IMPORTANT TELEPHONE NUMBERS

VA Palo Alto Health Care System

(650) 493-5000 (Press "0" for operator assistance)

Your Recovery Advisor_____ Ext. _____

Veterans Recovery Center. . . . . Ext. 22823

Mental Health Clinic (San Jose) . . . . . Ext. 73500

Mental Health Clinic (Menlo Park, Building 321) . . . Ext. 22234

Patient Advocate Program Manager . . . . . Ext. 65544, or 63543

Veterans' Crisis Line – 1-800-273-8255 (Press "1" for Veterans)

Addiction Consultation Team 1-866-717-1978

Business Office (Billing Inquiries) 1-866- 347-2353

HVRP: Homeless Veterans Rehabilitation Program 1-800-848-7254

Pharmacy 1-800-311-2511

Telephone Care (for Medical Advice) 1-800-455-0057

VA Benefits counselor 1-800-827-1000

Women's Clinic 1-888-443-7182

Veterans Recovery Center (VRC) Handbook

80 Great Oaks Blvd, San Jose, CA 95119

Palo Alto VA Health Care System

(650)-493-5000, Ext. 22823

http://www.paloalto.va.gov/services/vrc.asp

WELCOME!

Welcome to the Veterans Recovery Center, a Psychosocial Rehabilitation and Recovery Program for persons with mental health symptoms. We hope that you will benefit from our services on your path to recovery. We will provide a positive, encouraging environment for choosing and pursuing one or more goals for making your life as meaningful and fulfilling as possible.

-VRC Staff

Rev 8/15

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

VA Veterans Affairs PAHCS Palo Alto Health Care System

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VRC PROGRAM AND PHILOSOPHY

The Veterans Recovery Center is a transitional learning program designed to help Veterans pursue life-improvement goals of their choice. The VRC Staff practice the core principles and values of the **Recovery and Rehabilitation** model, striving always to improve the recovery-based mental health services we provide. The VRC partners with various programs that provide services to Veterans with an SMI, including: Mental Health Intensive Case Management Program (MHICM) and the Behavioral Health Interdisciplinary Team (BHIP). In addition, a weekly peer-led "bridge group" is provided to Veterans on acute inpatient psychiatry with topics ranging from introduction to Recovery, goal-setting, to learning about Peer Support Services and the VRC.

The VRC works in coordination with other community and VA services. Classes and Recovery Advising meetings seek to help Veterans improve their health and wellness, live a self-directed life, and strive to reach their full potential. Active participation in the non-VA community (e.g., school, work, recreational or volunteer activities, religious organizations, going out with friends, traveling) is viewed as a key part of mental health recovery. We want to inspire and support your goals, your community reintegration, and improvement in the quality of your life.

EMERGENCY AND AFTER HOURS PSYCHIATRIC CARE:

If a psychiatric emergency occurs while you are at the VRC during regular hours, please notify any VRC staff member so that they may best assist you.

The Palo Alto VA Emergency Department is open continuously, and is located at the Palo Alto campus, 3801 Miranda Ave., Palo Alto, CA 94304, (650) 493-5000.

- If the need for emergency psychiatric care occurs away from the VRC or during a time that it is closed, please call 911, go to your nearest Emergency Room, or phone the Veterans Crisis Line (1-800-273-8255).
- If you are hospitalized, please notify VRC staff when you are able.
- There are other numbers available for help. They are listed at the end of this Handbook. They include Telephone Care (800-455-0057), which can be called for non-emergency medical advice 24 hours a day.

DRUGS, ALCOHOL AND TOBACCO

We recognize that some Veterans may use alcohol or drugs. We will assist with treatment when this rises to the level of abuse. However, you **may not attend VRC while under the influence of drugs or alcohol**. If you are seen as being under the influence, a safety plan will ensue, which will include being asked to leave for the day. When not under the influence, you may return to develop a recovery plan to address the issue.

All federal buildings are **tobacco free** including the use of electronic cigarettes. There are designated smoking/tobacco areas on campus. Please be aware that anyone violating the smoking policy is subject to a fine.

RECOVERY PRINCIPLES

The information in this section is adapted from materials provided by the Substance Abuse and Mental Health Services Administration (SAMHSA).

> "**Mental health recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential."**

There are **four major dimensions** that support a life in recovery:

1. ***Health***: overcoming or managing one's problems, as well as living in a physically and emotionally healthy way;

2. ***Home:*** a stable and safe place to live;

3. ***Purpose:*** meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society;

4. ***Community***: relationships and social networks that provide support, friendship, love, and hope.

GUIDING PRINCIPLES OF RECOVERY

Recovery emerges from hope: The belief that recovery is real provides the essential and motivating message of a better future – that people can and do overcome obstacles that confront them. Facing life's daily challenges with a sense of integrity, seeing beyond the limits of disability is possible.

RECOVERY PRINCIPLES

Recovery is person-driven: Self-determination and self-direction are the foundations for recovery as individuals define their own life goals and design their unique path(s) towards those goals. Individuals can be empowered and provided the resources to make informed decisions, build on strengths, and gain or regain control over their lives.

Recovery occurs via many pathways: Individuals are unique with distinct needs, strengths, preferences, goals, culture, and backgrounds recovery is not "standardized," or "one size fits all," but highly personalized, built on the strengths, talents, coping abilities, resources, and inherent value of each individual. Recovery is non-linear, characterized by continual growth and improved functioning, despite setbacks that we all face.

Recovery is culturally-based and influenced: Culture and cultural background in all of its diverse representations including values, traditions, and beliefs are keys in determining a person's journey and unique pathway to recovery. Services should be culturally sensitive and personalized to meet each individual's unique needs.

Recovery is holistic: Recovery encompasses an individual's whole life, including mind, body, spirit, and community. Individuals are far more than their "diagnosis."

HEALTH AND SAFETY

Your safety is important! Please tell us if you observe an unsafe condition or action. If an event occurs that requires medical or police attention, let us or another staff member know.

FIRE, EARTHQUAKES, OTHER DISASTERS

We will provide you with a safety orientation. Please familiarize yourself with the map of the building and escape routes, exits, location of fire extinguishers, and the first aid kit. Emergency drills are conducted on a routine basis. Staff will instruct you on what to do during a drill or actual emergency.

WEAPONS, VIOLENCE, HARRASSMENT

Weapons, violence or threats of violence, sexual or other harassment, or any interpersonal coercion will not be tolerated. If you observe or receive this kind of treatment, please let staff know. If you violate this safety policy, you could be asked to leave the program. Alternatively, you may be asked to meet with your Recovery Advisor and/or the VRC Team to develop a plan, so that you can continue to participate in the VRC while maintaining safety for all. If a plan cannot be developed or the plan is not followed, you may be discharged from the program. If you are discharged, the VRC staff will help you find alternative services that meet your needs.

MEDICATIONS

Prescription and over-the-counter medications may be brought to the VRC as long as they are labeled and kept in your possession at all times. **Staff does not manage or administer medications,** but they can assist you in contacting the prescribing provider if questions arise. Please do not share any type of medication with other Veterans or staff, and do not ask them for medication.

Medication Education

Medication education can be provided by a prescriber or pharmacist.

RECOVERY PRINCIPLES

Recovery is supported by relationships: peers, allies, friends, family, support groups: Mutual support and the sharing of experiences and skills, play an invaluable role in recovery. Relationships provide a vital sense of belonging, support, valued roles, and sense of community. Professionals can also play an important role in the recovery process by providing clinical treatment and other supportive services. Also, engaging in new roles (e.g., partner, caregiver, friend, student, employee) often leads to a greater sense of belonging, empowerment, autonomy, social inclusion, and community participation.

Recovery **places an emphasis on treating everyone with respect,** as a whole human being, and not stigmatizing a person or his or her problems. Reducing stigma and discrimination are crucial in achieving recovery. One is entitled to dignity and respect, and a sense of meaning and purpose in life.

MISSION

The Mission of the VRC is to provide Veterans with a transitional educational center that will inspire and assist them to reclaim their lives, instill hope, validate strengths, teach life skills and facilitate community integration in meaningful self-determined roles. The VRC provides Veterans with serious mental illnesses an avenue to define and pursue a personal mission and vision for their future based on their identified strengths and self-chosen values, interests, personal roles and goals.

VISION

All Veterans served in the VRC will define and pursue a self-determined personal mission and vision for their lives and have access to support, education and effective treatment that fosters improvements in all domains of their lives. These Veterans will develop the skills necessary to set and achieve self-determined goals that result in meaningful roles in the community. They will have consistent access to recovery-oriented interventions and natural community–based supports – essentials for living, working, learning and contributing fully in the community. The VRC staff will embrace, incorporate and practice using the core principles of psychosocial rehabilitation in all interactions, interventions and program development.

GRIEVANCES

If you have grievances that you do not wish to discuss publically in Town Hall meetings or classes, you can begin by talking with a VRC staff member. You may also address them by speaking with the VRC Program Coordinator. You also have the option of contacting the Patient Advocate, x65544.

FINANCIAL ARRANGEMENTS

Some Veterans may have a co-pay for VRC services. If you have questions about this, you may go to the VA's Hospital Administration Service office in Menlo Park x26843 or San Jose x73586. We are available to help you if financial issues create a barrier to your using our services.

OPPORTUNITIES AND SERVICES OFFERED

Classes are offered weekly, in 60 - 90 minute sessions. VRC staff members are assigned to each class, and might be assisted by a trainee or Veteran. Classes are designed to help Veterans learn new information and skills, and to reinforce skills they have. Classes routinely encourage activities in the community and doing "homework" between sessions. Classes support Veterans in making effective changes in their life.

Every 3 months, the VRC's schedule of classes are reviewed and changes are made by best incorporating Veteran feedback.

Community activities are a core part of the VRC program. Depending on your individual recovery goals and needs, you will be encouraged to develop a schedule of community activities. Some VRC classes will include practicing new skills in the community (e.g., stores, parks, libraries). Classes prepare Veterans to practice skills with peers, family, or others in the community. The long-term goal of the VRC is active community participation in the activities of your choosing.

VALUES

- All individuals have the capacity to learn and grow. Recovery is the ultimate goal of VRC programming. Interventions must facilitate the process of recovery.
- VRC programming help Veterans re-establish normal roles in the community.
- VRC services are individualized, person-centered, strength-based and promote hope, responsibility, and respect.
- VRC services facilitate an enhanced quality of life for each person receiving services.
- All people are to be treated with dignity and respect.
- Veterans receiving VRC services have the right to direct their own affairs, including those that are related to any psychiatric illness. Veterans will be educated on how they can plan ahead for periods of acute illness.
- VRC services are to be designed to address the unique needs of each veteran consistent with the Veteran's cultural values and norms.

VALUES

- VRC staff make a conscious effort to eliminate labeling, stigma and discrimination particularly based upon a disabling condition.
- Culture, ethnicity and individual differences must not be limiting factors in the provision of VRC services, and they can play an important role in the recovery process as sources of strength and enrichment for the individual veteran as well as for the program.
- VRC staff actively encourage and support program participants in normal community activities throughout their involvement in the rehabilitation process.
- VRC services are to be coordinated, accessible and readily available as long as needed.
- Veterans with serious mental illness can participate in meaningful self-determined community roles such as school, work, recreational or volunteer activities.
- The involvement of family members and significant others is often an essential ingredient of the process of rehabilitation and recovery and must be supported in every situation where it is appropriate.
- VRC staff should constantly strive to improve the services they provide.

PRACTICAL MATTERS

OPPORTUNITIES AND SERVICES OFFERED

- Individual assessment and curriculum planning
- Individual recovery planning, including goal-setting using SMART objectives
- Individual and group psychotherapy
- Peer support services
- Psychoeducational classes
- Social Skills Training
- Illness management classes
- Wellness programming to promote an active and healthy lifestyle
- Wellness Recovery Action Plan (WRAP) classes
- Recreation Therapy services
- Community integration activities
- Mobility and destination training, access to and use of public transportation
- Spirituality classes and Chaplain services
- Multidisciplinary team meetings
- Advance Directives
- Family Education
- Care coordination

READMISSION & ALUMNI STATUS

It is the VRC hope that Veterans are engaged in community supported recovery, using natural community supports, maintaining chosen roles, and continuing to improve knowledge and skills. Upon successful completion of the VRC program, you are encouraged to visit the VRC program as an alumnus/alumna to "give back" and to be a mentor to others. You may, for example, wish to participate in a class as a visitor or guest speaker. Alumni are also encouraged to seek support as needed from peers and VRC staff.

You may wonder whether you can be readmitted to the VRC program after successful completion. For example, what if you experience a significant life challenge that leads you to want the support of the program? Or what if you identify a new Recovery Goal you want to work on? We will consider each Veteran's unique situation and needs. In most cases, we will encourage Veterans to pursue additional goals independently, using peer and community support. However, readmission to the program is an option if the program agrees that it will best meet your needs. Please contact the VRC if you're interested in re enrollment.

PROGRAM STAFF

The Veterans Recovery Center staff member's responsibilities are the following:

Program Coordinator – This person is responsible for creating and implementing programming, maintaining the day-to-day operations, and working to find ways to improve the services offered within VRC. This individual makes sure that each Veteran is receiving high quality education and that treatment services are being provided by qualified recovery oriented staff.

Psychology Provider – This person will facilitate group therapy, individual therapy, family therapy, participate in community outings, and will assist Veterans with recovery planning. This person will assist the Veteran with understanding the complexities of his or her mental illness and how to develop skills that will increase his/her independence in the community.

Social Work Provider – This person will facilitate group therapy, individual therapy, family therapy, participate in community outings, and will assist Veterans with recovery planning. The social worker will see Veterans individually as needed in order to address recovery goals and treatment needs. This person will also contact family members (with Veteran permission) to provide education and support services, as needed.

Nurse Provider – This person will provide group and individual education and wellness programming, participate in community outings, and will assist Veterans with recovery planning. This person also provides medical consultation to Veterans and staff, as needed.

PROGRAM STAFF

Recreation Therapist – This person will provide an assessment of recreation desires and needs of the Veteran in their recovery journey. The Recreation Therapist will provide education and support to the Veterans that involve activities that promote wellness according to the Veterans identified interests. This person will also provide education and support to the PRRC staff regarding recreation activities.

Peer Specialist – This person will assist with recovery by serving as a role model and providing education to Veterans. The Peer Specialist will also provide support in recovery by sharing first-hand knowledge, experiences, and resources. This person will assist Veterans with establishing and identifying their recovery goals, and participate in community outings.

Local Recovery Coordinator - This person will facilitate group therapy, individual therapy, family therapy, participate in community outings, and will assist Veterans with recovery planning. In addition, this person advocates for implementing recovery principles of mental health services provided to the health care system.

Chaplain - This person will facilitate classes and individual meetings with Veterans to assess and enhance their Spirituality. Spirituality education can help find meaning in life, and to improve important relationships.

Program Support Assistant – This person will provide administrative support to staff and Veterans in order to maintain continuity of care within the program. This individual will also be responsible for scheduling Veterans in the VRC program and completing check-outs.

DISCHARGE or LEAVE OF ABSENCE

A discharge from the program can occur before successful completion. For example, you may decide the program is no longer the right fit for you, or you may move out of the area and no longer be able to attend. If you would like to be discharged from the program, please discuss with your Recovery Advisor. Your Recovery Advisor may also suggest discharge to you if they notice that you have not been attending, or if they have been unable to reach you for an extended time period. As an alternative to discharge, you may request a temporary Leave of Absence if you cannot participate for a certain period of time but wish to return (e.g., you are going out of town for two weeks). There may be other factors or situations that lead to discharge, which include but are not limited to:

- Your behavior endangers staff or other Veterans in the program.
- You leave the area for more than 4 weeks or move away from the catchment area.
- You no longer have active Recovery Goals.
- You decide you are no longer interested in VRC program.
- You become ineligible for VA healthcare services for any reason.
- You have an unexcused absence for 4 weeks or more.
- It is mutually determined that your goals and needs would be better met in another program.

RECOVERY PLANNING

Preferences: Refer to what you want in terms of the practical aspects of getting help that will make your experiences more meaningful and effective.

> **Examples:** class times, how material is presented, work ing with someone of same or opposite gender, desire for ideas to be taught differently, etc.

Your Recovery Plan: A road map, with goals and objectives consistent with your vision of recovery.

Goals: Goals are developed from information gained during the assessment and recovery planning and focus on what you want to *accomplish during your time at VRC, what you want to achieve in order to improve your life. Goals reflect your clearest understanding of your destination, and the primary reason you are seeking help and services.*

Objectives: The changes necessary to help you meet your goals. Objectives identify the immediate focus and tasks you will focus on, bit by bit, as you move towards your goal. *(What you will do by When - tasks to focus on to help me achieve my goal(s).*

Objectives should be SMART:

S: Specific
M: Measurable
A: Action-Oriented
R: Realistic
T: Time Limited

LOCATION OF VRC SERVICES

We are part of the VA Palo Alto Healthcare System and are based at the San Jose Clinic (80 Great Oaks Boulevard, San Jose, CA 95119; (408) 363-3000).

HOURS OF OPERATION

Services are available Monday through Friday, 8:00 am - 4:30 pm. In response to Veteran needs, and to support Veteran integration into community roles, VRC events may sometimes be schedules after 4:30 pm, and/or on weekend and holidays.

TRANSPORTATION

You are encouraged to find your own transportation to and from the VRC program or other community activities. This might include bus, light rail, car pooling, driving your own vehicle, or walking. If transportation is a barrier to your participation, we will assist you in problem-solving.

ENROLLMENT CRITERIA FOR VRC

You are eligible for the VRC if you have experienced serious mental health issues that have affected your life. Veterans may request VRC services by asking their health care provider to enter an electronic consult. If you have already participated in the program contact the VRC to discuss the possibility of re-enrollment.

BENEFITS AND RISKS OF PARTICIPATION

Rehabilitation and recovery programs help individual's improve their life in multiple ways. Benefits may include: improvements in quality of life, social adjustment, ability to cope, knowledge of mental illness, symptom reduction and hospitalizations.

The journey of recovery can be challenging. Sometimes, as a person is trying new things, he or she might feel worse before feeling better. Uncomfortable feelings, such as anxiety, anger, frustration, guilt, or shame, might be experienced. Active commitment to the process of recovery assists positive change in one's life. Peers, staff, and classes can help.

RECOVERY PLANNING

As individuals consider **Goals** towards change, and their **Recovery Plan**, there are several categories that are important.

Your **Strengths, Needs, Abilities/Resources, and Preferences** (These are the foundation of the goals and objectives listed in your Recovery Plan).

Strengths: Refer to personal characteristics or coping skills used in the past or present to help you in life. These include inner assets, personal qualities, and are used in recovery planning to remind you of your inner resources.

> **Examples**: Being motivated, values, religious beliefs, sense of humor, enjoyment of learning, etc.

Needs: Refer to problems, challenges or symptoms which motivate your desire to work on recovery, and serve as a basis for goals.

> **Examples**: to learn about illness and wellness, to live more independently, desire to remain in school, get a job, establish more relationships, need for more money, etc.

Abilities and Resources: Skills, talents, competencies; external supports, organizations, friends, etc.

> **Examples:** Good with numbers; good writer, mechanical skills, etc.

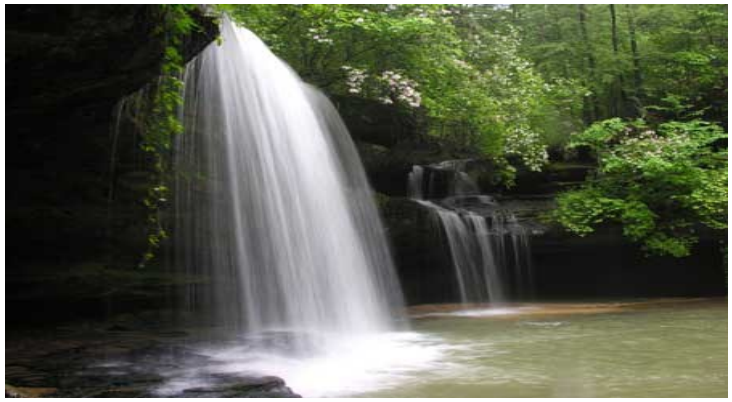
ASSESSMENTS AND DOCUMENTS

Your Recovery Advisor will be your main point of contact while you are in the program. Assessment and Recovery planning is accomplished through **collaboration** between you and your Recovery Advisor. Recovery Plans will incorporate input from other members of the VRC team and your other VA providers.

The initial screening process at VRC includes a Mini-Assessment. You will be asked to identify your strengths, preferences, abilities and needs. After enrolling, you will participate in a Comprehensive Assessment with your Recovery Advisor during the first or second month. The Comprehensive Assessment and Initial Recovery Plan will be used in part to develop your **Recovery Plan**, which will be a blueprint to achieving your chosen goals, and is developed within 10 days of enrollment. Your Recovery Plan is completed within the first 30 days of participation in the program, and is updated every 6 months. We will also ask you to periodically complete program evaluation forms. Together, these will help you see your progress towards your Recovery.

PARTICIPATION OF FAMILY, FRIENDS, AND/ SIGNIFICANT OTHERS

The VRC supports families and significant others, and knows that they can be an important part of a person's recovery. Most significant others (e.g., family members, friends) welcome the progress and are happy when a loved one actively engages in the recovery process. However, change is also stressful and sometimes loved ones need time to adjust to those changes, or need help adjusting. Sometimes they need assistance in supporting their family member to deal with symptoms. VRC classes are for Veterans enrolled in the program. Families may contact VRC staff for individual meetings, and/or meetings with the Veteran present. Veteran consent is required prior to family engagement. If family support would be helpful, the VRC can assist with referrals.



THE VRC AND YOU

SCREENING FOR VRC SERVICE

Once you are referred, you will receive an appointment for an initial screening interview. You will meet with a VRC staff member to learn about the program, ask questions, and to discuss your recovery goals.

During this screening, you will receive a packet of materials which further describe the program. This will include information about Health and Safety, "Patient Rights and Responsibilities," Advance Directives, and the current schedule of classes.

The VRC will also ask you to read and familiarize yourself with the "Expectations and Code of Ethics" included in this handbook.

PARTICIPATION EXPECTATIONS

Generally speaking, you will be expected to actively participate in program activities and meet regularly with your Recovery Advisor. As you progress in the program, your participation will gradually shift toward activities outside of the VA.

PROVIDING YOUR INPUT AND FEEDBACK TO US

Your opinions count! We welcome comments to make our program better, to inform us about what we are doing well and to suggest improvements. You can give feedback by completing a VRC class satisfaction questionnaire each quarter. We will regularly solicit and incorporate your feedback into VRC programming including the "Town Hall" and "Open House." You may also give feedback directly to your Recovery Advisor or any VRC staff member.

OTHER THINGS TO KNOW

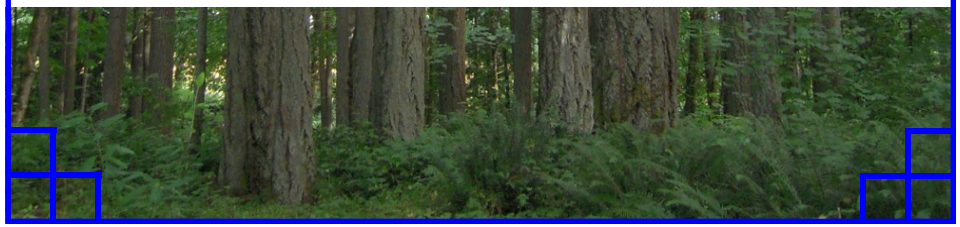
Staff will use good judgment in respecting your confidentiality, but are permitted to discuss aspects of your care with other VA providers. **Exceptions to privacy** include but are not limited to: providing written consent; medical emergency; danger to self or others or unable to care for your basic needs. VRC staff maintains electronic medical records and write notes in compliance with federal, legal, and accreditation-board requirements.

You have the right to request a copy of your medical record at any time. Release of Information offices are located at the Menlo Park (x22899) and San Jose (x73554) campuses.

Care concerns can be addressed with any VRC staff member, the VRC Program Coordinator, or, if needed, the Patient Advocate.

SOCIAL MEDIA

Please note that taking photos and videos of people is not allowed on VA grounds without approval. In addition, VRC participants are not allowed to provide written or verbal information about other Veterans including in-person conversations, letters, emails, or make posts via social media (e.g., Facebook, Twitter, Instagram) that occur within structured VRC activity without the permission of those Veterans and the VRC Program Coordinator.



PROGRAM EXPECTATIONS:

1) Veterans are assisted in the development of their Recovery Plan to help them work on their goals and objectives. They will meet with their Recovery Advisor to complete the plan, identify and barriers, and their progress towards goals.

Steps include:

1. Identifying strengths, needs, and barriers, and making steps towards addressing goals.
2. Participating in the VRC and following a schedule mutually agreed upon with their Recovery Advisor.
3. Making efforts to participate in community activities.
4. Meeting with VRC staff for treatment team plan ning.

2) Veterans will be respectful to other participants and staff. This includes refraining from: threats, violence, derogatory remarks, racial or sexual slurs, intimidation, yelling, and obscenities.

3) In order to gain maximum benefit from classes, Veterans will do their best to arrive on time and limit leaving class until scheduled break time. Cell phones are to be turned off, or placed on "vibrate," during classes.

4) Federal guidelines prohibit weapons, substance abuse paraphernalia, or anything else considered unsafe on VA property. (See Health and Safety section).

PROGRAM EXPECTATIONS

5) During program participation (e.g., classes, community activities), Veterans cannot use or be under the influence of non-prescribed drugs or alcohol. They may take their own prescribed medications with the understanding that the VRC does not administer or manage medications. Participants are not allowed to share medications with others. (See Health and Safety section.)

6) Veterans agree to maintain good hygiene, and to be appropriately dressed during participation. Veterans are responsible for cleaning up after themselves. If they are sick they will agree to stay at home until well. Veterans can call the VA Telephone Care Program to speak with an Advice Nurse 1-800-455-0057. (See Health and Safety section.)

7) Veterans will let staff know if they have hearing or vision needs if an accommodation is needed.

8) Veterans understand that buying, selling, bartering, trading of items or loaning money is discouraged among VRC Veterans.

CODE OF ETHICS

1) Veterans are expected to respect individual differences such as age, race, gender, ethnicity, sexual orientation, spiritual/religious preference, language or other differences. All Veterans and staff are expected to treat each other with courtesy, respect, honesty and dignity. Veterans will do their part in this to help ensure a safe, respectful environment.

2) Honesty and responsibility are essential aspects of ethical conduct, and integral to each veteran's healthy growth and recovery. The more honest and real veterans are about what they want and need, the more others can help them in their recovery.

3) Veterans are responsible as participants in the VRC to exercise good judgment in protecting the **confidentiality** of their peers, and should expect the same from others. This includes the names of, and other personal identification information about their peers, and anything personal said in groups or classes. Veterans understand that cameras and tape recorders are not allowed unless they give their written permission.