



DEPARTMENT OF VETERANS AFFAIRS  
VA Western New York Healthcare System  
*Jack H. Wisby, Jr. PTSD Center*  
222 Richmond Avenue Building 5  
Batavia, NY 14020

Dear Veteran,

We are pleased to let you know that you have been accepted to our **PTSD Residential Rehabilitation Program at the Batavia Veterans Administration Medical Center.** The Batavia VA PTSD Treatment Team looks forward to working with you.

You are accepted for:      Track \_\_\_\_:      Admission date: Tuesday/**Wednesday**,  
Discharge date: Tuesday/**Wednesday**,

**We expect you to arrive on site between 8:00 am and 10:00 am on your admission day!**  
*Your first group meeting is scheduled for 11:00 am.* If this arrival time is a hardship, you need to notify us (585-297-1200 or 585-297-1201) **by the Monday prior** to your admission date.

**When you arrive at the Batavia VA for admission, please go to the First Floor Lobby Area of Building 5, the Jack H. Wisby, Jr. PTSD Treatment Center.** A Peer Support Volunteer will most likely greet you. Peer Support Volunteers are veterans who have been through the Batavia VA PTSD Program and who volunteer to join the staff in welcoming you to our community.

We know that some veterans feel nervous about coming to our program. If you would like to speak with a staff member or Peer Support Volunteer, please call us at **585-297-1208 or toll free at 1-888-798-2302, ext. 71208.**

The Batavia VA PTSD Treatment Team



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Dear Veteran,

For the Safety and Security of all Veterans in our program, only **TWO (2) pieces of medium sized luggage** will be permitted per person in the program. Per VA National Regulations, to enter the program you must agree to have your luggage searched upon admission. In addition, your vehicle is subject to a search whenever entering or exiting government property.

Please know that Medical Center Policy states that contraband is not permitted on VA grounds and if contraband is found on your person or in your environment, including your vehicle, the VA police will be notified to immediately confiscate the material. Violation of the contraband policy and failure to surrender the contraband could result in not being admitted to the program, discharge from the program, and/or criminal charges under VA Regulations.

**Contraband is defined as follows:**

- Possession of firearms carried either openly or concealed, whether loaded or unloaded, licensed or unlicensed.
- Introduction or possession of explosives, or explosive devices which fire a projectile, or ammunition.
- Possession of any variety of knives including switchblade knives; any variety of hatchets, clubs, or brass knuckles.
- The possession of any incapacitating liquid or gas-emitting weapon is illegal.
- Other weapons or devices used to inflict injury or harm to another.
- Entering the VA under the influence of alcohol, or narcotic drugs including marijuana, hallucinogens, or others.
- Introduction of alcohol (and alcohol-based products such as mouthwash), nonalcoholic beer, or other illegal drugs including marijuana, hallucinogens, narcotics, or legal drugs/medications not prescribed to you in your name.



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- Possession or manufacture of keys, barrier card type devices to unauthorized rooms or areas on the facility.
- Any other item or deemed as contraband by Title 18 U.S.C. or the Code of federal regulations 1.218.

PTSD Treatment Team  
Batavia VA

**PLEASE READ THE FOLLOWING IMPORTANT INFORMATION:**

Our program is a *very structured, focused and intensive treatment* of Post Traumatic Stress Disorder. **We expect that veterans admitted to the program are able to participate fully in therapeutic activities. Therefore, for admission on the above date, we require you understand and comply with the following policies and regulations:**

1. Urine sample and breathalyzer will be obtained upon admission and regularly throughout residential program.
2. Medical clearance by your primary care treatment provider and **medical stability**. Your medical problems must not interfere with your ability to participate in PTSD treatment.
3. You are expected to bring a supply of all prescribed medication and over-the-counter medication that you are taking to cover your admission period. ALL medications must be in original labeled vials. **DO NOT BRING** pre-poured cassettes.

You can obtain a medication supply in one of three ways:

- a. You can have your doctor/pharmacy fill your prescription to last you for at least the duration of the program (most VA prescriptions are for a 90 day supply)



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- b. If you are a patient within VISN 2 and have prescriptions with refills through the VA Pharmacy, you can refill those medications you need at the VA Pharmacy in Batavia. You must have refills on file.

If you are a patient from outside VISN 2 and have prescriptions with refills through that VA Pharmacy, you can have a temporary address changed to:

**Batavia VAMC-Building 5**  
**222 Richmond Avenue**  
**Batavia, NY 14020**

so that your refills can be mailed to you at the program when requested.

- c. If you have prescriptions for Controlled Substances (30 day supply only), please bring additional prescriptions from your prescribing provider as necessary to cover your stay.

Failure to report without enough medication may result in discharge from the program.

- 4. Your focus must be on treatment, not claims. The PTSD Treatment Team is committed to documenting medical records that accurately reflect your symptoms of PTSD, your apparent motivation for entering residential treatment (including acquisition of service connected disability) and the treatment team's perception of how hard you worked while in residential treatment.
- 5. You are likely to be sharing a room with a fellow veteran resident during the program.
- 6. **Please make sure you have a plan for your return transportation on your discharge date. Round trip transportation is the responsibility of the referring clinician and/or the veteran. You must be prepared to financially cover your travel expenses.** Eligibility for travel reimbursement will be based on VA regulations and rates. Be aware that you may not be entitled to any travel reimbursement or that reimbursement could be less than your incurred travel expenses.



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7. You will discuss your pass privileges plan with your PTSD Treatment Coordinator and your plan will be reviewed for approval with the PTSD Treatment Team.
8. Please note the following mailing address to receive mail while you are in residence:  
**NAME**  
**C/O Batavia VAMC-Building 5**  
**222 Richmond Avenue**  
**Batavia, NY 14020**
9. Every room includes a phone that can be used for local calls. You will be provided with the phone number to your room upon admission. We encourage you to purchase phone cards for any long distance calling.

We look forward to working with you. If, however, your plans or treatment needs change and you are unable to appear for admission as scheduled, please let us know so that another veteran may benefit from our program.

If you have any questions, please contact us at **585-297-1208** or toll free at **1-888-798-2302 ext. 71208**. If you do not reach anyone, please leave a voicemail and we will get back to you!

### **BATAVIA VA PTSD RESIDENTIAL PROGRAM ADMISSION CHECKLIST**

#### **BRING:**

- ALL CURRENT MEDICATIONS:** Please bring a **supply of all prescribed medication and over-the-counter medication** that you are taking to last for the duration of the program. **Failure to report without enough medication may result in discharge from the program.** You are responsible for your own medication administration. All medications will be turned into nursing staff on arrival. The prescribing treatment providers may adjust medications. Management of your medication is *supervised* by nursing staff but is your responsibility.



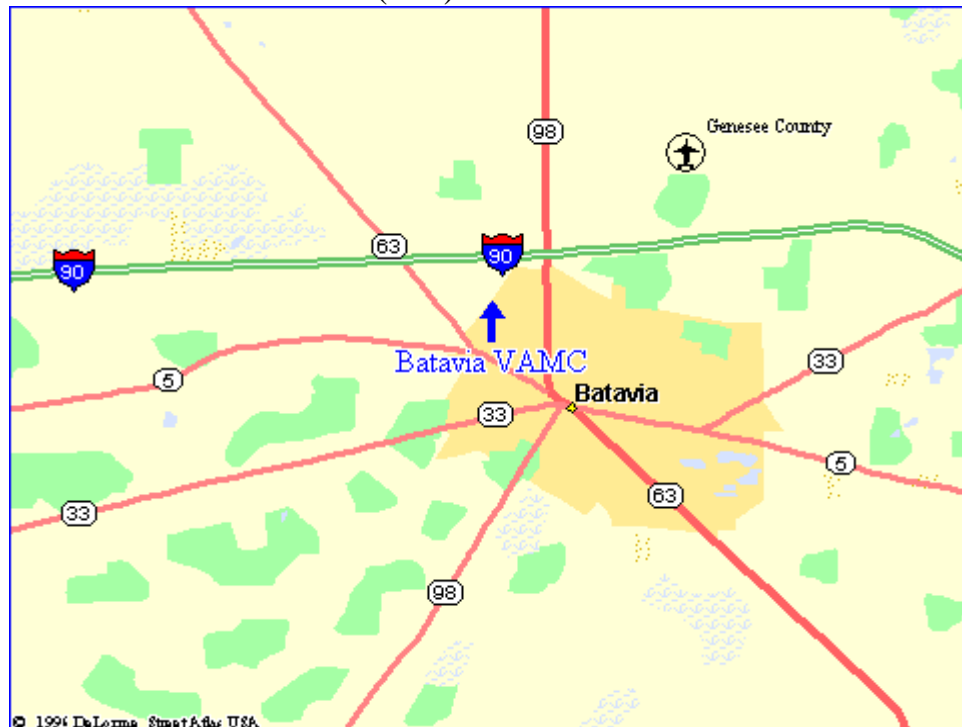
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- MEDICAL EQUIPMENT:** The facility is handicap accessible. Wheelchairs and/or mobility aides should be brought with you if needed. **If you are on oxygen, C-Pap, or nebulizers you must bring tanks and/or your equipment with you.** Please let us know your special medical needs BEFORE admission day so that we can assign rooms appropriately.
- CLOTHING:** Casual clothing is advised. Laundry facilities are available in the building for you to use. Please bring **shorts, T-shirt, sneakers, pajamas, and a bathrobe.** **NO parts of uniform are allowed, including camouflage.** Linens, towels and washcloths are provided.
- NUTRITION:** Three daily meals and some snacks are provided. You are responsible for your own additional snacks, treats, or sodas.
- PERSONAL CARE ITEMS:** You are responsible for **toiletries, stationary, envelopes, stamps, phone cards, and cigarettes.** You might wish to bring your own pillow and a large bath towel. Each veteran has a bedside phone that is restricted to local calls. A lock and key are provided to secure medications and valuables. VA is **NOT** responsible for lost or stolen items.
- TRAVEL:** **Please make sure you have a plan for your return transportation on your discharge date. You must be prepared to financially cover your travel expenses.** Reimbursement for travel expenses will be based on VA regulations and rates. Reimbursement could be less than the incurred expenses. Parking is available for veterans that drive their own vehicle.
- LUGGAGE:** No more than **TWO** pieces of medium-sized luggage will be allowed.



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**Map and Driving Instructions**  
Batavia VA Facility  
222 Richmond Avenue, Batavia, NY 14020  
(585) 297-1200



Take the NYS Thruway (I-90) to Exit 48 (Batavia). After the toll booth, proceed through the stoplight (crossing over Route 98). Take the first left by the Holiday Inn still on Park Road and then the first left onto Richmond Avenue (by the Batavia Downs Racetrack). Take the first left onto the VA Grounds, past the New York State Veterans Home (on the right). Turn left at the flagpole. Parking is available at the next right.



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Dear Fellow Veteran,

We are glad that you have made the important decision to participate in the Batavia VA Jack H. Wisby, Jr. PTSD Treatment Center Residential Program. We are your Peer Support Team and we are here for you. We've all been lucky enough to have experienced this PTSD program and are always happy to see other vets taking the initiative to come here and help themselves get better.

You will recognize us by the orange Peer Support shirts we wear. We will help you with your luggage, help you get settled in your room, show you around and try to answer any questions you may have. Please arrange for your arrival to be no later than 10am so that we have time to meet and greet you.

Rest assured. You will discover a relaxed atmosphere and a staff of wonderful people who truly care about your well being at our clinic. Sometimes it is hard to know what to expect when you come to the VA for help. **At our Batavia VA PTSD Program you can expect:**

- Respect from Staff & other in House patients & Support Staff
- Help with problems such as Sleep Disorder, Depression and Anger
- Support throughout the Program and Beyond
- A safe place to Rest and Regroup
- Ways to Deal with most of The General Disorders Related to P.T.S.D
- Complete Confidentiality from **ALL** the staff at the P.T.S.D unit
- A staff of Dr's & Counselors...ETC that understands and can help
- Freedom to come and go on your free time. **NOT** a Lock down Unit!
- A place for you to express your Fears and Hopes.

We look forward to meeting you and assisting you on your path of recovery.

Please check out our website: [www.batavia-veterans.com](http://www.batavia-veterans.com)

Sincerely,

The Peer Support Team

Jack H. Wisby, Jr. PTSD Treatment Program

Batavia VA