuse ; harassment and physical punishment; and humiliating, threatening, or exploiting actions. Sexual abuse or harassment may include any gestures, verbal or physical, that reference sexual acts or sexuality or objectify the individual sexually.

Access to pertinent information in sufficient time to facilitate decision making. All phases of treatment are explained and information is provided in treatment plan and/ or quarterly updates explaining immediate, pending, and potential future treatment needs.

Be informed about, to consent to or refusal, or expression of choice regarding the recommended treatment: This includes service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects, if applicable.

Access or referral to legal entities for appropriate representation, self-help and advocacy support services: Investigation and resolution of alleged infringement of rights. Veterans can call the OAG Consumer Protection Hotline (202) 442-9828 to report concerns.

A patient advocate is available to all PRRC participants, Monday-Friday, 8:00-4:30pm excluding holidays and may be contacted at extension 5449, 5279 or 5290.

All PRRC staff members will ensure that quality patient care is our #1 priority.

RESPONSIBILITIES OF VETERANS:

Participate in formulating, committing to and following your individual plan of care.

Openly and honestly discuss your treatment and progress with PRRC staff members.

Confidentiality is a priority. You may be sharing personal feelings, experiences, joys, success stories and problems during difficult times. What happens in the group stays in the group.

Keep appointments, arrive on time and attend all scheduled treatment modalities or notify the PRRC if unable to keep scheduled appointment.

Do not share prescribed or over-the-counter medications.

Comply with The Veterans Administration Zero Tolerance Policy for Disruptive, Threatening or Violent Behavior.

Appropriate hygiene and clean clothing/No profanity. No eating during groups.

Alcoholic beverages, illegal drugs, ammunition, knives, other weapons are not permitted in the center or taken on PRRC outings.

Cell phones and pagers are to be turned **off** or to vibrate during groups.

All tobacco products are prohibited while participating in PRRC programming this includes while traveling in government (GSA) vehicles. The Chalmers P. Wylie Veterans Outpatient Clinic is a smoke-free facility.

Please do not bring valuables. The Center is not responsible for money or other valuables that you bring to the program.

ADVANCE DIRECTIVES:

A service that the VA provides to Veterans is the opportunity to complete an Advance Directive and/or Behavioral Health Advance Directives, which are forms that helps your doctors and family members understand your wishes about healthcare and psychiatric care. Within the VA system, Social Workers are able to assist you in executing these legal documents, and you, as a member of PRRC, have the option to meet with the program's social worker to complete this if you so choose. Feel free to discuss this with your individual Recovery Coach or any PRRC staff member, who will assist you with scheduling an appointment.

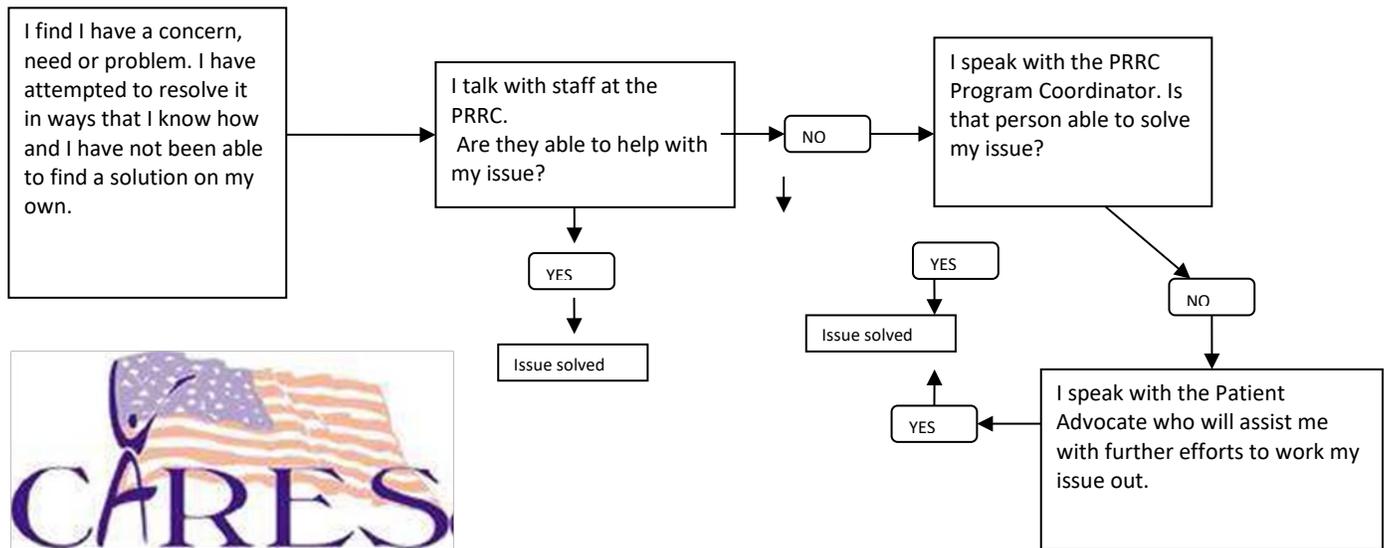
GIVE US FEEDBACK:

The Psychosocial Rehabilitation and Recovery Center is committed to continually improving our program to better serve your needs. Our quarterly schedule changes based on your direct feedback and/or as new programming become available. Please tell us what works for you and what doesn't work so we can make improvements. If you wish to be anonymous, you may submit a comment in the PRRC suggestion box in the PRRC group room 1A028. You can also give feedback during our daily community meeting, quarterly focus groups, and of course, if you are comfortable doing so, you can always give feedback directly to any PRRC staff member.

On occasion, we are asked to present a summary of feedback from Veterans in the program to the Chalmers P Wylie Ambulatory Care Center, CARF (an accrediting agency) and/or other agencies. Please note that your name and personal information will remain confidential. Any data presented about PRRC participants will be a summary and not about any individual in particular.

GRIEVANCE PROCEDURES: We are committed to providing the highest quality care and hope you will be satisfied with services provided by the Psychosocial Rehabilitation & Recovery Center. Veterans may file a grievance/ dissatisfaction comment related to any part of their treatment, program, or staff. **A Veteran will not be denied services or retaliated against in any way**, as a result of making a grievance against a staff member.

For reporting a concern, Veterans can contact a PRRC staff member and/or PRRC coordinator to see if he/she can resolve the issue. If the PRRC staff member cannot help or does not satisfy your concern, Veterans can request to speak with a patient advocate.

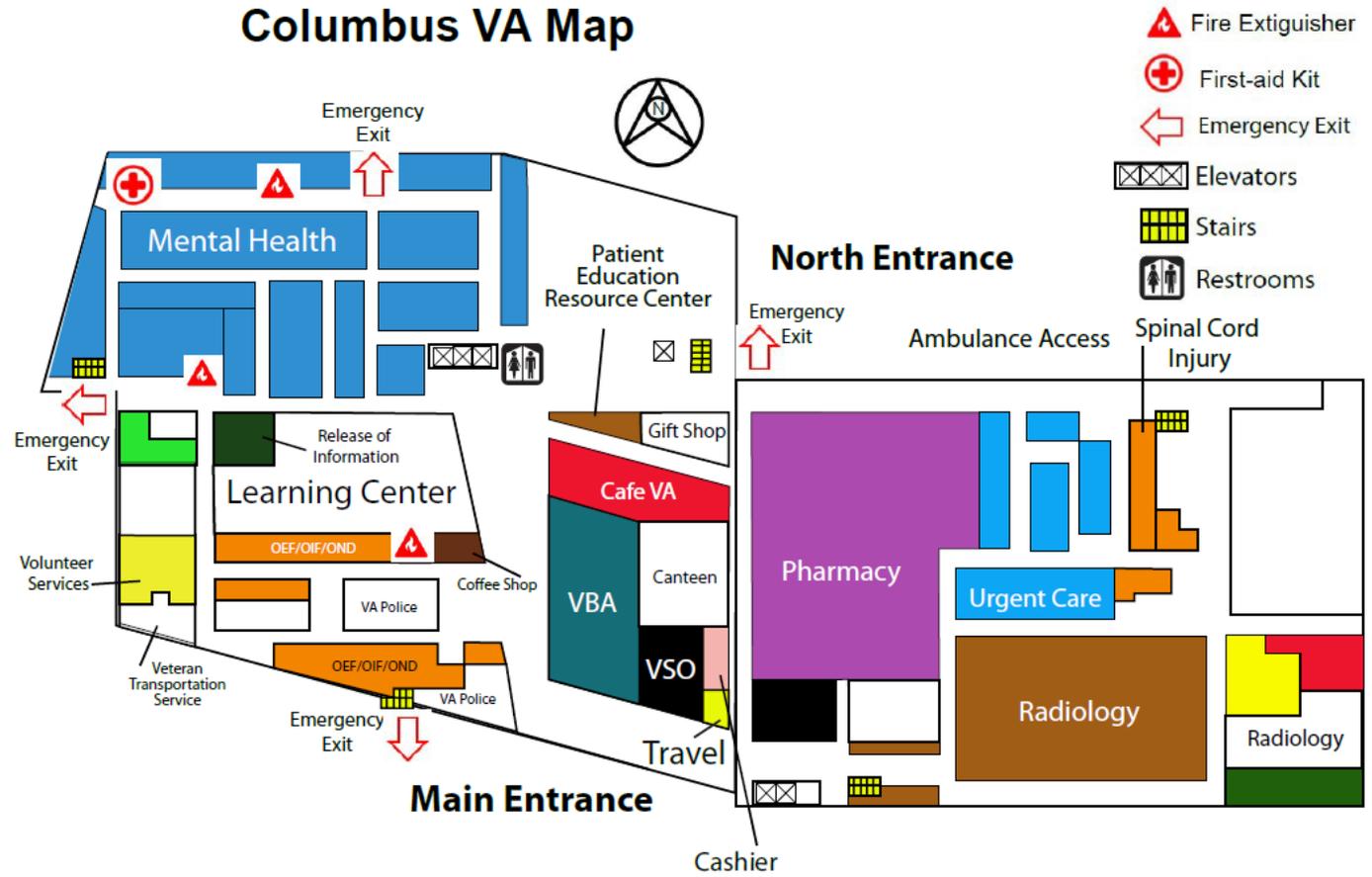


PRRC STAFF: Psychosocial Rehabilitation and Recovery Center services are provided by an interdisciplinary team approach and follow the recovery model of mental health care. PRRC staff members also consult with other programs such as HCHV, MHICM/IDDT, Vocational Rehabilitation, HUD/VASH and Recovery Services when clients participate in these programs.

IMPORTANT TELEPHONE NUMBERS

VA Clinic	(614) 257-5200
PRRC Program Coordinator, David Meeks	(614) 388-7346
PRRC Psychologist, Dr. Joshua	(614) 257-5825
PRRC Program Support Assistant	(614) 388-7303
Mental Health Clinic	(614) 257-5631 / 2293
Patient Advocates	(614) 257-5449, 5279, or 5290

Columbus VA Map





VA Core Values
Because **I CARE**, I will...

I ntegrity	Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
C ommitment	Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
A dvocacy	Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
R espect	Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
E xcellence	Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

Thank you for taking part
in this recovery-focused program!

**Life Skills Enrichment Center (PRRC)
Participation Acknowledgement**

What is the Psychosocial Rehabilitation Recovery Center (PRRC)? The PRRC is an educational and strengths-focused program that emphasizes an individual's talents and abilities to promote his or her psychological and physical wellness.

What are the goals of the PRRC? Our chief aim is to promote recovery, education, and community integration for those Veterans who have a primary diagnosis of serious mental illness.

What does the PRRC consist of? Since one of the primary focuses of the PRRC is education, most services consist of classes to assist Veterans in the pursuit and accomplishment of recovery goals. The classes are geared toward mental health wellness and recovery. Other PRRC services include but are not limited to: peer support, life skill classes, fitness and healthy living. Once enrolled in the program, you will be assigned a PRRC Recovery Coach, who will meet with you regularly to coordinate class participation and assist you in the development of your self-directed plan of recovery.

What is expected of me as a participant of the PRRC? The most important expectation is for you to make a commitment to come to classes and sessions. It is also expected that you truly desire to work towards recovery goals. Finally, it is expected that you are aware of the safety of yourself and others while participating in the PRRC and do not act in a way such that you or others are endangered, either emotionally or physically.

Your decision to participate in the PRRC is voluntary. Therefore, you can choose to stop attending at any time. Should this happen, we strongly encourage you to come in for one final session with your recovery care coordinator to discuss any concerns you may have and the possibility of transitioning to another service should it be more appropriate to your needs.

With my signature, I indicate that I acknowledge this information and will do my best to be an active participant in the PRRC Program.

Veteran signature of acknowledgement (optional)

Date



“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.” (SAMHSA 2006).