

Vermont Psychiatric Care Hospital



Family/Visitor Guide

2019-20

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Welcome to VPCH

Dear Family/Friends,

The staff of the Vermont Psychiatric Care Hospital (VPCH) welcomes you. With this brief guidebook, we hope to orient you to our treatment philosophy and program structure, and provide information on what you can expect as your friend/family member settles into treatment. We believe that your friend/family member's stay with us can make a real difference. Our hope is that our patients leave here with a better understanding of their mental health, with confidence in their ability to sustain the progress they make here, and with a sense that they have a plan to follow to ensure things continue to go well.

Treatment plans are individualized and developed by the patient with their team. Treatment teams are composed of the a psychiatrist, nurse, social worker, psychologist, recovery specialist, mental health specialists, and family/friends as patients wish to involve them. Specialists in other areas may also provide guidance, depending on your friend/family member's need. Information we gather about your friend/family member one through assessment and perhaps from you , as well as observations of interpersonal relations in treatment, is used to develop a clinical understanding and to guide the treatment process.

Your friend/family member's treatment team, as well as the entire VPCH staff, will work with them to provide the necessary physical and emotional support throughout treatment. Treatment occurs in a therapeutic community environment with the individual and group interventionists . It may take several days for your friend/family member one to orient to the groups and settle into the program. Once the assessment phase has been completed, a regular routine will be followed.

Please feel free to ask questions about anything you do not understand. We hope these materials provide a good orientation to the treatment offered at VPCH. We look forward to working together with you and your friend/family member one.

Warm regards,

Emily Hawes

Chief Executive Officer

Directions and Lodging

Vermont Psychiatric Care Hospital is located at
350 Fisher Road
Berlin, VT 05633
Phone: (802) 828-3300

From I89 North

Take Exit 7 (Berlin Barre) off Interstate 89N
At the light, take a left onto Paine Turnpike
Take right onto Fisher Road
Left into The Vermont Psychiatric Care Hospital

From I89 South

Take Exit 7 (Berlin Barre) off Interstate 89S
At the light, take a left onto Paine Turnpike
Take right onto Fisher Road
Left into The Vermont Psychiatric Care Hospital



Parking

There are designated parking spaces for VPCH visitors on the righthand side of the first row in the parking lot.

Lodging

- Econo Lodge 101 Northfield St Montpelier, VT 05602 (802) 223-5258
- The Inn At Montpelier 147 Main St Montpelier, VT 05602 (802) 223-2727
- Capitol Plaza Hotel 100 State St Montpelier, VT 05602 (802) 223-5252
- Comfort Inn & Suites 213 Paine Turnpike N Montpelier, VT 05602 (802) 229-2222
- The Knoll Motel 1015 N Main St Barre, VT 05641 (802) 476-5856
- Twin City Motel 1537 US-302 Barre, VT 05641 (802) 476-3104
- Hilltop Inn 3472 Airport Rd Montpelier, VT 05602 (802) 229-5766

Contact Us

Main Phone Line:

(802) 828 - 3300

Fax:

(802) 828 - 2749

Mailing and Physical Address:

350 Fisher Road

Berlin, VT 05633

Nurses Station Phone Numbers:

Unit A (Snowflake): (802) 828 - 2076

Unit B (Maple Leaf): (802) 828 - 2055

Unit C (Monarch): (802) 828 - 2391

Unit D (Red Clover): (802) 828 - 2403

Patient Phones:

Unit A (Snowflake): (802) 828 - 2777 and (802) 828 - 2073

Unit B (Maple Leaf): (802) 828 - 2776 and (802) 828 - 2056

Unit C (Monarch): (802) 828 - 2767 and (802) 828 - 2405

Unit D (Red Clover): (802) 828 - 2766 and (802) 828 - 2401



About Us



The Vermont Psychiatric Care Hospital (VPCH) is dedicated to improving the health and well-being of one of Vermont's most vulnerable populations. Offering a state-of-the-art facility designed to promote and enhance patient recovery, the 25-bed, acute care hospital offers patient areas designed for comfort and safety. Some of the features of the hospital include well designed outdoor spaces, half-court basketball, planting beds, jogging track, labyrinth, and other unique landscaping details. Some interior aesthetics include private patient rooms and bathrooms, a library, a greenhouse, quiet/comfort rooms a large activity room, and a fitness room. Patients are offered support and encouragement to engage in activities and participate in all aspects of prescribed treatment to facilitate recovery.

Our Mission: The Vermont Psychiatric Care Hospital provides excellent care and treatment in a recovery-oriented, safe and respectful environment which promotes empowerment, hope and quality of life for the individuals it serves.

Our Vision: The Vermont Psychiatric Care Hospital will be a center for excellence in the provision of mental health treatment and recovery as well as a site for education and collaboration with the community and the individuals it serves.

Our Values: The Vermont Psychiatric Care Hospital respects individuals and their life goals and empathizes with the challenges of achieving empowerment even in a hospital setting. The Vermont Psychiatric Care Hospital encourages individual rights and responsibilities toward the attainment of personal goals and actively partners in their achievements. We believe in the individual's ability to recover from life crises.

Treatment

Our adult inpatient services take a comprehensive and multifaceted approach to patient care, using cutting-edge treatments and techniques to facilitate recovery. Working in close partnership with our patients, their families/friends, and community providers, a customized treatment plan for each individual is created based on one's specific symptoms, the severity of symptoms, and unique goals for treatment and recovery.



Our care focuses on *acute stabilization* as well as transitioning to a less intensive, less restrictive level of care—or safely and independently—to home, community residence, or other outpatient treatment setting. Treatment integrates a combination of cognitive behavioral therapies—therapy models that help patients connect thoughts and actions—with individual and group therapies, expressive arts therapies, and medication consultation to help manage symptoms and restore functional abilities. Daily groups are offered and patients are offered support and encouragement to participate based on their desires, clinical condition, and ability to benefit from the group content. The need for medication is carefully assessed at the time of admission and throughout hospitalization. Medications may or may not be recommended as part of the treatment plan. If you have questions about medication or treatment, you can always ask any member of your friend/family member's treatment team. Due to strict privacy and confidentiality laws, please understand we will need permission from your friend/family member in order to share specific information about their care.

One of the unique aspects of treatment is the milieu (pronounced mill-you), which is the community of patients and staff and the healing that occurs as a result of patients work with and amongst their peers. The milieu is considered therapeutic when there is an environment that provides a sense of membership and belonging. Our hope is that your friend/family member will find both support and challenges in the milieu environment; it assists in nurturing helpful behaviors; and it provides opportunities to remediate negative/maladaptive behaviors/thoughts/feelings through peer feedback and modeling. The milieu provides the opportunity to integrate new and positive experiences, practice new skills, and gain self-understanding. All patients are encouraged and supported in their desire to engage in a weekly community meeting where staff and patients come together to discuss issues that impact the milieu and to offer and explore suggestions as a means of creating and reinforcing

Recovery Services

Our Recovery Services Department consists of a team of clinicians, overseen by the Director of Psychology and Recovery Services. These clinicians coordinate and facilitate the wide variety of therapeutic groups that are offered. Recovery Services, Psychology, Nutritional and Nursing Departments collaborate to offer approximately 95 hours of therapeutic groups weekly. Groups are provided seven days a week.

Your family member and their treatment team will work collaboratively to develop an individualized plan and determine which groups and recreational activities are best suited to meet their needs and desires. Monday mornings, patients are presented a weekly Wellness and Recovery Schedule. In addition, patients receive an individualized weekly schedule highlighting recommended groups from their treatment team. The Wellness and Recovery Schedule is posted on each unit, written on the whiteboard daily and posted throughout VPCH.



Recovery Services groups are differentiated by admission level, focus and core, or discharge groups. Within those categories, Recovery Services offers a variety of empirically validated, recovery, life, community, substance abuse, expressive therapy, legal and peer led groups. (a full Group Brochure is available upon request.)

- **Empirically validated groups:** Living with symptoms, Emotional Strength, Anger Management, Basic Dialectical Behavioral Therapy (DBT), Medication Education, Wellness and Recovery and Cognitive Coping Skills.
- **Recovery, Life and Community Groups:** Community Living, Cooking and Nutrition, Gardening, Meeting with the CEO, Friday Films, Leisure and Time Management, Fitness, Health, Communication skills, Sensory Connection, Bingo, Monthly socials, Social hour, Wellness and Recovery Planning, and Recovery group.
- **Substance Abuse Groups:** Seeking Safety and Coping with Addiction.
- **Expressive Therapies Groups:** Guided meditation, Open Art, Karaoke, Short story and discussion, Creative Writing, Reflective Journaling, Guitar Group, Create Music, Knitting, Song discussion and Relaxation and Mindful movement.
- **Legal Groups:** Looking at the Legal process and Know Your Rights. P
- **Peer-led groups offered are;** Tai Chi, Yoga, NAMI Connections, Alcoholic Anonymous, Pet therapy, Chess Club, and Bible Study.

The Treatment Team



The Team (continued)

Our team of compassionate professionals is dedicated to providing excellent care to the individuals we serve. Our collaborative, multi-disciplinary team focuses on recovery, safety, education, and quality to provide a therapeutic environment for patients and a rewarding workplace for staff. VPCH supports professional staff development through education and training, resource sharing, peer collaboration, identification of national and regional trends as well as maintaining clinical and operational best practices.

Patient: We encourage and support each individual to be at the center of their treatment plan and recovery process to the extent they desire. Our treatment team works with patients and their friends/family/supports to best meet the needs that led to hospitalization and establish ongoing support in the community. We recognize the value of including family/friends/supports in the recovery process and will do so as each patient desires.

Psychiatrist: Coordinates the treatment plan and oversees the treatment team; conducts patient rounds daily; orders medications, medical tests and consults, formulates diagnosis; reviews treatment plan with the patient at regular intervals.

Psychologist: Provides psychological testing as ordered; reviews outcome assessments with patient; leads groups.

Nursing: Serves as an advocate; provides optimal continuity of patient care; leads/co-leads groups; provides total patient care to include assessments, planning, interventions, education, and evaluation; collaborates with the patient on safety and treatment planning.

Mental Health Specialists: Perform a number of duties including safety rounds, orienting patients and families, leading groups, transporting to off-campus appointments. They are involved with numerous aspects of patient care and will have frequent contact with your loved one throughout each day.

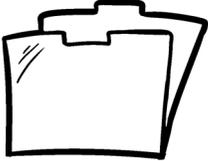
Recovery Specialists: Develop, coordinate, and facilitate the wide variety of therapeutic groups and activities that are offered at VPCH seven days a week.

Social Work: Participates in daily multidisciplinary team rounds, and is the interface between the individual's hospital treatment and their life in the community, promoting continuity of care by frequently involving family members, outpatient providers, and other supports during inpatient treatment, and in planning for community reentry and aftercare resources.

Family/Friends/Supporters: assists and encourages patient to engage in the recovery process, to make active efforts toward recovery and wellness; contributes and supports treatment recommendations.

Volunteers: VPCH welcomes volunteers to lead groups and activities that support patients. If you are interested in becoming a volunteer or learning more about opportunities, please contact the Senior Recovery Services Clinician by calling the main hospital line and asking for Mark Holderbach.

Understanding Involuntary Admission (from the patient perspective)

<p>1. In the Emergency Department you will receive a copy of the <i>Involuntary Rights</i> document.</p> 	<p>2. You may request, at no cost, a lawyer from the <i>Mental Health Law Project</i> of Vermont Legal Aid.</p> <p>1.800.265.0660</p> 	<p>3. Within 1 day (24 hours) after initial certification, you will be examined by a psychiatrist. This is called a second certification.</p> 
<p>4. Within 3 days (72 hours) an <i>Application for Involuntary Treatment</i> may be filed with the court.</p> 	<p>5. Upon admission to an inpatient unit, you will receive copies of : <i>Involuntary Rights, Patient Rights, Emergency Exam, and Initial Certification.</i></p> 	<p>6. You may request a Preliminary Hearing within 5 days of your admission by calling the Mental Health Law Project.</p> 
<p>7. You have the right to meet with your providers every day to discuss your status, treatment plan, and discharge plan.</p> 	<p>8. A lawyer from the Mental Health Law Project will be assigned to your case. Your lawyer will talk with you about your case and review your medical record.</p> 	<p>9. Your lawyer will arrange for an independent psychiatric examination before your hearing. You have the right to waive the independent psychiatric exam if you wish.</p> 
<p>10. In approximately 4-6 weeks, or sometimes earlier, an Involuntary Hospitalization Hearing may be held. If the judge orders involuntary commitment you will remain hospitalized on an involuntary status until discharge.</p> 	<p>11. A second hearing may be scheduled for involuntary medications. Sometimes this hearing is combined with the Involuntary Hospitalization Hearing.</p> <p>If the court requires that you take medication, your provider will discuss how court ordered medications will be carried out.</p>	<p>12. You may talk with your provider about discharge at any time. Your provider will consider discharge if you are engaged in your recovery, you feel ready, and you and your providers/ supporters all agree it is safe to be discharged.</p> 

****For questions about these and/or other patient rights, please call Disability Rights Vermont at 1.800.834.7890.**

Patient Rights

Respecting and honoring patients' rights are central to our hospital's core values. Patients who are involuntarily hospitalized have specific rights and are provided with a notice of their rights upon admission.

Complaints or concerns regarding patient rights or hospital services can be brought to any hospital staff member at any time. Any complaint or concern will be addressed as soon as possible. If you feel that your concern has not been sufficiently addressed, a grievance can be submitted to the Quality Assurance department. VPCH staff, the VPCH Patient Representative, the Disability Rights Vermont Patient Advocate, or friends/family members can all assist with the filing of a grievance. If you would like additional information on patient rights you may request a copy of our *Notice of Your Rights as a Person in the Custody or Temporary Custody of the Commissioner of Mental Health* and *Notice of Hospitalized Patient Rights in Addition to Your Rights as a Person in the Custody or Temporary Custody of the Commissioner of Mental Health*.



Confidentiality

In accordance with state and federal law, patient information is always held in confidence. Information about a patient cannot be provided to anyone, including family members, without a Release of Information. This includes information about illness, treatment, or even whether an individual is a current patient or not. Even when a release has been signed, patients have the right to specify content related to their care that can or cannot be shared. Patients have the right to revoke or reinstate a release at any time. Friends/family members can always share information about their loved one with the treatment team even if the patient has not, or has refused to sign a release. Any information shared by friends/family members with the staff will also be shared with the patient. All visitors to VPCH are expected to maintain the confidentiality and privacy of all patients that we serve.

Release of Information

A Release of Information is a legal document that each patient is asked to sign which would give the hospital permission to talk to family, or others involved in the patient's life. Without a Release of Information signed by the patient or guardian the hospital will not share information about their presence in the hospital or any aspects of a patient's care. The hospital does not need permission to share protected health information with other providers of health care, this allows us to provide continuity of care, plan for discharge, and address any medical needs that may arise during hospitalization.

Your Role in Treatment and Recovery

There are various opportunities to remain connected to your friend/family member if they desire, including phone calls, visitation, and participation in treatment planning. Our team of experienced and dedicated social workers will work with your friend/family member one to one to communicate these opportunities with you.

Treatment Team Meetings

These meetings are patient-centered, occur every two weeks, and are designated to identify how multi-disciplinary team interventions can help meet the individuals short term and long-term goals/desires for treatment and recovery. We provide education on privacy/confidentiality rights and consent and work with individuals based on their desires to consent for friend/family involvement because VPCH recognizes the potential value this can have.



Phone Calls

Your friend/family member will have access to a phone throughout hospitalization. We are often asked how often friends/family should contact their friend/family member. There is no set rule or guideline regarding a patient's communication with friends/family. We support patients in sharing their communication preferences with their friends/family members. Communication can be discussed with the treatment team if the level of communication becomes problematic for you or your friend/family member. It is an important element of hospital treatment for individuals to develop relationships with peers, and allot time to meet with members of the treatment team and attend groups, so it can be helpful to limit phone calls to times that do not conflict with these activities.

In case of emergencies or other potentially upsetting news or information, families are asked to inform the social worker before contacting the patient; if the social worker is not available, please call the hospital's main line (802) 828 - 3300. Informing the team and staff prior to contacting the patient allows a plan of support for the patient to be determined.

Visiting

The hospital has identified visiting hours (page 15) that minimize conflict with scheduled therapeutic activities. However, we consider friend/family involvement, to the extent a patient desires, to be very important, so times are flexible and can be arranged ahead of time through contact with the assigned Social Worker, or by a Nurse Supervisor or Charge Nurse during non-business hours. For visitors coming out of town there are accommodations nearby, so several visits could be arranged during a long-weekend for example, to also allow for a Monday or Friday team meeting.

Visiting

Visiting Hours

Standard Weekday:

3pm-4pm, and 6pm-8pm

Weekend & Holiday:

10am-11am, 1pm-4pm, and 6pm-8pm

****Please note that VPCH patients have the right to refuse to see any visitor. However, patients will be notified of all visitors, even if they refused in advance.**

Our visitation schedule is designed to minimize conflict with the therapeutic activities we offer, however VPCH recognizes the importance of friend/family involvement, to the extent a patient desires, in recovery and can accommodate visitation outside of these hours. Please call the hospital's main line (802)828-3300 so that arrangements can be made for off-hours visitation. We are committed to providing a therapeutic and supportive environment and, for this reason, there may be times that you are asked to end a visit early or reschedule.

Minors

Visitors under the age of 18 must receive prior approval from VPCH. During an approved visit, minors must be accompanied and supervised by an adult at all times. VPCH staff are not responsible for supervising minors. While adult visitors may visit on the units, visitation by minors will be accommodated in off-unit visitor space.

Arrival and Check In

For the safety of our patients, staff, and visitors, you will be asked to sign in when you arrive. Our receptionists will ask you for your name, ID, and the name of the individual you plan to visit. Our patients have the right to accept or decline visitors. Privacy is a priority at VPCH. When you check in at the reception desk, you will be asked to sign a statement agreeing to maintain the confidentiality of the person you are visiting as well as any other patients under our care. You will be given a visitor badge; please wear this badge above your waist where it is easily seen and return to our receptionist upon your departure. Before you are escorted to the unit or visiting area, you will be asked to secure your personal belongings (i.e. purse, coat, keys, cellphone, etc.) in either your vehicle or one of our secure lockers in our lobby. All visitors to our secure facility are wanded with a metal detector prior to entry. This process helps ensure a safe environment for all of our patients.

In order to maintain safety, patients are monitored and observed by nursing staff. Visitors are escorted to hospital visiting areas and are accompanied throughout the visit by nursing or mental health specialist staff. Depending on the level of observation needed, a staff member may remain within close proximity or maintain visual contact during your visit.

Visiting (continued)

Food

Visitors are welcome to bring food for the person they are visiting, however, due to storage limitations and food safety procedures, prepared food must be consumed by the end of the visit or taken home with visitors. We ask that visitors do not offer the food they bring in to anyone other than the patient they are here to visit for health and safety reasons. VPCH is unable to store perishable refrigerated, or frozen food items. Non-perishable snack items in sealed packaging can be stored, but this is limited to the shoebox-sized storage bin we have available for each of our patients. VPCH will work with patients and their families to accommodate dietary needs or requests to the extent it is safe a possible to do so.

Belongings:

Safety is at the forefront of all of our decision making. VPCH is a secure facility with strict safety regulations in place to maintain a safe environment for our patients, staff, and visitors. If you are bringing items in for your loved one, please consider consulting hospital staff prior to your arrival to help ensure that the items you plan to bring meet our necessary safety requirements as certain clothing, food, or personal items may not be permissible due to safety concerns. Staff will review the items you have brought and any items that are determined to present a safety risk or exceed our storage limitations will be sent home with you at the end of you visit. VPCH understands the importance of a patient-centered, normalizing environment that balances autonomy and recovery with safety and while certain items may be restricted, as part of a patients individualized treatment plan, we may be able to permit use of certain items under supervision. If you aren't sure what you should or shouldn't bring into the hospital, please do not hesitate to ask us.

Examples of Unsafe Items:

- Weapons/sharp items (knives, scissors, glass, etc.)
- Tobacco/alcohol products
- OTC and/or Prescriptions Medications/Dietary Supplements
- Some Personal Hygiene Items (preferred to have factory seal intact)
- Recording Devices (phones, cameras, computers, tablets, etc.)
- Cords/Strings (belts, shoelaces, scarves, etc.)
- Open Food/Drink Containers
- Clothing in Excess of 3 Sets

Smoking

Our building and property are smoke free including our parking lots and any vehicles on-site. We provide support and resources for patients who are smokers. If you are aware of a patient having difficulty with nicotine withdrawal, please let a staff member know. We thank you for supporting our smoke free environment.

Safety

Safety is at the forefront of all of our decision making. We are frequently monitoring our patients to ensure they are safe and their needs are met. Communication with our patients and their families is an important part of achieving safety. If you have any safety concerns about medications, treatment, or the environment we would like to hear about them. Please contact any member of your loved one's treatment team to discuss. If you do not know the direct line, please call the hospital's main line and your call will be directed accordingly.

If you notice a change in your loved one's behavior or condition please alert a staff member. Examples of changes we would encourage you to communicate:

- Increased anxiety or agitation
- Statements regarding harm to self or others or attempts to harm self or others
- Difficulty breathing
- Falls

Violence-Free Hospital

Employees, patients, consultants, contracted employees, vendors, and visitors to the Vermont Psychiatric Care Hospital (VPCH) shall not intentionally make threats, use threatening language, harass, intimidate, or engage in any other acts of interpersonal aggression or physical violence in the work place.

A threat includes any verbal or physical harassment or abuse, any deliberate attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, and injurious and/or destructive action undertaken for the purpose of domination or intimidation. Weapons are prohibited on VPCH premises.

Emergency Management

VPCH staff works to ensure a safe environment for all, but there are occasions when a medical or behavioral crisis develops. Staff who are trained in the management of these types of emergencies will respond. In the event of an emergency, if a staff member requests that you leave or move to another area of the hospital, please do so for your safety and the safety of others. We ask that you please follow any instructions provided to you by nursing staff should such a situation occur.

While it is the goal of VPCH to be a restraint free hospital, emergency involuntary procedures (restraints/seclusion/medication) may be used only when all less-restrictive interventions have been attempted and been unsuccessful or when they have been considered and determined to be ineffective to maintain safety and prevent or reduce the risk imminent harm or bodily injury to a patient, staff, or visitor.

Discharge and Aftercare

There are many factors, including legal ones, that contribute to the length of time someone remains hospitalized. Discharge planning for patients begins on admission and continues throughout the course of treatment. Patient's symptoms, responses to treatment, and discharge desires can vary. Family members and support persons are encouraged to contact the social work department with any questions about discharge planning.

Many friends/families are anxious about what the next step will be after a patient leaves the hospital. To help patients maintain the gains they have achieved in treatment, discharge planning is an integral component of inpatient care. The treatment team collaborates with the patient, family, and outpatient care providers to help set up a discharge plan based on their needs and desires that promotes stability and continued progress. Each patient, to the extent they desire, serves as an active member of the team and help set treatment goals, define desired outcomes, and establish an effective discharge plan that meets their needs. The patient may choose to invite/include family/friend/support person in the discharge planning process.

Throughout the course of treatment, the team and the patient will identify needs/desires for post-discharge and will make recommendations based on the treatment needs and capabilities of our patient. There are many continuing treatment options or combinations of treatment that a patient may request and/or the team may recommend: a residential step-down program, an intensive outpatient program, individual therapy, family therapy, group therapy, etc. Some patients go to a transitional step-down program after completing our program which can help ease the transition from residential inpatient care to varying degrees of independence. If a step-down program is the treatment recommendation/desire for your friend/family member, the team will assist the patient towards identifying programs that fit the patients specific needs and preferences.

The discharge plan that is ultimately implemented, however, may be different than what is recommended by the team due to insufficient financial resources and/or difference in opinions/desires regarding treatment recommendations. Implementation of discharge plans takes time—time to research, to make appointments to reflect. It is not uncommon for patients to experience a variety of emotions as they contemplate their next steps. A patient's treatment team is here to support you throughout this transition. Leave enough time to ensure a smooth transition plan and taking time to say goodbye to peers and staff is a critical part of treatment.

Taking Care of Yourself

Suggestions from those who have been where you are:

- Be gentle with yourself. Remember take deep, full breaths, particularly during times of stress
- Recognize your limits and let go of the need for everything to go the way you want/desire. Remember there is only so much you can do.
- Maintain respect for the needs/desires of your friend/family member.
- Try not to take things personally. Separate the mental illness from the person. Your loved one may say and do things that are, for example, uncharacteristically insulting or threatening in the context of an exacerbation of their illness and/or trauma they have endured.
- Ordinary things, like getting out of bed in the morning, going to work, cleaning house, cooking and eating may seem incredibly difficult right now. This is normal. Just take one thing at a time.
- Ask for and accept help. Get as much help as you can: delegate chores, go to support groups, get counseling when you need it, and talk to trusted friends.
- Try to focus on the little things that are going well. Gratitude can help ease your pain.

Tips for caring for friends/family members:

- Don't argue with them. What is happening for them may not seem real, but it is real to them.
- Remember they're recovering from a serious mental illness/trauma—as with any major illness healing takes time. Take it one day at a time. Be patient and allow them time to heal. Remember healing takes many forms and paths.
- Keep the environment as free from sensory overload as possible. For example, don't have the TV, radio, dishwasher, and vacuum going all at the same time. Ask them what they need/desire.
- Be kind. Be non-judgmental and respectful. Learn when to walk away. Safety is the goal, but respect for your friend/family members needs/desires in the moment is paramount.

Things to remember during this difficult time:

- You are not alone, others have been through this and support is available. Excellent sources of support and education can be found listed on page 19.
- Recovery is always possible.
- Remember, there is help, and there is hope.

Helpful Resources

If you need or want legal assistance, you may reach the Mental Health Care Ombudsman at Disability Rights Vermont. You may also request help from Disability Rights Vermont with filing a grievance or complaint by calling or writing:

Disability Rights Vermont
141 Main Street, Suite 7
Montpelier, VT 15602
1 (800) 834 - 7890

You can also file a complaint of abuse, neglect, or exploitation by calling or writing:
VT Department of Disabilities, Aging, & Independent Living: Division of Licensing and Protection
280 State Drive, HC 2 South
Waterbury, VT 05671
(802) 241 - 0512

You may also file a complaint related to any aspect of hospitalization or treatment by contacting:
VT Department of Health, Board of Medical Practice
P.O. Box 70
Burlington, VT 05402
OR
VT Department of Mental Health
280 State Drive, NOB 2 North
Waterbury, VT 05671

To file a complaint about the quality of the health care you or your loved one received, contact:
Livanta, BFCC-QIO, Program, Area 1
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
Toll Free: 1 (866) 815—5440 TTY: 1 (866) 815—2289 <http://bfccqioarea1.com>

To file a complaint with the Joint Commission regarding a patient safety event visit www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website. Or contact us via:
Fax: 630-792-5636. Phone: 1-800-994-6610
“The Office of Quality and Patient Safety (OQPS),
The Joint Commission, One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181.

Helpful Resources (continued)

NAMI Vermont

NAMI Vermont is a statewide volunteer organization comprised of family members, friends, and individuals living with a mental illness. We have experienced the struggles and have joined together in membership to help ourselves and others by providing support, information, education and peer advocacy.

Toll Free - 800-639-6480

Email - info@namivt.org

Vermont Psychiatric Survivors

Vermont Psychiatric Survivors, Inc. is an independent, statewide mutual support and civil rights advocacy organization run by and for psychiatric survivors. Founded in 1983, we offer mutual support, publish a quarterly newspaper that is distributed throughout Vermont, offer patient representation in Vermont psychiatric hospitals and residential facilities, sponsor peer-led support groups, advocate and educate to challenge discrimination, and offer technical assistance to allied organizations.

Brattleboro

T: (800) 603-0144 Address: 22 Browne Court, Suite 111 Brattleboro, VT 05301-4487

Rutland

T: (802) 775-6834 Address: 128 Merchant Row, suite 606, Rutland, VT 05701

SAMHSA

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

<https://www.samhsa.gov/>

1-877-SAMHSA-7 (1-877-726-4727)

Vermont Crisis Text Line

FREE SUPPORT AT YOUR FINGERTIPS, 24/7

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via the medium people already use and trust: text.

Here's how it works:

1. Text "VT" to 741741 from anywhere in the USA, anytime, about any type of crisis.
2. A live, trained Crisis Counselor receives the text and responds quickly.
3. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.

For more information please visit <http://vtcrisistextline.org/>.

Suggestions for VPCH

VPCH is dedicated to continual growth and improvement to best meet the ever-changing demands of the complex health care environment to provide the highest quality care to the individuals and communities that we serve. If you have ideas or suggestions for VPCH we would love to hear from you.

Grievance Procedure

Respecting and honoring patients' rights is at the heart of our hospital's core values. If you have concerns regarding the rights of a patient you can discuss them with any member of our hospital staff. If you would like additional information regarding patient rights you can request a copy of the brochure, "Your Rights as a Patient."