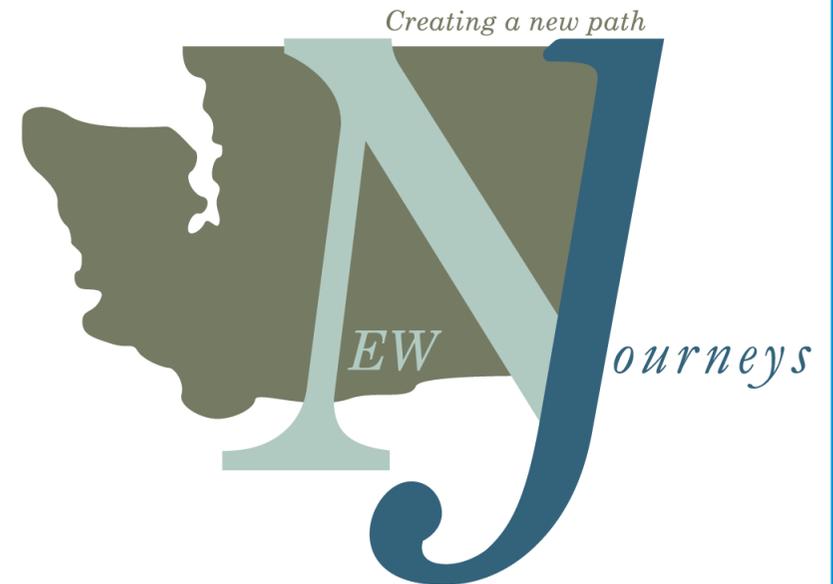


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New Journeys Client Guide



Thurston/Mason County



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Who would I like to assist me, and what would I like them to do?

- 1.
- 2.
- 3.
- 4.

Are there things that your supports should not do to help reduce uncomfortable feelings?

- 1.
- 2.
- 3.
- 4.

Who would I like to be contacted in case of emergency?

| <u>Name</u> | <u>Phone Number</u> |
|----------------------|---------------------|
| 1. | |
| 2. | |
| 3. | |
| 4. New Journeys Team | 360-532-8629 |

List of crisis supports:

| | |
|--|-----------------------|
| Crisis Clinic | 360-532-4357 |
| National Crisis Hotline | 1-800-273-8255 |
| National Crisis Text Line | Text "HOME" to 741741 |
| In case of life threatening emergencies call 911 | |

Prescriber:

PCP:

Allergies:

Medications/Supplements (including dosage and purpose):

My Wellness Plan

What am I like when I am doing well? (Activities, routine, self-care, mood, attitude, etc.)

- 1.
- 2.
- 3.
- 4.

How can I tell that I am in need of additional support (warning signs)?

- 1.
- 2.
- 3.
- 4.

What types of external triggers/stressors do I need to watch out for?

- 1.
- 2.
- 3.
- 4.

What am I feeling or thinking when I am in need of additional support? How is this different than when I am doing well?

- 1.
- 2.
- 3.
- 4.

What might others notice about me when my plan needs to be activated?

- 1.
- 2.
- 3.
- 4.

What steps will I take to feel better?

- 1.
- 2.
- 3.
- 4.

New Journeys– A NAVIGATE Based Model

The goal of New Journeys is *recovery*. In recent years the concept of recovery has taken on broad meanings that are personally important to individuals experiencing symptoms. For example, according to Anthony (1993), "Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness" (Navigate, 2014).

New perspectives on recovery do not focus on the severity or persistence of psychiatric symptoms, but rather on the person's ability to experience a rewarding and meaningful life—even while the person may be managing or coping with existing symptoms. This way of thinking about recovery is consistent with models of *positive health*, which say that mental health is associated with leading a life of purpose and having quality connections with others (Ryff & Singer, 1998 as cited in Navigate, 2014).

New Journeys embraces this newer view of recovery. Specifically, we define *recovery* in terms of:

- *Social/leisure functioning (e.g., quality of social relationships, involvement in leisure activities, independent and self-care living skills)*
- *Role functioning (e.g., school, work, parenting)*
- *Well-being (e.g., self-esteem, hope, sense of purpose, enjoyment of life)*

What is Psychosis?

The word psychosis is used to describe a condition, which affects the mind and often involves some loss of contact with reality. When someone experiences psychosis they may have symptoms such as hearing, seeing, or feeling something that is not there, they may hold strong beliefs about something despite contrary evidence, and/or they may become confused or disorganized in their thinking and speech. Additional symptoms of psychosis often include a period of functional decline during which the individual may appear depressed, withdrawn, irritable, or anxious.

On average, people endure new symptoms of psychosis for many months, and sometimes even years before receiving any psychiatric treatment for their disorder. This can occur for many reasons including stigma, lack of awareness of treatment options, or lack of understanding about what is happening. Sometimes, treatment providers, such as general practitioners, may not refer a person due to lack of awareness of the signs of psychosis. Family members are often aware that something unusual is happening but may not know that the changes are signs of a treatable mental illness. Family members may be afraid to help their relative get treatment due to stigma or lack of understanding about the nature and treatment of the disorder.

What are the next steps?

1. Complete a referral (by phone, email, or fax)
2. Complete a screening to determine eligibility for New Journeys

If you are not eligible, the New Journeys staff member will make recommendations for treatment.

Resources

Transportation Resources

Paratransit Services 1-800-846-5438

www.wanemt.com

Non-Emergency Medical Transportation for anyone with a Provider One Card benefits that have no other way to get to their medical appointments. Available in Thurston and Mason County

*Must call to schedule your ride 2 days prior to appointment you need transportation for.

Grays Harbor Transit 360-532-2770

www.ghtransit.com

Bus, van pull, and Dial-a-Ride options

Housing Resources

Grays Harbor Housing Authority 360-532-0570

602 E 1st St. Aberdeen, WA 98520

Crisis Contacts

In an emergency always call 911

New Journeys/Nurse Helpline 360-532-8629

Available Monday-Friday 8:00am-4:30pm. New Journeys is available to assist in managing crisis as they occur.

Designated Crisis Responders 360-754-1338

A 24-hour telephone and face-to-face outreach for mental health emergencies in Thurston and Mason counties. A DCR can make a determination on whether or not someone requires hospitalization.

Grays Harbor Crisis Clinic 360-532-4357

The Crisis Clinic has been offering help in times of need at no cost, 24 hours a day, to everyone in Thurston and Mason Counties.

National Suicide Prevention Hotlines

24/7 phone crisis hotline: 1-800-273-TALK (8255)

24/7 Crisis Text Line : text "HOME" to 741741

Trans Lifeline: 877-565-8860

If you are eligible, you'll schedule an intake date and meet the team

- Initially you can expect to have 2-4 contact with your team per week, this number can decrease over time as you need fewer supports. The next few pages will introduce you to the New Journeys team and provide an overview of supports they can provide you with during the next two years.



A Note on Confidentiality

Confidentiality is of utmost importance. We do share information amongst our team for purposes of coordinating care, however, we strive to maintain the confidentiality of the individual client as their family.

- *A Release of Information is required to share information about your care with your family, without an ROI, only general education can be provided*
- *We are mandated reporters; if you are a minor or a disabled adult, and report that you are a victim of child abuse or neglect we are required to report*
- *If we feel that you are at immanent risk of causing harm to yourself or others, we may break confidentiality to keep you and others safe*
- *If you are on a Least Restrictive Alternative, we are required to complete monthly reports and notify local Designated Mental Health Professionals of non-compliance with the order*

Meet Your Team

Psychiatrist

Individualized Medication Treatment is aimed at reducing symptoms and preventing relapses in order to help people achieve their desired goals. Our team believes in using the lowest dose of medication possible to attain symptom management. During your time with New Journeys, you will work closely with a board certified Psychiatrist to learn about the right medication to adequately manage your symptoms.

Medication Management Goals are:

- Education and assistance in choosing the right medication for each individual
- Use of medication for symptom management
- Guidance in managing side effects of management

Family Education Provider

Oftentimes, a First Episode of Psychosis can be very traumatic for both the individual experiencing psychosis and for the family. The Family Education Program aims to help an individual's loved ones to learn more about psychosis and how they can better support the individual who is experiencing symptoms.

Family Education Program goals are:

- *Teaching families about psychosis and its treatment*
- *Help the family process the episode of psychosis*
- *Reducing relapses by encouraging medication adherence and monitoring early warning signs of relapse*
- *Supporting the client's work towards personal*

If You Need Additional Support

Your New Journeys team is available to assist with any crisis you may be experiencing via phone, Monday-Friday 8am-5pm. Outside of normal business hours, you can call the Designated Crisis Responders for your county to complete an assessment (see page 19). When you call a crisis number, or if a crisis team makes a visit, they will assess the situation to determine what services are needed. Crisis staff may determine that law enforcement needs to intervene, that your loved one should be seen at the nearest ER, or that they would benefit from crisis stabilization services.

If the situation is life-threatening or if serious property damage is occurring, **call 911**. Make sure to express to the dispatcher that your loved one is experiencing a *mental health crisis* and explain the nature of the emergency.

If law enforcement arrives, they now control the situation and will make the determination as to whether your loved one should be brought to the hospital emergency room, be arrested due to a crime, or after they've calm down, to stay at home. Try to stay as calm as possible during this process and be clear about what you want to happen. Law enforcement may ask for information like:

- Your loved ones mental health diagnosis
- What medications your loved one is prescribed
- History of drug/alcohol use
- Hospitalization history
- Previous history of violence or criminal charges

- Listen to the person (Do not provide advice unless asked)
- Express support and concern
- Don't argue or try to reason with the person
- Ask what the individual needs to feel safe
- Move slowly/ avoid touching the person unless okayed by them first
- Announce actions before doing them

Coping with Voices

- Use distractions:
 - * Listen to music
 - * Hum
 - * Talk to a friend
 - * Exercise
 - * Practice relaxation techniques
 - * Take a walk
 - * Play with a pet
- Use Focusing Techniques
 - * Dismiss or ignore the voices
 - * Schedule 10 minutes a day that you'll listen to the voices
 - * Find another explanation for the experience of voice hearing
 - * Write in a journal
 - * Use rationalization to respond to the voices
 - * Practice mindfulness
- Pay attention to your Stress-Vulnerability
 - * Keep a sleep routine
 - * Eat 3 meals a day
 - * Avoid drugs and alcohol
 - * Take medications as prescribed
 - * Use stress management strategies

- *recovery goals*
- *Reducing family stress through improved communication and problem solving skills*

Individual Resiliency Training Therapy (IRT)

As with the family unit, the individual who experiences psychosis often has to overcome a lot of trauma, confusion, and stigma associated with their episode. IRT is designed to promote recovery by identifying client strengths and resiliency factors, enhancing illness management, and teaching skills to facilitate a functional recovery to achieve and maintain personal wellness.

Individual Resiliency Training goals are:

- *Processing the experience of psychosis*
- *Helping clients learn social and resiliency skills*
- *Helping clients achieve personal goals by teaching them about their disorder and its treatment*
- *Reducing self-stigmatizing beliefs*

Supported Education and Employment Specialist (SEE) and Case Management

Historically, once someone experienced an episode of psychosis, they weren't considered to have the same opportunities they once did. New Journeys believes the opposite; we strive to help an individual in maintaining their developmental course. SEE and Case Management are a collaborative process of assessing needs, planning, and providing support to help you reach your goals.

SEE and Case Management goals are to:

- *Help clients to develop and achieve educational and employment goals related to their career interests*
- *Access and navigate systems in the community (i.e. food benefits, insurance, social security)*
- *Developing independent living skills*
- *Reinforce skills learned in sessions*

Peer Support Specialist

The Peer Support's role is to use their own lived experience to relate to and support the person receiving services. A Peer works closely with the team, helping people set and achieve treatment related goals in conjunction with the goals set with the New Journeys team, feel comfortable communicating struggles, thoughts, and feelings. A Peer practices shared skills often in real scenarios with the people they work with.

Peer Supports goals are to:

- *Learn about the individual and understand the individuals treatment goals*
- *Disclose personal experiences as appropriate to assist an individual in their own recovery process.*
- *Spend time the community to build confidence in abilities and practice skills alongside participants*
- *Learn together and from each-others experiences and progress*

If you are worried that your loved one is nearing a crisis, seek help. It is often helpful to assess the situation before deciding who to call. Ask yourself the following questions:

- *Is my love one in danger of hurting themselves or others?*
- *Do I have time to call my New Journeys team for guidance?*
- *Do we need emergency assistance?*

What Should I Do in a Mental Health Crisis?

1. Stay calm
2. Assess for safety of the individual and of yourself. **If at any point the situation becomes unsafe, call 911.**
3. Listen to the individual's needs
4. Use de-escalation techniques (below)
5. Contact your New Journeys Team for support
6. Connect with 911 or the DCR's, if needed

How Can I Use De-Escalation Techniques?

When talking to the person in crisis it is important to stay calm, show empathy, and try to de-escalate the crisis. The following tips will help both you and your loved one to stay safe:

- *Use your LEAP skills*
 - ***Listen** (reflectively, make sure you're understanding what your loved one is saying. This isn't time to provide advice or feedback)
 - ***Empathize** (what are the underlying feelings your loved one is expressing in their concern?)
 - ***Agree** (working toward a shared understanding and sometimes agreeing to disagree)
 - ***Partner** (where might your goals align?)

symptoms. As a designated observer, a loved one may notice that the participant is not taking their medication as prescribed, is feeling hopeless, becoming more symptomatic, or becoming agitated. We all experience a heightened sense of stress from time to time and your loved one may just need a day or two of reduced stress to feel back to their old selves, other times, they may need additional supports.

As you work with your team, you will develop more awareness of your own warning signs and triggers for increased symptoms or a crisis. Below are some common examples:

Warning signs could include:

- *Rapid mood swings*
- *Increased agitation*
- *Abusive behavior*
- *Isolation from school, work, family & friends*
- *Losing touch with reality*

*in the midst of a mental health crisis your loved one may be unable to clearly communicate their thoughts, feelings, or emotions.

Examples of situations that can trigger a crisis:

- *Changes in family situations*
- *Grief and loss of any kind*
- *Trauma/violence*
- *Mounting pressures about school or work deadlines*
- *Lack of understanding from peers, co-workers, or teachers*
- *Stopped or missed doses of medications*
- *Use of drugs or alcohol, including marijuana*

Contact for Community Based Services

New Journeys aims to flexibly meet your treatment goals in a setting of your choice including home, school, work, or another public place (i.e., library). If you should want to receive services *in your home*, we want to ensure a safe working environment both for you and for New Journeys staff. The following questions will help us better understand your home environment so we can best provide care.

Questions about your home

Who lives with you?

Does anyone in your home uses alcohol or other drugs?

Yes No If yes, who?

What firearms or other weapons are in your home?

What pets live in your home?

Are you aware of any violence, abuse or neglect occurring in your home? Yes No

Please explain:

Are you aware of any illegal activity occurring in or around your home? Yes No

Please explain:

Are you aware of any illness or diseases in your home (i.e., bedbugs, lice)? Yes No

Please specify:

Do you have any concerns about the safety in your home?

Yes No

Please explain:

Do you have any concerns about the safety of your neighborhood? Yes No

Please explain:

Anything else we should know?

Policies for in-home services

- You will be seen in the clinic prior to establishing community visits.
- New Journeys staff will assess for the safety of the visit and reserve the right to cancel the appointment if staff have safety concerns
- New Journeys staff reserve the right to end an appointment early
- If a staff member is visiting a client in the home another person will need to be present in the home during the visit
- All firearms, weapons, or other dangerous objects need to be locked up securely
- The client and others in the home must be free from the effects of alcohol or other illicit substances during visits
- Pets, such as dogs, will need to be locked up in another room during home visits
- It is the client's and the family's responsibility to inform New Journeys staff if anyone in the home might become violent or otherwise pose a threat to the client and/or New Journeys staff
- New Journeys staff are held to uphold mandated reporting laws for any observed or reported neglect or abuse (physical, mental, and/or sexual) of minors and/or vulnerable adults

Managing Crisis

“The point of recovery isn’t to live *without* ups and downs—it’s learning how to live *with* the ups and downs.”

—Ali Foley Shenk

Part of our role, especially in the beginning of your journey, is assisting with crisis stabilization. Due to the nature of our program, we are often meeting with clients as they are coming out of, or experiencing crisis situations. During the first few weeks of the treatment process, we will work together to develop a treatment plan as well as a “Wellness Plan” to help you and your family get through the ups and downs that can be an expected part of the recovery journey.

Part of crisis stabilization is realizing that sometimes things may seem to be getting worse before they get better. We expect that situations will arise in which you and your family will need extra support.

Crisis Defined

Our team defines a mental health crisis as any situation in which a person’s behaviors put them at risk of hurting themselves or others, and/or when they are not able to resolve the situation with the skills and resources available. A crisis may also be described as a time of intense difficulty, trouble, danger, or turning point.

Warning Signs of a Mental Health Crisis

With education and support from your team, many situations can be anticipated. In general, loved ones can act as designated observers and may notice changes in a person’s behavior that may indicate an increase in