BRIDGING MOUNTAINS *to better* HEALTH CARE FOR VETERANS

A Summary of Healthcare Services & Programs Provided by the VA Southern Oregon Rehabilitation Center & Clinics

The Best Care
www.vacareers.va.gov
The Best Caregivers
Department of Veterans Affairs

Service To Our Nations
Veterans Since 1949
Department of Veterans Affairs
Southern Oregon Rehabilitation
Center and Clinics

IMAGINE being acutely or chronically ill, but many miles and hours away from the nearest health care services. That is the experience of many Veterans served by the VA Southern Oregon Rehabilitation Center and Clinics (SORCC) who reside in highly rural or rural regions of southern Oregon.

Rural areas are typically challenged by limited availability of healthcare services and technology, and often travel to access care is difficult and time-consuming. According to data from the VA Office of Rural Health, approximately one in three Veterans live in rural areas nationwide. Fortunately, the VA has made a commitment to serve all Veterans with the best quality of care regardless of where they live and have created VA's Office of Rural Health. The Rural Health initiatives championed by the Office of Rural Health include developing evidence-based policies and practices to break down the barriers of distance and to support the unique needs of Veterans in geographically remote areas such as ours.

The VA and the SORCC have established a number of highly effective programs to bring quality health care to our Veterans. One such program is the Home Based Primary Care Program that serves a number of our Veterans by providing in-home services and health care to minimize the need for hospitalizations and other institutionalized care. Telehealth programs have been established using technology to enable health care providers remote from the patient's site of care to provide diagnostic and treatment services. Using technology in the patient's home or a site closer to the patient's home, our Veterans may now access care.

These are only a few examples of the commitment of VA to provide care beyond the walls of the main facility and outpatient clinics to reach out to patients closer to their homes. Rural Health programs are expected to further expand to meet the needs of our current and future Veterans.

Max McIntosh PhD, MBA
VA SORCC Director

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Bldg. 200
Administration
Information
Admissions/
Outpatient
Ramp

Camp White
Military
Museum
Operated By Camp White
Historical Association
10 AM To 3 PM
Mon thru Fri

Proud History

In 1942, in just nine months a city rose from the Agate Desert. World War II was well under way and America was in need of well-trained soldiers. Camp White, named for General George White, was built to house as many as 40,000 troops at any given time. This WWII training cantonment prepared troops to serve in the South Pacific as part of the 96th Division, and the more widely renowned 91st "Pine Tree" Division for the European Theater, namely North Africa and Italy. Before war's end, as many as 250,000 troops passed through Camp White's gates. The Camp encompassed 77 square miles of Southern Oregon and forever changed the Rogue Valley's infrastructure. Before 1942, the Valley's population was a mere 11,000 citizens. After the Camp was built the population grew to five times that number.

In 1949, the Department of the Navy, at the urging of local citizens and elected officials, turned over 145 acres of land and buildings to the Veterans Administration for an old soldiers home, or a "domiciliary." Today, the White City VA is housed in what was then the 24th Army Base Hospital. Much of the Camp's physical presence is gone. Decades later what remains is a proud military heritage and an unsurpassed commitment to caring for and serving those who have secured our American Way of Life — our Nation's Veterans.

Today, the Camp White Military Museum housed in Building 200 at the VA SORCC keeps alive the the proud history of the Camp and honors all men and women who have served. Originated by the former Camp White Military History Association, the museum and its artifacts were donated to the VA SORCC to ensure preservation of the Camp's history and archives for future generations. The first floor of the Museum is a photo gallery filled with depictions of life at the Camp as well as a schematic map of the original camp cantonment. The second floor is dedicated to military displays and artifacts, the majority of which were part of the Camp and belonging to soldiers that trained there. The Museum is managed and operated by VA volunteers, many being Veterans themselves. While visiting the SORCC, take a few minutes to stop by and stroll through the hall of history. The museum operates Monday through Friday, 10 a.m. to 3 p.m. Special tours are available.

For more information, call (541) 826-2111, ext. 3674.

The second floor of the Camp White Military Museum is dedicated to military displays and artifacts.

The Source for Veterans Care

White City VA Southern Oregon Rehabilitation Center and Clinics (SORCC) is honored to serve this nation's Veterans. It is part of the U.S. Department of Veterans Affairs and the Northwest Network of VA Healthcare facilities. Over the years the SORCC inpatient, or resident, milieu has evolved to a more program specific, Veteran-centric organization, emphasizing rehabilitation and community reintegration. Our efforts focus on returning the Veteran to a healthy, productive lifestyle. We believe that each encounter with a Veteran is an opportunity to build a long-lasting relationship with the patient. This patient-centered philosophy fosters a continuity of care not only during care, but well into after-care. An expanding component of this treatment focus is in the presence of our outpatient programs, offering access to primary and mental health services at the main White City campus and in rural settings.

As VA's only freestanding rehabilitation center among its medical centers, SORCC is a national resource for Veterans. Daily our staff demonstrates excellence in leadership, rehabilitation, and healthcare while serving the Veteran with the utmost respect, compassion, competency and commitment. We proudly provide specialized programs for underserved Veteran populations such as homeless, chronically mentally ill, and substance abuse and offer quality residential (inpatient) treatment in psychiatry, addictions, medicine, bio-psychosocial, physical and vocational rehabilitation. Exemplary primary outpatient medical and mental health care is offered to Veterans living in the southern Oregon and northern California region. This region has

witnessed an explosion? In its population over the past several years with a large contingent of the new comers being Veterans.

The White City VA SORCC comprises 600 residential rehabilitation beds and a Primary Care/ Mental Health outpatient department which receives nearly 200,000 Veteran visits annually. Veteran outpatients in Southern Oregon, namely Jackson, Josephine, Klamath, and Lake Counties and Siskiyou, Del Norte and other counties in Northern California visit White City's Outpatient Clinic. The outpatient service area includes well over 40,000 Veterans To further compliment our rural healthcare focus the Klamath Falls Community Based Outpatient Clinic (CBOC) provides primary and mental health care, including tele-health services. Additional rural healthcare access points have been added to include outreach clinics in Grants Pass and Lakeview, Oregon.

Integrated rehabilitation and therapeutic services include case management, a substance use disorder treatment program, evidence-based psychotherapy, a Psychosocial Residential Rehabilitation Center (PRRC), an innovative Mindful Action Group program, a vocational rehabilitation employment services program, and a mental health clinic. These programs are augmented and supported by additional programs including: tele-health, domiciliary care for homeless veterans unit, community residential homeless Veteran Grant Per Diem Program, physical rehabilitation, prosthetics, ambulatory care clinic, group visits and disease management, community re-entry, blind Veteran computer training (VIST), dental services, 15-bed infirmary, recreation therapy, chaplain services, and a range of patient wellness clinics focusing on preventive health such as smoking cessation, relapse prevention, tuberculosis, diabetes, hypertension, and nutrition.

Coordinated Home Tele-health (CCHT), Home Based Primary Care (HBPC), women veterans healthcare, and minority veterans programs are also offered.

Veteran Advocacy & Customer Service

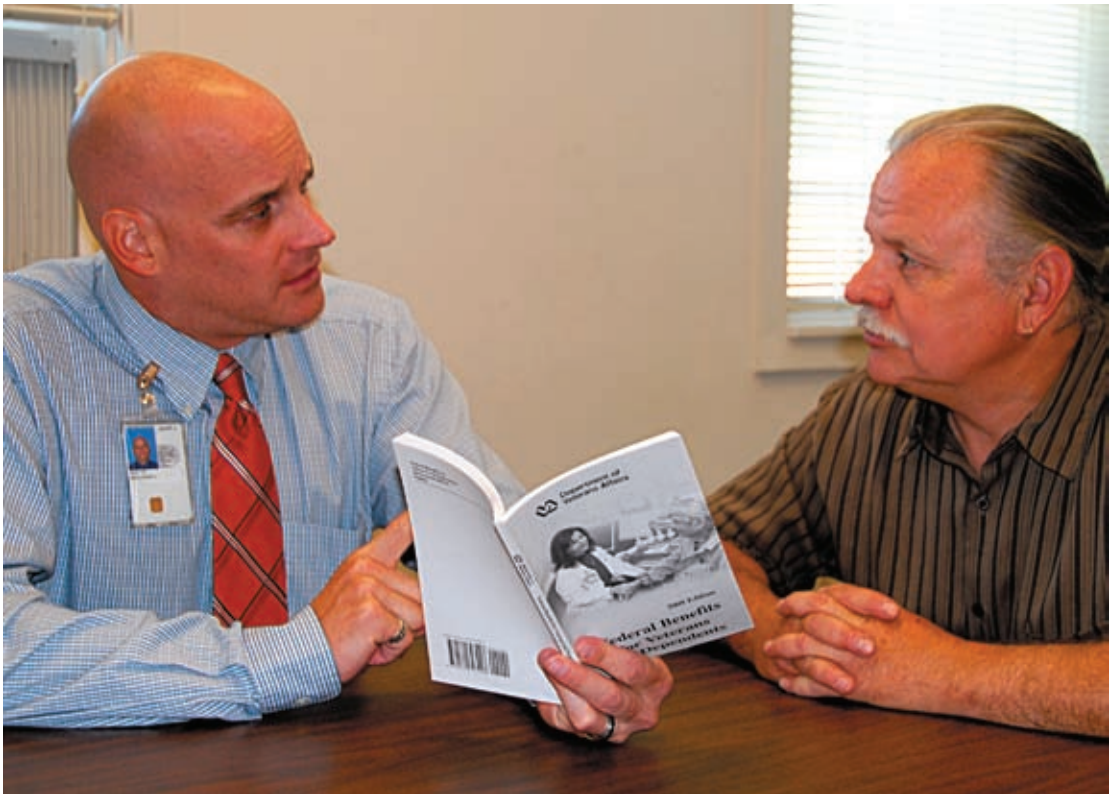
The VA SORCC Veteran Advocacy & Customer Service (VACS) Office and its service is available for all Veterans and their families who receive care within Veterans Health Administration (VHA) facilities and clinics. The VA SORCC Veteran Advocacy & Customer Service operation is an active and primary driver of patient/family centered care philosophy and practice.

We want to ensure you, the Veteran, have an immediate point of contact if customer service issues arise, and we also welcome your suggestions and comments.

If you need help getting your problems resolved, talk to a VACS Representative at the VA SORCC. We want to provide you with Veteran-centric customer service and this is just one important way in which we do that.

There may come a time when you do not agree with your VA provider or VA Health Care process and pathway. Should this occur, discuss your concerns with your provider, with the department level service chief and/or related staff. If your concern is still unresolved, contact a VACS representative who can assist you with filing an appeal, if necessary.

Employees must respect and support your rights as a Veteran patient. If you would like more information about your rights as a patient, talk with your VA treatment team members or a Veteran advocate and customer service representative by calling (541) 826-2111. Our call center representatives will connect you to our office right away. Patient Rights and Responsibilities are posted in many outpatient and inpatient areas or facility hallways. If you have not received a copy of your rights and responsibilities, please ask any staff member. These are also available through the Veteran Advocate and Customer Service Office which can provide you with a copy or instructions on how to download a copy.



VA Patient Rights & Responsibilities Code

The VA SORCC is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other Veterans and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. Respect & Nondiscrimination

» You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.

» You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.

» Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.

» As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.

» As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.

» As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.

» As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.

» In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

II. Information Disclosure & Confidentiality

» You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.

» You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.

» Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.

» You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

III. Participation in Treatment Decisions

» You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.

» Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.

» You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.

» You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decisionmaking and care at the end of life.

» If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.

» You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

» As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.

» You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.

» You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.

» If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

IV. Complaints

» You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

VA Rural Healthcare is an idea that has been adopted across the nation by VA medical facilities to address the ever-growing need to bring accessible, convenient healthcare to Veterans, particularly those living in highly rural locations. Southern Oregon is no stranger to geographical challenges. High mountain passes, vast range lands, deep forested valleys and ravines though beautiful present difficult obstacles at times. Long travel distances, foul weather, and economics coupled with geographics can stand in the way of Veterans receiving the health care need they need and deserve.

In addition to Community Based Outpatient Clinics, the Northwest VA Network launched the concept of "outreach" clinics and is but one more way to help overcome the challenges facing our rurally located Veterans. Outreach clinics are not full-service health care clinics but provide primary care services including limited labs and preventive health screenings for Veterans currently enrolled in the VA healthcare system. Our outreach clinics in Grants Pass and Lakeview also offer assistance to Veterans seeking enrollment for VA care. What follows is contact information for each of your Southern Oregon VA healthcare access points. We've included GPS coordinates for your navigation convenience.

VA Southern Oregon Rehabilitation Center and Clinics

8495 Crater Lake Highway
White City Oregon 97503
9541) 826-2111

GPS Coordinates:

North 42 26' 26.65 by West 122 50' 25.48 or 42.440736 by 122.840411

Hours of Operation:

8 a.m. to 4:30 p.m.
Monday through Friday

Emergency: Call 911

National Suicide Prevention Hotline:
1 (800) 273-8255

Contact our Call Center representatives for assistance with:

» Enrollment/eligibility
» Appointments
» Contacting your healthcare team
» Patient advocate/customer service

Pharmacy Hours: Open 8 a.m. to 4:15 p.m. Monday through Friday (except for Holidays) Closed for lunch 12 noon-12:30 p.m.

Pharmacy Refills:
1 (800) 809-8725 (inside Oregon)
or (541) 826-2111, ext. 7583

To schedule a ride on the Volunteer Transportation Network Van,
outpatients can call (541) 826-2111, ext. 3619

Klamath Falls Community Based Outpatient Clinic

2819 Dahlia Street
Klamath Falls, OR 97601
Phone: (541) 273-6206
Fax: (541) 273-6207

GPS Coordinates:

North 42 15' 05.43 by West 121 47' 27.19
or 42.251508 by 121.790886

Hours of Operation:

8 a.m. to 4:30 p.m.
Monday through Friday

Pharmacy Refills:
1 (800) 809-8725 (inside Oregon) or
(541) 826-2111, ext. 7563

To schedule a ride on the Volunteer Transportation Network Van, outpatients can call (541) 273-0256

Lakeview VA Outreach Clinic

VFW Post 4070
1130 North Fourth Street
Lakeview, OR 97630

For more information, contact the Klamath Falls VA Clinic at:
(541) 273-6206

GPS Coordinates:

North 42 11' 35.54 by West 120 21' 07.77
or 42.193206 by 120.352158

Hours of Operation:

10 a.m. to 2 p.m., Tuesdays only

To schedule a ride on the Volunteer Transportation Network Van, outpatients can call (541) 273-0256

Grants Pass West VA Outreach Clinic

Three Rivers Medical Plaza
520 SW Ramsey, Suite 102
Grants Pass, OR 97527

Phone: 541-955-5551
Fax: 541-955-7171

GPS Coordinates:

North 42 25' 16.85 by West 123 20' 35.37
or 42.421347 by 123.343158

Hours of Operation:

Monday through Friday,
8 a.m. to 4:30 p.m.

Services Offered:

» Primary and Mental Health Care
» Home Based Primary Care
» Homeless Outreach
» Justice Outreach program
» Health Management

To schedule a ride on the Volunteer Transportation Network Vans, outpatients can call (541) 601-8970.

Residential Rehabilitation

Psychology Service

Five program options

There are five program options available for residents through Psychology Service: Mindful Action Group (MAG), Trauma Rehabilitation Program (TRP), Evidence Based Psychotherapy for PTSD or Depression (EBP), Psychosocial Rehabilitation and Recovery Center (PRRC), and High Risk for Suicide Group. Veterans are referred to programs by case managers or psychiatry staff according to diagnosis or clinical need.

» **MAG** is an experiential program including an Adventure-Based Counseling course and-supporting classroom material. The program targets interpersonal responsibility and accountability. It allows Veterans to address issues of emotional regulation, communication, trust, respect, boundaries, and community membership.

» **TRP** is a psycho-educational skill-based introduction to PTSD for Veterans. The information is arranged by PTSD symptom clusters and allows for group discussion and homework practice.

» **EBP** is psychotherapy provided in a group or individual format for either PTSD or Depression. The focus is to address and reduce symptoms of these two Axis I conditions. Participation therefore requires MHC evaluation and psychopharmacology when indicated, appropriate diagnosis, and Veteran interest and willingness to work toward recovery. The evidence-based psychotherapies offered for depression include acceptance and

Veterans participating in an Adventure-Based Counseling course.

commitment therapy or cognitive-behavioral therapy. The evidence-based therapies offered for PTSD include cognitive processing therapy and prolonged exposure.

» **PRRC** is a recovery based program for Veterans with serious mental lllness and a GAF of 50 or lower. It is intensive work between the Veteran and their advisor to accomplish their personal recovery goals. The evidence based therapies utilized in PRRC include social skills training, motivational interviewing, and cognitive behavior therapy. Peer support is also an important component in PRRC programming.

» **High Risk for Suicide Group** is a discussion, education, and support group for Veterans identified as high risk for suicide either due to recent attempt, or hospitalization for ideation, or deemed high risk by their mental health provider. The group meets weekly, is open to new partic pants each time, and is lead by the suicide prevention coordinator.

Recreation Service (RTS)

Helping Veterans to use activity to bring about positive change in their lives

The purpose of RTS is to facilitate the development, maintenance, and expression of a fulfilling leisure lifestyle for individuals with limitations. This is done through the provision of recreation therapy, leisure education and recreation participations services. Leisure pursuits add depth and meaning to life. Recreation therapy services are intended to have a positive impact on all persons served and help ameliorate identified physical, psychological and emotional problems. To this end, RTS supports the Psychosocial Rehabilitation and Recovery Center, the Mindful Action Group, and the Substance Abuse Treatment Program. In addition RTS is responsible for the programming and operation of various recreation facilities throughout the VA SORCC including but not limited to the ropes course, ball park, game room, and bowling alley. RTS engages Veterans through the Incentive Therapy work program, as well, supporting their vocational rehabilitation goals. Three levels of recreation opportunities are offered:

» Level one – Therapeutic recreation

» Level two – Leisure education

» Level three – Self-directed leisure participation

Substance Abuse Treatment Program (SATP)

Early intervention residential and outpatient treatment

The goal of SATP is to help Veterans learn recovery skills based on their identified strengths, needs, abilities and preferences. SATP helps Veterans identify the negative consequences of their substance use, develop individual recovery goals and objectives, learn how to prevent relapse, and practice recovery skills in a supportive group environment. The evidence-based practices and published practice guidelines that guide SATP are: motivational interviewing, cognitive-behavioral therapy, relapse prevention, community integration strategies and VA/DoD SUD Practice Guidelines.

SATP involves four hours of substance use treatment, four days per week. Weekend activities include planned recreation and community

support group attendance. Weekly treatment review and assessments are completed with a SATP staff member while the Veteran is in active treatment. The assessments are augmented by random UA/BA's, relapse prevention and recovery life skills, community based and SORCC support groups, daily activities, meetings in small and large groups, and continuous support during and after treatment.

SATP Program Elements

» **Engagement & Assessment**
Client focused, identifying needs and motivation for recovery. Veterans share strengths, talents and positive attributes, and explore their relapse patterns and related mental heath issues.

» **SATP Main Element**
Veteran develops a 90-day recovery plan with staff support, peer support and feedback-Groups focus on the bio-psychosocial aspects of recovery, community support and spirituality in recovery. The group explores and identifies potential relapse triggers. mental health issues, post acute withdrawal symptoms (PAWS), grief and loss, and warning signs.

» **Outpatient Program**
Brief therapy with the overall goal of abstinence. Individual skills, abilities, needs and preferences are addressed.

» **Continuing Care**
At least ten weekly group meetings that focus on practice of healthy, clean and sober living skills.

Homeless Program

The SORCC Homeless Program works with Veterans towards ending their homelessness and achieving the highest level possible of self-sufficiency. Our current programs include outreach to homeless Veterans, residential stay at the SORCC, transitional housing in the community, long-term permanent community housing, and intensive case management for seriously mentally ill homeless Veterans.

» **Domiciliary Care for Homeless Veterans Residential Beds**
This 54-bed unit is a treatment environment encouraging patient involvement and peer support in addition to the mental health and substance abuse services provided at our facility. Target Veteran population includes homeless Veterans who show the ability to return to the workforce and self sufficiency and for those already on disability who can also benefit from this type of treatment environment.

» **Health Care for Homeless Veterans Outreach (HCHV)**
The goal of our outreach efforts is to reach Veterans for the purpose of providing medical and psychosocial care, recovery efforts, housing and the prevention of homelessness. Outreach efforts are aimed at service agencies in Jackson, Josephine, Lake and Klamath counties. Outcomes of outreach efforts are to identify Veterans eligible for any of the homeless services we provide residential (inpatient) treatment, Grant Per Diem Program (transitional housing) or our HUD/VASH (permanent housing program).

» **Grant Per Diem Program**
The Grant Per Diem (GPD) program provides transitional housing for up to 2 years for Veterans who are homeless or at risk of becoming homeless. Veterans whose goal is to return to the workforce and Veterans on disability, or applying for disability, are all appropriate candidates for this program. Case management is provided by a community partner and overseen by the VA Grant Per Diem liaison. The GPD liaison works with the Veteran to create a recovery plan that assists them with meeting their goals. This program has 58 beds and is located in Jackson County.

» **Housing & Urban Development/VA Supported Housing (HUD/VASH) Program**
HUD-VASH is a collaborative effort

between VA and HUD. VA provides case management services by screening homeless Veterans for program eligibility while HUD provides permanent housing subsidies to homeless Veterans and their immediate families by allocating rental subsidies from its "Housing Choice" Program. The primary goal of HUD-VASH is to move Veterans and their families out of homelessness. A key component of the program is VA's case management services. These services are designed to improve the Veteran's physical and mental health and enhance the Veteran's ability to live in safe and affordable permanent housing (in a community chosen by the Veteran).

» **Enhanced Rural Access Network for Growth Enhancement (RANGE)**

Enhanced Range is a specialized outpatient program that provides mental health treatment interventions in the community setting. It is designed for individuals who are diagnosed with a severe and persistent mental illness, have not responded to traditional forms of outpatient care and are homeless. The goals of Enhanced RANGE are to help the client reduce the need for hospitalization, improve symptom and medication management, strengthen community support systems, increase independence in self-care and daily living skills and obtain housing. Our programs strive to offer a continuum of services that include:

- aggressive outreach to those Veterans living on streets and in shelters who otherwise would not seek assistance;
- clinical assessment and referral to needed medical treatment for physical and psychiatric disorders, including substance abuse;
- long-term sheltered transitional assistance, case management, and rehabilitation;
- employment assistance and linkage with available income supports; and
- supported permanent housing

Vocational Rehabilitation (VRP)

Reestablishing and developing employment skills and functional capability

Vocational Rehabilitation Program's goal is to provide a supportive, stable, structured environment that utilizes work-based individualized rehabilitation treatment to facilitate and strengthen vocational identity to maximize a Veteran's potential based on skills, abilities and rehabilitation needs. These programs assist participating Veterans by improving their overall quality of life. Subsequently, assisting Veterans with choosing jobs in which they will be both satisfied and satisfactory employees is equally important. The vocational counseling process involves gathering and synthesizing information about the client and the world of work, developing multiple vocational alternatives and plans, choosing a feasible vocational goal, and developing a plan to achieve that goal.

The SORCC VRP provides employment and vocational services to all referred Veterans. All employment service program elements are designed to facilitate re-employment and transition back into independent community living.

» **Employee Development Services**
The goal of this treatment element is to make available to Veterans, Work Adjustment Training opportunities are a part of the Employment Services continuum of care. This program will help the Veteran, in an individualized process, develop or re-establish skills, attitudes, personal characteristics, work behaviors, and functional capacities that will help them return to work and retain employment. The two programs which fall under Employee Development Services are Incentive Therapy (IT) and Transitional Work Experience (TWE).

Compensated work therapy prepares Veterans to return to work.

» **Incentive Therapy (IT)**
The IT positions available throughout the VA SORCC reflect a wide variety of therapeutic work settings. Whenever possible, the IT assignment is closely matched with the Veteran's employment interests.

» **Transitional Work Experiene (TWE)**
TWE also includes work adjustment training positions that are located at the SORCC and in the local community. SORCC options may include work in Nutrition and Food Service department and is managed by a Vocational Rehabilitation Specialist (VRS). Community employers work closely with a VRS in the screening and work experience process with potential permanent employment offered at the end of the training period. Typical candidates for this program are capable of working in minimally supervised environments. The general timeline for TWE is one to three months.

» **Supported Employment (SE)**
Supported Employment provides standard vocational rehabilitation services (vocational evaluation, employment plan, job placement and maintenance support) to Veterans with severe mental illness. Services include additional work site support (job coaching), transportation to and from work site, and coordination of care with mental health providers. The goal of treatment is to obtain and maintain competitive community employment.

» **Employment Skills Training**
Employment Skills Training services consist of three occupational skills training formats. (1) Three formal training programs located at the SORCC: Housekeeping Aide Training (HAT); Supply, Processing and Distribution (SPD); and the TURF maintenance program. (2) Short-term classroom training through Rogue Community College. (3) Occupational Skills Training or on-the-job training located in the local community. The timelines for each program vary from five months to one year.

» **Community Employment Services**
Is designed to give the Veteran resources and information while seeking employment in a manner understandable to them. VRS's and Veterans both gather information about prospective employers and job opportunities for employment in the Veteran's chosen field. VRS's may provide job analysis, consultation and/or recommendations for work site or job modifications if appropriate. The VRS maintains regular contact with the Veterans and employers at job sites to ensure continuation of employment and appropriateness of job placement and employer satisfaction. If problems result in a job loss within 60 days after placement, the Veteran may return to Community Employment Services for a review of the situation and guidance.

Case Management

Assisting the resident Veteran with utilizing treatment resources

The goal of Case Management is working with the Veteran to determine the overall treatment plan, and facilitate clinical activities and discharge planning. An admissions social worker reviews records, and communicates with prior providers, referents or family. The overall rehabilitation goal is set with the Veteran at admission. Addiction Severity Index assessments to assist in treatment planning are completed by a psychology technician. This includes a general life overview, medical, employment, drug, alcohol and gambling history, legal, family, social and psychiatric history. Upon entering residential status, a comprehensive record review and interview with the Veteran is done to prioritize needs, strengths and deficits.

» Meets with Veterans on a discharge track on a monthly basis, or more frequent as needed.

» Meets quarterly with residents on a Health Maintenance track for at least six months

» Case managers meet weekly as part of an Interdisciplinary Team Meeting involving departments throughout the SORCC, to address treatment direction, care, relapses and behavioral issues.

» Annual depression and alcohol screens, as well as verification of Advance Directives status are accomplished.

Outpatient Services

White City VA's Outpatient Department provides full comprehensive outpatient services. The twelve Primary Care Teams comprise a physician or nurse practitioner, nurse, and clerk to better serve you. Because VA SORCC is not a medical center and does not house an emergency room, we instruct all Veterans to **dial 911 in the event of an emergency.** To enroll in VA outpatient care or, if you are already enrolled, contact our Call Center at 541-826-2111 to schedule an appointment.

VA SORCC Outpatient Services include:

- Primary care
- Mental health care
- Women Veterans care
- OEF/OIF care
- SATP
- Dermatology
- Orthopedics (non-surgical)
- Physiatry
- Optometry
- Otolaryngology
- Hepatitis C
- Podiatry
- Home based primary care
- Community care home tele-health (CCHT)
- Neurosurgery evaluation (non-surgical)
- Laboratory services
- Radiology services (plain films, fluoroscopy, ultrasound, bone densitometry and CT)

Group Orientation Visits

VA SORCC offers group orientation visits for groups of seven to ten Veterans designed to orient the patient to the outpatient department at the VA SORCC. This is a mandatory appointment for all Veterans coming to the White City VA for care. During this visit labs are drawn, a comprehensive health history is obtained, and information regarding pharmacy, outpatient medical appointments, MyHealthyVet signup and other important facility information is presented.

Patients are also seen for their first one-hour medical appointment immediately following the orientation.

Diabetic Health Clinic

Annual nursing appointments for the diabetic who has an A1C of 7.9 or lower are provided. This medical appointment is designed to encompass all manadated requirements by VA and allow our Veterans to maintain good control on their diabetes. Annual group medical appointments for the diabetic with an A1C of 8.0 or greater are offered as well.

Our nationally recognized award-winning **Diabetic Intensive Group Appointment (DIGA)** clinic proudly provides interactive medical appointments which allow Veterans to gain control over their diabetes. By working with the DIGA team Veterans discover secrets to nutritional management, set healthy goals, and learn to avoid further complications from diabetes. Entrance to this program is by referral and invitation only. A serious commitment to attend the two and one-half hour group once a month for four months is required.

Diabetic Insulin and Insulin Pump Clinics along with nutrition clinics augment the Diabetic Health Clinic.

Outpatient Primary Care (OPC) Triage

To further assist you, our OPC Social Worker provides Veterans in the Outpatient Program with triage, clinical treatment, advocacy, and coordinates linkage with appropriate VA and community service providers/agencies, as needed for the Veteran. This is accomplished in collaboration with other members of the OPC Team. Additionally screenings and assessments, treatment planning and goal setting is offered. The social worker can also assist Veterans with resource development, crisis intervention, education and health promotion and prevention, and coordination of non-institutional and institutional services. The OPC Social Worker is located in Building 201, Room 104 and can be contacted at:

Phone: **(541) 826-2111 x3630**

Substance Abuse Treatment Program (SATP) Outpatient Program

The SORCC Addiction Treatment Program (Outpatient Services) is held downtown in Medford and meets up to four times per week and in Klamath Falls one day per week. This program is held in the early evening hours for those Veterans that find it more feasible to utilize evening classes and group sessions.The overall goal follows the "harm reduction model" with long-term abstinence being the desired outcome.

The Outpatient Program addresses individual skills, abilities, needs and preferences. The focus is on evidence-based therapy with an overall goal of abstinence. All participants are asked to abstain from the use of all non-prescription drugs and alcohol during the course.

Veterans recommended to attend the SATP IOP will meet at the SORCC in Building 222. For more information on meeting locations, contact SATP.

Any Veteran eligible for VA treatment who is not residing at the SORCC is eligible for outpatient services. The Veteran can be referred by either his/her Primary Care Provider, OEF/OIF Social Worker, Homeless Program, the criminal

justice system (courts or probation), local social service agencies and/or self-referral.

For SATP OP Services contact your outpatient provider at the SORCC for a referral to the Substance Abuse Treatment Program. If you don't have a provider, you may call the Admissions Office for more information. For help, please call the telephone numbers listed below.

1-800-809-8725 in Oregon
(541) 826-2111
Admissions – Ext. 3289/3551
SATP Outpatient Treatment
Ext. 3305 or 3270 or 3648

Tele-health

The SORCC is undertaking initiatives to provide tele-health services to our Veterans at the main campus and all of our rural locations. In addition to traditional face-to-face care, the SORCC offers various forms of tele-health to Veterans. Programs include: Care Coordination Home Tele-health which provides care from the facility to the patient's home, involvement in a telemental health program with the Portland VAMC to provide tele-health groups addressing PTSD symptomotology and soon to be offered pain management groups, to Veterans at our Community Based Outpatient Clinic (CBOC) in Klamath Falls. Within the near future we will increase the types of services provided via tele-health in order to reach more of our Veterans in rural and isolated areas.

Home Based Primary Care (HBPC)

The program is available to Veterans who are receiving medical care at the VA SORCC, who have chronic long term diseases, such as COPD, spinal cord injuries, cancer, dementia, and diabetes. The Veteran may be unable to come in for services due to transportation problems, inability to walk, or are homebound, and who have been referred by their primary care physician whom they see in ambulatory care at the SORCC. The Veteran must live within approximately 40 miles of the SORCC and need follow-up professional services of the home based primary care team. The HBPC program provides primary care through our staff, which include a physician, nurse practitioner, pharmacist, psychologist, social worker, dietitian, physical therapist, and registered nurses. All visits are scheduled by each of the respective disciplines for home visits. This is accomplished by staff calling the Veteran in the home and making an appointment. The Veteran must have a relative/friend or caregiver, which has been or can be trained to assist with home care (if the Veteran cannot manage alone).

HBPC Program provides:

- Primary health care in your home
- Registered professional nurse care for all HBPC patients
- Education on self care, safety, recognition and management of health problems
- Counseling and referrals to assist with social, emotional, financial or health problems
- Physical therapy
- Wound care, catheter care, medication management
- Labs
- Safety assessments
- Assistance with achievement of maximum independent living and optimum self-directed health care
- Quality of life at home improvement

Services HBPC does not provide: Daily nursing care, in-home speech therapy, homemaker/housekeeping personal care, emergency services, and acute post hospitalization services.

VA SORCC outpatient services reaches out to OIF/OEF Veterans, homeless Veterans, Veterans incarcerated in jail or in drug or family court, Veterans meeting parole and probation requirements. Outpatient services provides alcohol and drug related evidence based individual and family therapy for all OIF/OEF Veterans when appropriate.

Additionally, VA SORCC outpatient services works in collaboration with the Interfaith Care Community, the Medford Gospel Mission and various other local organizations reaching out to Veterans in Jackson, Josephine, Lake and Klamath Counties.

Additional Significant Programs

Physical Medicine and Rehabilitation Service (PM&RS)

Physical Medicine and Rehabilitation Service (PM&RS) is a medical specialty characterized by the utilization of diagnostic, physical, psychosocial, educational, and vocational activities for the prevention, diagnoses and comprehensive treatment of Veterans with physical, medical, mental, or vocational disabilities. The primary objective is to create a therapeutic regimen for the restoration of the individual to the highest possible level of physical, social, emotional, and economic self-sufficiency for the optimum adaptation to the community.

PM&RS intervention is indicated when the Veteran experiences physical, medical, or psychological impairments that take away from normal levels of function and lifestyle. PM&R services are appropriate for the assessment and management of:

- » PM&R related medical conditions
- » Prosthetic and orthotic needs
- » Functional abilities
- » Wound care.
- » Pain management
- » Ambulatory/mobility aids
- » Physical capacities
- » Fitness & exercise
- » Activities of daily living (ADL's)
- » Leisure time utilization
- » Work restoration

PM&RS clinical staff work hand-in-hand with the Veteran to develop and implement a rehabilitation plan. The plan is based on the Veteran's stated goal as well as assessments of physical func-

tion, pain, cognitive, behavioral, communicative, emotional, and social status. The plan will include long and/or short-range goals with time frames required for the Veteran to meet the desired level of outcome.

At the VA SORCC, Physical Medicine and Rehabilitation Service consists of:

» **Manual Arts Therapy** (also known as Compensated Work Therapy or Vocational Rehabilitation Therapy) utilizes vocational rehabilitation programs or therapeutic craft activities to evaluate the patient's physical, social and emotional skills. Emphasis is placed on learning acceptable work habits and skills while at the same time improving self-image, and social abilities. Patients participate in a work regimen with the goal of achieving transition to employment in the community and or other levels of the employment services continuum of care.

» **Occupational Therapy** provides objective neuromuscular and functional evaluations for referred patients helping Veterans obtain maximum functional independence, self-care activities and Activities of Daily Living (ADL's). Occupational Therapy offers specialized treatment of upper extremity and hand disorders and provides physical capacity evaluations, and provides a therapeutic milieu, which encourages awareness of and improvement in self-image, time-management, individual living skills and group interaction skills.

» **Physical Therapy** provides objective evaluation of muscle strength and joint function and specific individualized exercise programs or treatments for patients with a variety of acute or chronic neuromuscular or skeletal problems including, but not limited to, pain, joint limitations, infection, paresis or paralysis, neurological disease, and vascular insufficiency. Various modalities including cold, electrical stimulation, heat, hydrotherapy (whirlpool, steam and sauna), traction, and transcutaneous nerve stimulation may be used as indicated.

» **General Physiatry Clinic** provides physician directed consultation, evaluation, electromyography testing, and nerve conduction studies for complex patients with diseases, impairments and/ or suspected neuromuscular disorders limiting their functional independence. This may include prosthetic, orthotic, SCI (Spinal Cord Injury), radiculopathy, carpal tunnel, nerve entrapment syndromes, peripheral nerve injury, peripheral neuropathy, motor neuron disease and myopathy patients.

» **Podiatry Clinic** offers foot evaluations and treatment which may include toenail care, diabetic foot care, wound care, and orthotic footwear.

» **Podiatry Nurse Clinic** provides toenail and foot care. Treatment may include toenail trimming, burring down of calluses, and focused assessment of other issues, i.e. tinea pedis, onychomycosis.

PM&RS Clinics and Programs are available to inpatients and eligible outpatients.

Prosthetic and Sensory Aids Service (P&SAS)

The Prosthetic and Sensory Aids Service (P&SAS) is responsible for providing all prosthetic, orthotic, sensory aids and durable medical equipment (DME) to eligible Veterans, dependents, survivors, and in special cases, employees within the VA SORCC primary service area. The items issued and/or repaired include, but are not limited to home tele-health, artificial limbs, braces, medical equipment, hearing aids, eye glasses, wheelchairs and other ambulatory aids, hospital beds, aids for the blind, artificial eyes, cosmetic restorations, auto adaptive equipment to include special vehicle modifications, and home improvement and structural alterations.

Psychiatry (Mental Health Clinic)

Psychiatry Service at VA SORCC provides consultation services to the VA SORCC Primary Care Service and the VA SORCC Residential Care Program. When consulted, the patient is triaged so that patients needing same day or urgent care are provided with immediate assessment/treatment. The remainder of the consults are closed out within fourteen days with the patient being seen within that timeframe. A complete psychiatric assessment is completed on the patient within two visits and a treatment plan is completed by the third visit. Each patient receiving an initial psychiatric assessment receives a suicide risk assessment and a safety plan if needed. The Psychiatry Service becomes actively involved with determining the level of care needed when there is a concern for acute suicide risk and facilitates transfers to a higher level of care. The Psychiatry Service plays an important role in the various Suicide Prevention efforts at the facility.

» The Mental Health Services provides a wide range of diagnostic and treatment services for Veterans and families experiencing the full range of psychiatric disorders. A majority of patients are diagnosed with complex, chronic illnesses with multiple diagnoses including medical problems.

» Psychiatrists and psychiatric nurse practitioners, provide psychiatric consultation for, and work in close collaboration with, the primary care providers. For both outpatients and SORCC residents, this ensures the coordination of treatment services for each Veteran.

» The treatment plan is based on the initial assessment. Individuals and families are encouraged to participate in developing their treatment plans.

» Treatment services include medication management, and access through referral to other groups and programs in the SORCC. The referral process to programs within the SORCC (such as for substance abuse) and in the community is an integral and crucial aspect of the treatment.

Women Veterans Health Care

Women have been in the military for more than 220 years beginning with those who served in the Revolutionary War. Their service has continued throughout all Eras until today with those serving and returning from Operation Iraqi Freedom and Operation Enduring Freedom. Today the number of women serving is growing to almost 15% of the military. Women serve side by side with their male counterparts in a broad range of activities.

A Promise to Our Women Veterans

The VA SORCC will promote the health, welfare, and dignity of women Veterans by ensuring equitable access to quality, timely, sensitive and coordinated health care.

We provide the following services for you:

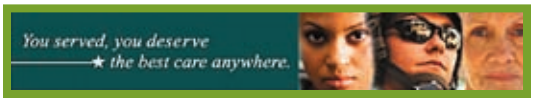
- General primary care
- Comprehensive gender specific services
- Family planning/contraception
- Pregnancy: OB/GYN services, by referral
- Infertility testing and limited treatment
- Management of chronic diseases
- Osteoporosis
- Menopause issues
- Wellness and healthy living including: nutrition and weight management, smoking cessation programs
- Cancer screening
- OEF/OIF services including: case management, transition assistance and post-deployment adjustment
- Mental health services including: treatment for alcohol and drug dependence, management of depression, post-traumatic stress disorder (PTSD), and military sexual trauma (MST)
- In-patient residential rehabilitation treatment programs
- Vocational rehabilitation
- Services for homelessness

Are you suffering from PTSD or MST?

We are here to help you. Speak to your Primary Care provider for a referral for counseling and treatment or call the SORCC MST Coordinator, at (541) 826-2111, ext. 3824.

For more information on women's health care at the VA SORCC, contact:

Women Veterans Program Manager
(541) 826-2111, ext. 3366



OEF/OIF Veterans Program

The OEF/OIF Program serves as an initial point of contact for all OEF/OIF Veterans enrolled for services at SORCC. Veterans who have served in Iraq, Afghanistan, or other 'hostile fire' areas included in the Global War on Terrorism since 9/11/01 are by definition OEF/OIF Veterans. The program also provides screening and services for Veterans who participated in 'designated combat zones' dating back to 11/11/1998.

Referrals are received through the Department of Defense (DOD) (via CMTRA, VTA databases), SORCC Eligibility Office (via walk-ins), and the community; and consults can be placed by SORCC staff. Referrals for comprehensive Traumatic Brain Injury (TBI) evaluations are also tracked and managed by the OEF/OIF Program Manager for all OEF/OIF Veterans. Once a Veteran has tested positive for the initial four-question TBI screen, the OEF/OIF/TBI consult is placed and will be forwarded to the Program Manager and designated Mental Health Clinic. Upon receiving the consult an appointment will be scheduled by the Mental Health Clinic for the Veteran to receive the Comprehensive TBI Evaluation.

Available Services

» The OEF/OIF program staff complete two clinical screens upon initial contact for every OEF/OIF Veteran: 1) Post Deployment Screen (PTSD, Depression, Alcohol Abuse, and Physical Problems/Embedded Fragment questions) and 2) TBI Screen. These screens are completed either in-person or by telephone.

» All OEF/OIF Veterans are assigned to the Post Deployment Health Clinic (PDHC). This multi-disciplinary team consists of: Primary Care teams, Mental Health Providers, OEF/OIF staff, Addiction Therapist, Suicide Prevention Coordinator, Vocational

and Recreation Therapists and a Vet Center representative. A Mental Health provider located in Klamath Falls also works in conjunction with the PDHC.

» Case Management is provided to all 'seriously-ill/injured' Veterans identified by DOD. This may include Veterans who experience serious mental illness (including moderate-severe TBI), amputations, burns or blindness and/or spinal cord injuries sustained during combat.

» Case Management is also provided to other identified OEF/OIF outpatient Veterans who require additional support during reintegration and transition back to civilian life. The OEF/OIF Program can also be consulted and/or serve as an adjunctive service to residential, or inpatient, OEF/OIF Veterans already receiving care at SORCC.

» The OEF/OIF staff provide referrals and advocacy to support OEF/OIF Veterans accessing services within SORCC (e.g., vocational services, specialty clinics) and the local community (e.g., Veteran Services Officer, Vet Center, Home War Relief Fund).

» OEF/OIF staff have established a close working relationship with Oregon National Guard leadership and regularly attends community events related to returning Veterans and their families.

» **Post Deployment Care Groups:**

- **Tuesdays: 4-5:30pm** (SOU Campus, Student Union, 3rd Floor, Dankirk Room).
- **Thursdays: 5:30-7pm** (Bldg 240)

For more information regarding our returning Veteran program, call (541) 826-2111, extensions 3798 or 3230.

Minority Veterans Program

» *The Center for Minority Veterans Vision*

The Center for Minority Veterans is the Department of Veterans Affairs model for interagency and intra-agency cooperation, to ensure all veterans receive equal service regardless of race,origin, religion, or gender.

We are process improvement oriented and both internally and externally customer-centric.

» *The Center for Minority Veterans Mission*

To assist the Department of Veterans Affairs (VA) to "keep the promise" by acting as facilitator, change agent, strategic thinker, honest broker and cheerleader to the men and women of the VA in executing its mission.

The primary goal of this outreach initiative is to increase local awareness of minority Veteran's related issues and develop strategies for increasing their participation in existing VA benefits programs for eligible Veterans.

MVPCs are located at VA Regional Offices, Health Care Facilities and National Cemeteries, and they are responsible for:

- » Promoting the use of VA benefits, programs and services by minority Veterans.
- » Supporting and initiating activities that educate and sensitize internal staff to the unique needs of minority Veterans.
- » Targeting outreach efforts to minority Veterans through community networks.
- » Advocating on behalf of minority Veterans by identifying gaps in service and make recommendations to improve service delivery-within their facilities.

How we outreach to minority Veterans

- » Special emphasis groups through community networks
- » Minority Veterans service
- » Organizations
- » Town Hall meetings
- » Homeless Veteran stand downs

Who we serve

As required by Congress in 1994, under Title 38 Public Law 103-446, CMV's primary emphasis is on the following minority Veterans: Pacific Islander, Asian American, African American, Hispanic/Latino, and Native American, including American Indian, Alaska Native, and Native Hawaiian.

For further assistance contact your local Minority Veteran Program Coordinator:

Nicole Thomas, MAP
(541) 826-2111, ext. 3635
nicole.thomas6@va.gov

Native American Program

As part of the VA's Minority Veterans Program, the SORCC is proud to provide Native American Veteran programs such as the monthly Sweat Lodges, Healing Circles, Native American Craft activities, and more. These programs and activities are open to all Veterans and were created to promote cultural awareness and Traditional Ways of healing. The Sweat Lodge Ceremony is central to several Native American cultures and is one of the most recognized of all Native American Ceremonies. In former times Native American's participated in Sweat Lodge Ceremonies to acquire spiritual, mental and physical healing. The White City VA Sweat Lodges allow Veterans, men and women, to direct attitudes, morals, and values into a strong positive force. By using Spiritual Leaders and the Sweat Lodge, the participant can be involved in self-discovery and spiritual awakening.

For further assistance contact your Native American Program Liaison:

(541) 826-2111, ext. 3658

Military Sexual Trauma (MST) Counseling and Treatment

A number of Veterans, both women and men, have experienced sexual trauma during their military service. Some Veterans have sought counseling and treatment to deal with the effects the trauma has had on their lives. Others may be uncomfortable expressing their feelings or talking about these incidents. They may wonder if they should try to talk about their feelings, or if it will even matter. Since 1992, Public Law has authorized the VA to provide counseling and treatment for military sexual trauma. All Veterans are being asked about military sexual trauma experiences because the VA knows the impact trauma can have on a person's physical as well as emotional health. After effects of sexual trauma include:

- Disturbing memories or nightmares
- Difficulty feeling safe
- Feelings of depression
- Problems with alcohol and other drugs
- Feeling isolated from other people
- Problems with anger or irritability
- Sleep problems

Available Services

VA Provides priority counseling and treatment for eligible Veterans who have experienced military sexual trauma. It is important to know that military sexual trauma counseling is available even if a Veteran did not report the incident when it occurred or has not filed a claim for benefits.

You can expect that your VA healthcare provider will ask you if you experienced any military sexual trauma. If you have had these experiences and think you might like to speak to a professional about them, let your healthcare provider know. Your healthcare provider will refer you to a VA or Vet Center counselor. These counselors are knowledgeable about treatments that can help survivors of sexual trauma overcome the psychological after effects.

Does a Veteran who experienced military sexual trauma qualify for disability compensation?

A Veteran may be qualified for compensation for disabilities incurred or aggravated in the line of duty, including disabilities or injuries resulting from sexual trauma. A Veterans Service Representative at the Veterans Benefits Administration (VBA) can explain the compensation program in greater detail and assist you in filing a claim. A Veteran who has experienced sexual trauma may or may not have disabilities that can be deemed service-connected. Information about VA benefits and the claim process can be obtained by calling: 1 (800) 827-1000.

If you are a female Veteran and do not feel comfortable speaking to a man about your experience, read the following information:

Women Veterans who would like more information can contact the Women Veterans Program Manager at the VA SORCC. Many Veterans Benefits Administration (VBA) Regional Offices have a Women Veterans Coordinator available to assist women Veterans with information about VA services and benefits. Vet Center staff is available to provide information and counseling for men and women. Find a Women Veterans Coordinator by calling 1 (877) 222-VETS or access the form online www.va.gov/elig. For more information, contact the VA SORCC MST Coordinator at (541) 826-2111, ext. 3824.

Suicide Prevention

Know the Signs

Watch for these key suicide warning signs, and provide the Lifeline number to anyone exhibiting them.

- Talking about wanting to hurt or kill oneself
- Trying to get pills, guns, or other ways to harm oneself
- Talking or writing about death, dying or suicide
- Hopelessness
- Rage, uncontrolled anger, seeking revenge
- Acting in a reckless or risky way
- Feeling trapped, like there is no way out
- Saying or feeling there's no reason for living

Veterans Suicide Prevention Hotline
1-800-273-TALK, Veterans press "1".

The Department of Veterans Affairs' (VA) Veterans Health Administration (VHA) has founded a national suicide prevention hotline to ensure Veterans in emotional crisis have free, 24/7 access to trained counselors. To operate the Veterans Hotline, the VA partnered with the Substance Abuse and Mental Health Services Administration (SAMHSA) and the National Suicide Prevention Lifeline. Veterans can call the Lifeline number, 1-800-273-TALK (8255), and press "1" to be routed to the Veterans Suicide Prevention Hotline.

Resources

- **Veterans Chat — National Suicide Prevention Lifeline:**
  http://www.suicidepreventionlifeline.org
  Veterans (and family members or friends) can access Veterans Chat through the National Suicide Prevention Lifeline website. Veterans Chat enables Veterans, their families and friends to go online where they can anonymously chat with a trained VA counselor. If the chats are determined to be a crisis, the counselor can take immediate steps to transfer the chatter to the VA Suicide Prevention Hotline, where further counseling and referral services are provided and crisis intervention steps can be taken.

- **Your Local Suicide Prevention Coordinator**
  Each VA facility has a suicide prevention coordinator to make sure Veterans receive needed counseling and services. Calls from the Lifeline are referred to those coordinators.

  A variety of brochures and documents are available to address Veterans' specific needs. The website (http://www.suicidepreventionlifeline.org) includes information on how to recognize when to ask for help, suicide risk assessment, guidance for family members of suicide attempt survivors, and how to talk to children about this serious topic.

Chaplain Service

The goal of the Chaplain Service is to provide for the spiritual/pastoral/religious needs of Veterans and families receiving benefits from the VA SORCC. The service has an established program of spiritual ministries, religious services, pastoral care and counseling that includes the following:

- Scheduled religious services, study groups and fellowship opportunities
- Scheduled various support groups
- Funeral and memorial services for Veterans at the VA SORCC and within the community

- Provide Spiritual Assessments opportunities for all Veterans granted admission as in patients
- Pastoral counseling for Veterans and family members
- Assist Veterans in contacting and attending their chosen community religious services
- Conduct spirituality related therapy groups
- Provide a variety of spiritual/religious literature

A Healing Environment

SORCC professionals believe for healing to take place a holistic approach to healthcare must be provided. An integral part of recovery, recuperation, and community reintegration success lies, in great part, in the use of alternative healing modalities. The SORCC's beautifully landscaped flower beds and grounds, Healing Garden, Labyrinth, Blue Star Memorial and WWII Memorial garden, Peace Rose Garden and other "green space" provide for reflection, relaxation and solace. All key components to full recovery.

Community Ties & Integration

The VA SORCC's longstanding presence in the Valley has forged critical community partnerships with the area's citizenship at large. Educationally, economically, and socially the facility has shaped a large portion of the Valley over several decades and continues to demonstrate strong, secure support as a community pillar.

As a Center of Excellence in many regards, SORCC staff and volunteers take pride in their position as an important Southern Oregon community partner. Our partnerships are fostered and forged in an effort to bring the best care anywhere to Veterans. And, it begins "at home" with our resident patients. The most important integration experienced within the SORCC's brick walls is that of partnership between staff and Veterans served. An active Resident Council (need photo) is empowered to offer suggestions and maintain a direct line of communication with our facility senior management. Resident representatives are members of a variety of facility committees and performance improvement teams. They also volunteer during community/SORCC special events such as the Rogue Valley Veterans POW WOW, Rogue River clean up, and other events. Participation by residents and staff at Diversity Fairs and other EEO activities is significant.

Close to 500 regularly scheduled VA Volunteers provide nearly 80,000 hours of service on an annual basis. Volunteer opportunities abound for all ages at SORCC in virtually every aspect of its operation. An Occupational Learning Experience Program offers career exploration, job skills training, and limited clinical practicums for high school students. The VA's Voluntary Service Committee manages and operates the facility's nine-hole Veterans exclusive golf course and driving range, providing a vocational rehabilitation training ground in Turf Management for Veterans enrolled in the SORCC's Vocational Rehabilitation and Incentive Therapy Programs. A donation program affords interested individuals and groups an avenue to support non-VA funded services and programs for our Veterans. And, all donations are tax deductible and acknowledged with a letter of receipt. For more information, contact the Voluntary Service office at 541-830-7467 or 7468.

Making The Difference

How do we know whether or not the SORCC delivers high quality healthcare and makes a difference in lives of Veterans? Senior Management in cooperation with the VA SORCC's Strategic Management Office provide customer service training and support, data training and guidance, and coordinates with Systems Redesign and Quality Management on all improvement initiatives, projects and teams. These combined efforts augment and fortity the strategic goals and initiatives of the facility. Our mission is to combine Veteran centric, data driven and innovative solutions that support VA SORCC endeavors of meeting the needs of our patients. Improvement of Veteran healthcare is our business.

Moving Forward

The VA SORCC is secure in its future position as a primary and national resource for Veterans. The facility and its culture continues to move forward and evolve from its early years as the nation's largest "domiciliary" for over 50 years to now being VA's largest and finest residential rehabilitation center and branch rural healthcare clinics. We have served nearly 100,000 resident Veterans since our inception in 1949 and have provided quality, compassionate treatment to thousands of outpatients annually.

VA SORCC is fully accredited by Joint Commision in Behavioral Health, Home Care, and Ambulatory Care, and is CARF accredited in Vocational Programs and Community Services. Its' award winning innovations in rehabilitative care have been repeatedly recognized on nationally.

Strategically, the VA SORCC remains engaged in an active planning process to include expansion and access to rural Veterans and special populations. The facility continually solicits information for use in planning from a wide range of stakeholders, including Veterans and their families, members of Congress, representatives of affiliated medical schools, representatives of Veterans Service Organizations, members of the Veterans Management Advisory Committee, VA Voluntary Service Committee members, union officials, community groups, and employees and volunteers. White City VA is extremely proud of its past and anxiously awaits future opportunities to serve the best this Nation has to offer. We continue to reach out with new programs and new technology to ensure we provide "The Best Care Anywhere" to the Veterans we serve.

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VA SORCC

8495 Crater Lake Hwy., White City, OR 97503

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