Your feedback on this guide is welcome. If you have any questions or comments, please email Naaman.Horn@va.gov or call 802-296-6393.
Welcome

On behalf of the staff of the White River Junction VA Medical Center, welcome home and thank you for your service.

Please consider this a personal invitation to take advantage of the health care that you have earned by your sacrifice and service.

Enclosed are resources, services and opportunities available at White River Junction VAMC, in the community, and online to support you and your unique needs.

While you review our guide, I hope you will begin to feel the welcome that awaits you at the White River Junction VAMC by staff, volunteers, and fellow Veterans. Our dedicated team is eager to serve each and every one of you.

We are deeply honored to provide you with the best health care anywhere. You have served our great nation, now let us serve you.

Sincerely,

Deborah Amdur

Deborah Amdur, Medical Center Director
This e-booklet takes you on an inside tour of the programs and services at the White River Junction VA to assist you in discovering what health services our facility has pledged to provide to Veterans and how to access these services. Save the link to this booklet or find it on our homepage, as it is updated frequently, and linking to it will ensure you have our latest information.

Section 1 provides information about eligibility, and enrollment with online or in person instructions.

Section 2 describes treatments available for the most common mental health problems of Veterans (such as depression, substance abuse, and posttraumatic stress disorder) and describes special programs offered for particular groups of Veterans (such as women Veterans, Veterans who are homeless or older Veterans). How to access Mental Health Services and the continuum of services is described.

Section 3 provides information about treatments available for primary care, and specialty care with resources for our returning Veterans.

Section 4 describes some of our Wellness offerings.

Section 5 is an overview of Geriatric and Extended Care Services at the White River Junction VAMC, including the Caregiver program and contact information for eligible post 9/11 Veterans.

Section 6 lists ways and opportunities to connect with us including frequently used telephone numbers and specialized 1-800 numbers that can link you to care in urgent situations. You will also find a map to programs, transportation information, and links to our website and our Facebook page. We’ve included descriptions of some of the annual events cherished by the White River Junction VAMC community.

We hope you will visit us soon, in person and online at www.whiteriver.VA.gov.  Welcome!
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6. Connect With Us!
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   Careers • Volunteering

Questions or Updates? email Naaman.Horn@va.gov
Five Tips for Using this Guide

1. This e-Book conserves paper and financial resources and allows us to update information without having to reprint and redistribute paper copies. Save the link (not the guide) and each time you come back you will be accessing our most current version.

2. This document can search for words within the text using keywords you provide. Click the “Ctrl” key and the “F” key to generate a Finder window. Enter what you are looking for. Click through the NEXT arrows until you find the page you want.

3. The blue ribbons on the right are linked to corresponding chapters. Click the ribbon to jump to that section of this guide.

4. Each page has a Table of Contents link on the bottom right. Click it to return to the Guide’s Main Contents. Click Chapter titles to jump there. Click names to send an email. HINT: Do NOT send personal details in email, use My HealtheVet for secure communication.

Table of Contents
Mission, Vision and Values

**VA Purpose**
To fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans.

**Veterans Health Administration Mission**
Honor America's Veterans by providing exceptional health care that improves their health and well-being.

**VHA Vision**
VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based. This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement. It will emphasize prevention and population health and contribute to the nation's well-being through education, research and service in national emergencies.

**VA Core Values - "I CARE"**

- **Integrity** - Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

- **Commitment** - Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

- **Advocacy** - Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

- **Respect** - Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

- **Excellence** - Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

**Accreditation**

White River Junction VA Medical Center has earned The Joint Commission's Gold Seal of Approval. For more information visit [www.jointcommission.org](http://www.jointcommission.org). To see how we compare to private sector [check here](http://checkhere).
Care Close to Home

VA is organized into Veterans Integrated Service Networks (VISNs). Each VISN has at least two medical centers, and each medical center has outpatient clinics onsite and community-based outpatient clinics (CBOCs) throughout the VISN. VA classifies these CBOCs according to size. Very large CBOCs treat more than 10,000 individual Veterans per year. Large CBOCs treat 5,000-10,000 individual Veterans per year. Mid-sized CBOCs treat 1,500-5,000 individual Veterans per year, and small CBOCs treat fewer than 1,500 individual Veterans per year. Veterans can seek care at the location closest to their home. Veterans can be referred to a larger clinic or medical center if needed.

The map shows VA VISN locations throughout the United States.

White River Junction VAMC is in VISN 1 and includes 7 Community Based Outpatient Clinics (CBOCs). Currently we have five clinics in Vermont to include Burlington, Bennington, Brattleboro, Rutland, and Littleton as well as two clinics in New Hampshire located in Newport and Keene.

- Bennington Community Based Outpatient Clinic
  186 North Street
  Bennington, VT 05201
  Phone: 802-447-6913
  Fax: 802-442-2137

- Brattleboro Community Based Outpatient Clinic
  71 GSP Drive
  Brattleboro, VT 05301
  Phone: 802-251-2200
  Fax: 802-251-2277

- Burlington Lakeside Community Based Outpatient Clinic
  128 Lakeside Avenue, Suite 260
  Burlington, VT 05041
  Phone: 802-657-7000
  Fax: 802-657-7077

- Keene Community Based Outpatient Clinic
  640 Marlboro Street, Route 101
  Keene, NH 03431
  Phone: 603-358-4900
  Fax: 603-358-4977

- Littleton, NH Community Based Outpatient Clinic
  685 Meadow St, Suite 4
  Littleton, NH 03561
  Phone: 603-444-1323
  Fax: 603-444-1324

- Newport Community Based Outpatient Clinic
  1734 Crawford Farm Rd.
  Newport, VT 05855
  Phone: 802-624-2400
  Fax: 802-624-2477

- Rutland Community Based Outpatient Clinic
  232 West St.
  Rutland, VT 05701
  Phone: 802-772-2300
  Fax: 802-772-2377
Basic Eligibility
If you served in the active military, naval or air service and are separated under any condition other than dishonorable, you may qualify for VA health care benefits. Current and former members of the Reserves or National Guard who were called to active duty (other than for training only) by a federal order and completed the full period for which they were called or ordered to active duty may be eligible for VA health care as well.

Minimum Duty Requirements
Most Veterans who enlisted after September 7, 1980, or entered active duty after October 16, 1981, must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to Veterans who were discharged for a disability incurred or aggravated in the line of duty, discharged for a hardship, or received an "early out."

Since there are a number of other exceptions to minimum duty requirements, VA encourages all Veterans to apply in order to determine their enrollment eligibility.

www.VA.gov/Explore
Enrolling in VA Healthcare

The first step to receive Veteran’s health care is to enroll in the VA health care system.

Why apply for VA health benefits?

1. There is no cost to apply.
2. Enroll once – comprehensive health care services will be available when and where you need them.
3. You will remain enrolled as long as you complete your annual 10-10EZr even if you don’t use VA for your health care. It’s never too late to enroll.
4. Enrollment in the VA health care system provides "creditable coverage" required by some health care programs, including Medicare Part D, and states requiring all individuals to have health coverage.

To begin the process, you must complete VA Form 10-10EZ, Application for Health Benefits.

For more information about the enrollment process at the White River Junction VAMC call: 802.295.9363 ext. 5118 or visit us at the Eligibility Office on the ground floor in Building 39 on the Ground Floor. You may also enroll online at www.va.gov/healthbenefits/enroll

New Patient Information

If you mail in your enrollment form or completed it online, you will receive an enrollment letter instructing you to contact us at 802.295.9363 ext. 5118

2013 Guide to Benefits

Download or Review online: Federal Benefits for Veterans, Dependents, and Survivors
Eligible Veterans, plus family members receiving care under the Civilian Health and Medical Program (CHAMPVA), can now purchase affordable dental insurance.

The new program is a partnership between VA, Delta Dental and MetLife. More than eight million Veterans who are enrolled in VA health care can choose to purchase one of the offered dental plans. This three-year pilot has been designed for Veterans with no dental coverage, or those eligible for VA dental care who would like to purchase additional coverage. Participation will not affect entitlement to VA dental services and treatment.

There are no eligibility limitations based on service-connected disability rating or enrollment priority assignment. People interested in participating may now complete an application online through either Delta Dental, or MetLife, available throughout the United States and its territories. Click to learn more.
Making the Change to VA Health Care for Recently Demobilized or Transitioning Servicemembers/Veterans

Welcome! Thank you for your Service! Here is a short video clip for Servicemembers who are demobilizing or will soon be transitioning out of the military.

We’re excited to help you access the healthcare benefits you have earned.

Helpful information:

What should I know and bring my first time at the VA?
A Quick Reference and Frequently Asked Questions about VA Services

CLAIMS INFORMATION Veterans Benefits Administration

1-800-827-1000 a toll free number that provides information on the following VA Benefits:

Payments for service connected disabilities
Educational Benefits (GI Bill)
VA-No Down Payment Home Loans
Vocational Counseling/Employment Training for Service Connected Disabilities
Life Insurance
For more information contact our OEF/OIF Coordinator, Stephen Plumb at: 802.295.9363 ext. 5362
My HealthVet is the gateway to web-based tools that empower you to be an active partner in your healthcare. With My HealthVet you can access trusted, secure and informed VA health and benefits information at a time that works best for you.

My HealthVet is VA’s online personal health record. It was designed for Veterans, active duty Service-members, their dependents and caregivers. It provides you opportunities and tools to make informed decisions and manage your health care.

Specific features in My HealthVet are available to you based on your account type. All users who have a Basic account are able to view their self-entered information. If you are a VA patient, you can upgrade your account to Advanced or Premium. For more information about account types and what you can view, visit My HealthVet Account Types.

Among the newest features available to Veterans with a Premium Account is VA Notes. These are clinical notes that your health care team records during your appointments or hospital stays. Also available are your VA Immunization records, more detailed lab reports and a list of your current medical issues. These features are in addition to prescription refills, VA Appointments and Secure Messaging – all very popular with Veterans!

The White River Junction VAMC MyHealthVet Program Manager can assist you in obtaining a user ID and Password to log in. For more information, please log on to www.myhealth.va.gov or contact our MyHealthVet program manager, Cheryl Yelle at: 802.295.9363 ext. 6002

There are thousands of health information websites…

www.veteranshealthlibrary.org But only one designed for you.
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VA and Community Partner Mental Health Resources
Homeless Services
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- Grant and Per Diem
- National Call Center 24/7
- VASH
- Veterans Justice Outreach

Veterans Mental Health Council

Portions of this chapter are adapted to White River Junction VAMC offerings from the National Guide to VA Mental Health Services for Veterans and Families (also available in Spanish Guia de Servicios ), intended for Veterans, Veteran family members, members of Veterans Services Organizations, and others interested in VA mental health care.
How to Access VA Mental Health Care

Emergency Access:

In a mental health emergency, go to the nearest emergency room or CALL 911

Go to the nearest hospital emergency room or call 911 if you have a mental health emergency, (such as wanting to hurt yourself or someone else). If it is not a VA hospital, you may be able to move to a VA facility depending on your circumstances. If you are feeling suicidal, you can also call, text, or chat online with the Veterans Crisis Line to connects Veterans in crisis or their families and friends with qualified, caring VA responders through a confidential toll-free hotline, online chat, or text, 24 hours a day, 7 days a week.

To speak with a responder by phone in an emergency, call 1-800-273-8255 and Press 1.
To chat online go to www.veteranscrisisline.net.
To text with a responder, text 838255.

After Hours at White River Junction VAMC go to the Emergency Room in Building 39.
If you have a mental health problem and you are not near the White River Junction VAMC, call VA general information hotline at 1-800-827-1000 or visit VA’s website at www.va.gov to find the nearest VA.

Making Appointment for Non-Emergency Services

If you are new to the White River Junction VAMC please contact or visit the Primary Mental Health Clinic. The Primary Mental Health Clinic (PMHC) is our walk-in clinic located in Primary Care. Most treatment can be completed here, but referrals to additional services may be made by our PMHC providers.

Some Veterans begin the process of finding mental health care through a VA Readjustment Counseling Service Veterans Center (Vet Center).

Veterans who are homeless can get help finding mental health care at White River Junction VA’s Primary Care Mental Health Clinic, or a Veterans drop-in-center or by contacting the National Call Center for Homeless Veterans at 1-877-424-3838, they will make sure our local Homeless Team gets in touch with you. Or, by visiting the VA’s Homeless Veterans website at www.va.gov/homeless.
Types of Mental Health Treatment Settings

Different treatment settings are appropriate for different problems at different times. For example, a Veteran who is severely ill or suicidal might need inpatient treatment in a hospital for several days. VA provides short-term inpatient care with the expectation that with continuing mental health treatment, the Veteran would be offered care in the least restrictive environment. When the illness becomes less severe, he or she may return home and receive treatment as an outpatient in a VA clinic.

- **Short-term, inpatient care** for Veterans suffering from very severe or life-threatening mental illness
- **Mental Health Recovery Services**, regular outpatient care, which may include telemedicine services, for Veterans during a difficult time in life.
- **Residential Treatment Programs** Veterans with a substance abuse problem who would benefit from treatment in a structured environment for a period of time. At White River Junction VAMC this program is referred to as The Residential Recovery Center.
- **Supported work** settings to help Veterans join the work force and live well in the community. At White River Junction VAMC this program is called CWT (for Compensated Work Therapy). WRJ has a supported employment program for Veterans with serious mental illness.
- **Inpatient treatment** typically includes medication and individual and group counseling. For Veterans who receive inpatient and residential mental health treatment, VA will check on the Veteran’s progress within one week after she/he leaves the hospital. This evaluation might be by telephone or, possibly, in person, just to make sure the Veteran is doing well. VA will also ask the Veteran to come back for a follow-up appointment no later than two weeks after discharge from the hospital.
- **Telehealth** allows Veterans who live a long distance from the VA medical center to receive treatment remotely. Mental health providers at the White River Junction VAMC can talk with, evaluate, and provide treatment for Veterans at community-based VA clinics through closed-circuit video. Telemedicine services, like face-to-face mental health services, are confidential.
Treatments for Specific Mental Health Needs

Treatments for Depression and Anxiety are common among the general public and among Veterans. Treatments include:

■ **Medications** including antidepressants, anti-anxiety medications, and medications to improve sleep and other problems.

■ **Talk therapies** (also called psychotherapies), such as: Cognitive behavioral therapy (CBT) to help individuals understand the relationship between thoughts, emotions, and behaviors, learn new patterns of thinking, and practice new positive behaviors (relaxation techniques, using calming tapes to improve sleep, exercising, or socializing with friends).

■ **Acceptance and commitment therapy (ACT)** to help people overcome their struggles with emotional pain and worries. It helps them recognize, commit to, and achieve what’s important to them.

■ **Interpersonal therapy (IPT)** to help people promote positive relationships and resolve relationship problems.

Substance Abuse problems are common in the general public and among Veterans. When Veterans have trouble readjusting to civilian life, some turn to substances to help them cope. People can misuse or become addicted to alcohol, tobacco, illegal drugs and prescription medications. Treatments for substance use disorders include:

■ **Medications** to decrease cravings for alcohol and medications to ease withdrawal (“detox”) from alcohol and drugs. Medications like buprenorphine and methadone can also be used as therapeutic substitutes for illegal drugs (heroin) or addictive prescription pain medications.

■ **Talk therapies** (also called psychotherapies), such as motivational enhancement therapy may help a Veteran strengthen his/her commitment to recovery. Cognitive behavioral therapy may help the Veteran identify the risks for relapse and learn new coping skills to avoid relapse.

■ **Opioid treatment programs (OTPs)** help Veterans who misuse Opioids. Opioids include illegal substances, such as heroin, and legally prescribed medications such as some prescription pain medications. Opioid Treatment Programs offer talk therapies and provide carefully monitored medication to help Veterans manage cravings for opioids.

■ **Residential treatment programs** for substance use disorders allow Veterans to receive intensive treatment in a supervised residential setting. This treatment environment provides support and structure to help the Veteran develop a foundation for long-term recovery.

■ **Work therapies** are commonly prescribed for Veterans to promote and support recovery.
Treatments for Serious Mental Illnesses such as Schizophrenia, Schizoaffective Disorder and Bipolar Disorder

These mental health problems are less common than others and may occur intermittently – that is, they typically improve at some times and get worse at other times. These problems can be so severe that a Veteran may lose touch with reality. VA offers a range of treatments and services for Veterans with serious mental illnesses. These Veterans typically benefit from psychosocial rehabilitation services designed to promote recovery and improve everyday functioning at home and in the community. Treatments for serious mental illnesses include:

- Antidepressant medications, mood stabilizing medications, antipsychotic medications and other medications to stabilize mood, organize thoughts, reduce hallucinations, and ease related symptoms.
- Psychosocial Rehabilitation and Recovery Services to optimize functioning
- Work therapies to promote and support recovery
- Social skills training
- Community Care Management provides support in the Veteran's community to help them live independently.
Treatments for Posttraumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI)

Posttraumatic stress disorder (PTSD) can occur after a person has a very serious or life threatening traumatic experience. For Veterans, this life threatening event often occurs during combat. However, other noncombat related events – such as natural disasters, motor vehicle accidents, or sexual trauma – can also threaten life and can result in PTSD.

A mobile telephone application, PTSD Coach, was released by VA in 2011. It provides information about PTSD, self-assessment and symptom management tools, and information on how to get help.

PTSD Coach can be downloaded for free from iTunes (iOS) or Google Play (Android).

Treatments for PTSD include:

- **Medications** including antidepressant medications, anti-anxiety medications, mood stabilizing medications, and other medications to ease nightmares, irritability, sleeplessness, depression, and anxiety.

- **Talk therapies**, VA has been a national leader in the development of talk therapies (also called psychotherapies) for PTSD.
  
  **Cognitive behavioral therapy (CBT)** helps Veterans understand the relationship between thoughts, emotions, and behaviors, learn new patterns of thinking, and practice new positive behaviors.

  **Cognitive processing therapy (CPT)**, a form of CBT that involves correcting negative thought patterns so that memories of trauma don't interfere with daily life. It may also include writing about one's traumatic experience. Clinical guidelines strongly recommend CPT for PTSD treatment. CPT has been shown to be one of the most effective treatments for PTSD. Watch the video on the right for more information.

  **Prolonged Exposure Therapy (PE)** helps people reduce fear and anxiety triggered by reminders of the trauma. This is done by confronting (or being exposed to) trauma reminders in a safe treatment environment until they are less troubling. In this way, individuals can stop avoiding and reacting to trauma reminders and live their lives more fully in the present with greater freedom from the past. Clinical guidelines strongly recommend PE for PTSD.

- **Comprehensive Assistance to Family Caregivers of Post 9/11 Veterans**

- **Inpatient VA PTSD Programs** are available in New England. Referrals to specialized treatment for PTSD within a structured, 24/7 care setting are available. White River Junction VAMC can help you to evaluate your treatment options. Contact Mental Health Clinic or your Primary Care Provider for further details.
Suicide Prevention Services

**The Veterans Crisis Line** connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call **1-800-273-8255 and Press 1**, chat online at [www.veteranscrisisline.net](http://www.veteranscrisisline.net), or send a text message to **838255** to receive confidential support 24 hours a day, 7 days a week, 365 days a year. The hotline is located in Canandaigua NY, and answered by Veterans or other staff trained in Veteran services. The call is 100% confidential but if you choose, a consult will be put in to us at the White River Junction VAMC (or your closest VAMC), which will be responded to within 24 business hours.

Our local team is reached through our national support system day and night to provide needed support. A consult will automatically be placed if a rescue is needed.

Suicide prevention coordinators work with mental health care teams to monitor and support Veterans at high risk for suicide. A personal safety plan that helps the Veteran recognize signs that often precede his/her suicidal ideas and lists strategies that help the Veteran manage those thoughts and feelings. The plan also identifies people that the Veteran can turn to for help. Safety plans are created with the mental health provider and the Veteran (including family members, if desired). This way, a plan is designed specifically for the Veteran and his/her problem areas. At White River Junction VAMC you can reach the Suicide Prevention team during normal hospital hours by calling the Suicide Prevention Coordinator at 802.295.9363 ext. 5632.

**Use the crisis line if you need immediate attention any time. 1-800-273-8255 and Press 1**

See also **How to Access Help:**
Community Partner Resources

Connect with VA! We believe that the most effective care for Service Members and Veterans will come from a strong connection between the community and VA. We invite you to consider us as a member of your treatment team and to look at how VA services can supplement and support the care you are providing. Veteran status can open the door to a large number of resources, including eligibility for VA healthcare. Enrollment in VA healthcare can ensure that a Veteran has health coverage when he or she most needs it.

Thank you for your interest and commitment to serving Veterans!
We recognize the excellent care you provide to Veterans and invite you to check out the newest online trainings and other tools developed by VA that may support you in your practice.

Screening for Military Service A military background is not always assessed by clinicians or spontaneously shared by Veteran clients. Asking if the individual in your office has served in the military is simple, quick, and can have important implications for available benefits and care. Learn more.

Understanding Military Culture Membership in a military culture may be one of the most powerful and enduring determinants of a person’s values, beliefs, expectations, and behaviors. All Service Members are part of a shared culture, however their individual experiences will depend on many factors. For example, experiences can vary tremendously depending upon: Military Branch Time and Place of Service Military Occupation. It is vital that you send the message to your client that you recognize the importance of their military background and have taken the time to better understand military culture. Learn more.

Mini-Clinics are intended to provide clinicians with easy access to useful Veteran focused treatment tools. Each mini-clinic is focused on a different mental health condition and highlights key tools in areas including assessment, training, and educational handouts. In order to support the rehabilitation and recovery of every Veteran with a mental illness, VA has identified recovery as a guiding principle for its entire mental health service delivery system.

Can I Receive Reimbursement for Seeing Veteran Clients? TRICARE supports providers' work with Veterans who are retired from the military and Servicemembers through reimbursement for medical and behavioral health services outside of a military treatment facility. TRICARE is a part of the Military Health System, under the auspices of the Assistant Secretary of Defense for Health Affairs. It covers an ever growing 9.6 million beneficiaries, including active duty members and families of the Army, Navy, Marine Corps, Air Force, and Coast Guard, as well as retirees from each of the above services and their families. A critical adjunct to the active component are the National Guard and Reserve forces; these men and women have repeatedly left hearth and home for extended periods of intense combat, returning to their communities (and yours). The Substance Abuse & Mental Health Services Administration (SAMHSA) provides a valuable roadmap for becoming a TRICARE authorized behavioral healthcare provider. Learn more.

Community Partners Toolkit is a free online resource to provide current information, screening and support for the work you do on behalf of our Veterans. Click here.

Learn More About White River Junction VAMC Let us know how we can help you help our Veterans. We’d love to meet you, arrange a tour of our campus, our share information and ideas that will serve our Veterans. Contact the Office of Public Affairs at 802.296.6393.
Make the Connection

Resources and On-line Self-Assessment:

One of VA’s national outreach campaigns is called Make the Connection. It helps Veterans and their family members and friends connect with information and services to improve their lives. At the user-friendly web site: www.MakeTheConnection.net, Veterans and their families and friends can privately explore information. Veterans and family members can watch stories similar to their own, and find information about mental health issues and treatment. They can find support and information that will help them live more fulfilling lives. Make the Connection shows true stories of Veterans who faced life events, experiences, physical injuries, or psychological symptoms; reached out for support; and found ways to overcome their challenges from Veterans of all service eras, genders, and backgrounds. VA encourages Veterans and their families to “make the connection” with strength and resilience of Veterans like themselves, with other people who care, and with information and available sources of support for getting their lives on a better track. Taking a self-assessment may indicate whether it’s a good idea for the Veterans in your life to seek further treatment. Take the self-assessment here.

See also How to Access Help:
Mental Health Clinic Hours
Monday - Friday 8:00am to 4:30pm*
Green Mountain Firm, Building 39
802.295.9363 ext. 6132

* Some services are available evenings and Saturdays, ask your mental health provider.

To get started receiving mental health services at the White River Junction VA, please contact or visit the Primary Mental Health Clinic. The Primary Mental Health Clinic (PMHC) is our walk-in clinic located in Primary Care. Most treatment can be completed here, but referrals to additional services may be made by our PMHC providers.

Primary Care Mental Health Walk In Clinic

New to White River Junction VAMC Mental Health? Help starts here!

Primary Care Mental Health Walk-In Clinic is an easily-accessed venue for evaluation of new or emergent mental health conditions and is open all business hours for urgent problems that cannot be handled by the Veteran’s team or problems that will require admission. Check in at the Green Mountain Firm, Building 39. They can also be reached at 802.295.9363 ext. 6132

After-Hours Mental Health Emergencies

White River Junction VAMC is here to support our nation’s heroes day and night.

Urgent Admissions for psychiatric care can be arranged after hours through our Emergency Department. Use the Emergency entrance in Building 39. Dial Direct 802.295.9363 ext. 5700. We will do our best to help you come in!
Group Therapies

The following is a partial list of evidence based groups, support groups, and peer groups offered at the White River Junction VA or its Community Based Outpatient Clinics. The group lists are updated quarterly and have different pre-requisites. Ask your treatment provider for more information or contact the Primary Care Mental Health Clinic at 802.295.9363 ext. 5760

**Drop-In Groups**

*Smoking Cessation Group*
Monday from 12:00 – 1:00PM

*Compensated Work Therapy Information Group*
Fourth Tuesday of the Month

*Stress and Anger Management*
Tuesday, 10:00 – 11:00AM

*Depression and Anxiety*
Thursday, 9:00 – 10:00AM

**By Referral Groups**

*Living Beyond Pain*
Monday, 1:00 – 3:00PM

*Long-Term PTSD Therapy Group*
Monday, 2:30 – 4:00PM

*Medical Addiction Therapy*
Tuesday, 9:00 – 10:00AM
Wednesday, 9:00 – 10:00AM
Friday, 10:00 – 11:00AM

*Relapse Prevention Group*
Tuesday, 9:00 – 10:00AM

*PTSD Treatment Group*
2nd and 4th Wednesday, 10:00 – 11:30AM

*Pain Support Group*
Thursday, 10:00-11:00AM

*Seeking Safety (PTSD and Substance Abuse Treatment)*
Thursday, 11:00 – 12:00AM

*Marijuana Support Group*
Thursday, 10:00-11:00AM
Peer Support Services

Peer support services is help from other Veterans recovering from mental illness who can share their experience, strength, and hope. Peers are role models who show that recovery from mental health problems is possible. Peers can teach goal setting, symptom management skills, problem solving; they can identify strengths and supports for the Veteran; and they can promote wellness. Peer Specialists are VA employees who help Veterans with serious mental illnesses and substance use disorders to successfully engage in their treatment. Peer Specialists promote recovery by sharing their own recovery stories, encouraging and instilling a sense of hope, and teaching skills to Veterans. For more information, contact Stephen Kelliher, Psy.D. at 802.295.9363 ext. 6932

VT Vet to Vet is a consumer/provider partnership program that utilizes veterans in recovery in a peer-counseling capacity to help other veterans. Vet to Vet is administered by veterans who themselves have been consumers of VA mental-health services. For more information, contact via email info@vtvettovet.org or call 1.877.485.4534

Here is the link for NH V2V's facebook page https://www.facebook.com/VettovetNh

Vet to Vet is a consumer/provider partnership program that utilizes veterans in recovery in a peer-counseling capacity to help other veterans. Vet to Vet is administered by veterans who themselves have been consumers of VA mental-health services. For more information, contact via email info@vtvettovet.org or call 1.877.485.4534
Inpatient Psychiatry

Ground East is a voluntary, inpatient psychiatric unit. This short-term unit is designed to assist patients in achieving safety and stabilization. The unit can currently provide services for up to ten patients. Services are provided by a multidisciplinary treatment team to address the individual needs of each patient.

The following services are available on the Inpatient Unit:

- Diagnostic assessment
- Medication evaluation and management
- Recreation Therapy
- Social work services
- Limited 24 hour nursing care
- Collaborative care with other services within the VA
- Collaborative care with outpatient providers
- Establishment and arrangement of follow-up services
- Electroconvulsive Therapy (ECT)
- If acutely necessary: Psychological or Neuropsychological assessment

Acute psychiatry treatment includes milieu therapy, medication, group and individual therapy, occupational therapy, recreational, rehabilitation, chaplain services and case management. Detoxification services are also offered. The unit utilizes an interdisciplinary team approach to develop individualized treatment and discharge plans.

White River Junction VAMC checks on discharged Veteran’s progress within one week after she/he leaves the hospital. This evaluation might be by telephone or, possibly, in person, to make sure the Veteran is doing well. We also ask the Veteran to come back for a follow-up appointment within a week after discharge.

Smoking cessation assistance is provided.

Admission Process

The admissions process is through the Mental Health Clinic during normal business hours, if possible, contact the Primary Care Mental Health at (802) 295-9363 Ext. 6132

After-Hours Mental Health Emergencies

Urgent Admissions for psychiatric care can be arranged after hours through the Emergency Department. Dial 802.295.9363 ext. 5700 or through our Emergency Department, Building 39, first floor.
Addictions and Substance Abuse Recovery

Substance misuse problems are common in the general public and among Veterans. When Veterans have trouble readjusting to civilian life, some turn to substances such as alcohol, tobacco, illegal drugs and prescription medications. White River Junction VAMC provides medical, social, vocational, and rehabilitation therapies to alcohol and drug dependent Veterans through various forms of treatment including detoxification, rehabilitation, and psychiatric care developed individually for each Veteran’s recovery needs.

- **Inpatient Detoxification, “Detox”;** Admission is through the Mental health clinic, (after hours through Urgent Care).
- **Aftercare** is our outpatient chemical dependency program, focusing the Veteran on recovery maintenance.
- **Medications** can decrease cravings for alcohol and can help to ease withdrawal from alcohol and drugs. Medications like buprenorphine and methadone can also be used as therapeutic substitutes for illegal drugs (heroin) or addictive prescription pain medications.
- **Talk therapies** (also called psychotherapies), such as:
  - **Motivational enhancement therapy** to help Veterans strengthen their commitment to recovery
  - **Cognitive behavioral therapy** to help Veterans identify the risks for relapse and learn new coping skills to avoid relapse.
- **Groups** tailored for the needs of Veterans.
- **Educational groups** are offered to teach alternative methods of pain management.
- **Opioid treatment programs** (OTPs) help Veterans who misuse Opioids. Opioids include illegal substances, such as heroin, and legally prescribed medications such as some prescription pain medications. Opioid Treatment Programs offer talk therapies and provide medications like methadone and buprenorphine to help Veterans manage cravings for opioids. These medications are carefully monitored.
- **Residential treatment programs** for substance use disorders allow Veterans to receive intensive treatment in a supervised residential setting. This treatment environment provides support and structure to help the Veteran develop a foundation for long-term recovery.
- **Work therapies** are commonly prescribed for Veterans to promote their recovery.

Detox arranged through Primary Care Mental Health Clinic  **802-295-9363 ext. 6132**
(After hours call  **802-295-9363 ext. 5700**)
Services for Veterans Who are Homeless

VA offers programs and initiatives to help homeless Veterans live as self-sufficiently and as independently as possible. VA provides substantial hands-on assistance directly to homeless Veterans. Services at White River Junction VAMC include programs offered under the name of Health Care for Homeless Veterans, (HCHV).

Critical Time Intervention

This is a case management program for homeless Veterans with chronic mental illness to assist Veterans with moving back into the community and successfully maintain their housing.

Shelter and Street Outreach Services

The purpose of this service is to engage veterans. This service also helps veterans register for VHA, if they are eligible and helps veterans navigate the VA services. It serves to build the bridge between the community and the VA. For additional information, veterans can contact the outpatient mental health social worker (Meghan Snitkin x6939) or the HCHV team member in your region.

Outreach

Outreach services are provided at the New England Center for Homeless Veterans and at local shelters and soup kitchens by a VA Social Worker. Assessments are completed with the Veteran who is then educated about VA programs at which time appropriate referrals are made based on Veteran’s preferences and fit.

National Call Center and Live Chat

This toll free 24/7 hotline links Veterans to the nearest VA resources or use internet for 24/7 live chat.

See Also:
Grant and Per Diem
VASH
Veterans Justice Outreach
Compensated Work Therapy

For Veterans who are homeless or at risk of becoming homeless, VA is here to help.

Make the Call.
Help for Homeless Veterans
877-4AID-VET
va.gov/homeless (877) 424-3838
Confidential chat at www.va.gov/homeless.
Transitional Housing (Grant and Per Diem)

The Grant and Per Diem, (GPD) program is a national VA and community-based partnership providing transitional housing and/or service centers for homeless Veterans.

This is a competitive grant program through the VA. It helps to fund the development of transitional housing programs for veterans in the community. The goal is to help Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self determination.

VA Supported Housing (VASH)

The VA and HUD have partnered and released over 10,000 permanent supportive housing Section 8 vouchers in Fiscal Year 2008. The WRJ VAMC received 20 HUD/VASH vouchers to serve its catchment area. This program allows for homeless veterans, to receive a Section 8 voucher. These Veterans must demonstrate a need for on-going case management service. This is NOT a housing only program. Participants are expected to participate in case management and on-going supportive services. Veterans can use this voucher as long as they are in the HUD/VASH program.

Contact information can be found at the following link: http://www.whiteriver.va.gov/files/HCHV_Team.pdf

(Priority is given to chronically homeless Veterans, to OEF/OIF Combat Veterans, to female Veterans and to Veterans with dependent children).
Services for Veterans Involved in the Criminal Justice System (Justice Involved Veterans)

An eligible Veteran who is not currently incarcerated can access VA health care regardless of any criminal history, including incarceration. Only when an otherwise eligible Veteran is currently incarcerated, or in fugitive felon status, is he or she not able to access VA health care.

VA has two programs serving Veterans across the criminal justice system. Their shared goal is to provide the earliest possible intervention to link Veterans to the full array of VA services that will promote treatment while preventing homelessness and further contact with the criminal justice system.

Veterans Justice Outreach (VJO) Program

The program provides outreach and linkage to VA medical, mental health, and homeless services for justice-involved Veterans. The VJO Specialist serves as a liaison between VA and the local criminal justice system. This program provides services to Veterans who have pending criminal-related legal problems that demonstrate some correlation with their diagnosed or suspected mental health related issues. The primary goal of VJO is to build a bridge between local law enforcement, the judicial system and VA in order to prevent the criminalization and unnecessary extended incarcerations of Veterans. This is accomplished by VJO working with VA and Non-VA programs to connect Veterans in need of specialized mental health service in lieu of incarceration, and provides training to local law enforcement and judicial staff on Veteran specific issues. VJO accepts referrals for from all sources for Veterans currently enrolled and not enrolled in VA services. Contact Michael Owens for at 802-295-9363 ext. 5681 for more information.

Health Care for Re-entry Veterans (HCRV) Program

The Health Care for Re-entry Veterans (HCRV) Program is designed to address the community re-entry needs of identified incarcerated Veterans who are within six months of release from County, State, and Federal correctional facilities. HCRV Specialists assist incarcerated Veterans by providing outreach, assessment, referral, and linkage to services as they transition from incarceration to the community. Contact Michael Owens for at 802-295-9363 ext. 5681 for more information on VA’s HCRV program in New England.
Compensated Work Therapy (CWT)

Compensated Work Therapy (CWT) is an adjunct program to your VA clinical treatment team supporting Veterans whose employment status has been impacted by homelessness, mental health issues, or vocational displacement. We provide assistance by addressing obstacles to finding work and/or keeping work. Our mission is to assist you in defining and achieving your vocational goals; explore vocational opportunities; assess your vocational needs and interests; guide you in making vocational choices; and empower you to reach and maintain your highest level of vocational functioning to realize your personal potential.

Transitional Work Experience

The Transitional Work Experience (CWT/TWE) program is a one year, four phase program that provides Veterans with work experiences in a variety of community job sites. Jobs are available in fields including housekeeping, food service, sterile processing, supply, warehouse, grounds, and maintenance. During this time, Veterans build skills in getting and keeping employment; address barriers in returning to community work; and work on other goals such as staying sober, saving money, paying off debts, getting driver’s licenses, pursuing training / education, etc.

Supported Employment

The Supported Employment (SE) program is specifically designed for Veterans who have a serious mental illness and are interested in working competitively. We will work with you to find a job that matches your preferences (hours, pay, location, etc.). We will help you get information about the impact of extra income on your benefits before you start working. SE staff will provide supports to help you keep the job as long as you need them.

Job Search Assistance

Job Search Assistance (JSA) offers access to the VA Learning Center with computers, printers, job postings, job search and career development software, reference material and workshop. We offer an information session on a monthly basis and have workshops throughout the month. For more information please contact 802-295-9363 ext. 6725.

For more information on CWT Info Group call: 802-295-9363 ext. 6725

Hours: Monday-Friday 8:00AM-4:00PM
Readjustment Counseling Services (Vet Centers)

VA operates 300 community-based counseling Vet Centers. Many providers at Vet Centers are Veterans of combat themselves. Vet Centers provide readjustment counseling and outreach services to all Veterans who served in any combat zone or who have experienced Military sexual trauma (MST). PTSD, MST and bereavement counseling are also provided. Services are available for family members for military related issues, and bereavement counseling is offered for parents, spouses, and children of Armed Forces, National Guard, and Reserves personnel who died in the service of their country. Veterans have earned these benefits through their service, and all are provided at no cost to the Veteran or family. We’ve listed some of the Vet Centers closest to White River Junction VAMC here:

There is no waitlist for services and no fee for services.

What is readjustment counseling?

Readjustment counseling comprises a wide range of psycho social services offered to eligible Veterans and their families in the effort to make a successful transition from military to civilian life. They include:

- Individual and group counseling for Veterans and their families
- Family counseling for military related issues
- Bereavement counseling for families who experience an active duty death
- Military sexual trauma counseling and referral
- Outreach and education including community events, etc.
- Substance abuse assessment and referral
- Employment assessment and referral
- VBA benefits explanation and referral
- Screening & referral for medical issues including TBI, depression, etc.
Military Sexual Trauma Treatment

Both women and men can experience military sexual trauma (MST), and for some, the experiences can affect their health even many years later. Because MST is an experience, not a diagnosis, Veterans who experienced MST can benefit from the range of treatment options VA has available to treat conditions commonly associated with MST, including posttraumatic stress disorder (PTSD), depression, substance abuse, and others. VA also has MST-specific outpatient, inpatient, and residential services available to assist Veterans in their recovery. It’s important to know that VA provides all treatment for MST-related mental and physical health conditions free of charge. A service-connected disability rating is not required, and Veterans may be able to receive MST-related care even if not eligible for other VA services. Veterans need not have reported the incident or have other documentation that it occurred.

For more information or to talk with someone (no appointment needed), contact the Military Sexual Trauma Coordinator, Rebecca Robinson at 802-295-9363 or 1-866-687-8387 ext. 5766.

Read More at: maketheconnection.net
Gay, Lesbian, Bisexual, Transgendered & Questioning Veterans WELCOME!

An estimated one million Veterans identify as Lesbian, Gay, Bisexual, or Transgender (LGBT). In addition, more than 36,000 gay men and lesbians are on active duty, and likely up to 87,000 men and women in the service are gay or lesbian, including the National Guard or Reserves.

White River Junction VA Medical Center is committed to providing top-quality care to all Veterans, including LGBT and questioning Veterans, and we deliver culturally competent, patient-centered care to all who come to White River Junction or our community-based outpatient clinics (CBOCs).

For more information, contact:
Ms. W. Toni Maviki
LGBT Special Emphasis Program Manager
Telephone: (802) 295.9363 ext. 5886
Primary Care and Specialty Care

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Lab Service
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Primary Care Behavioral Health
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Telehealth
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Visual Impairment (VIST)
Women Veterans
Lab Service

The Lab Service is located in Building 1, Floor 2. Outpatient Lab located in Building 39, Floor 1

If you have questions or concerns please contact the service directly at 802-295-9363 Ext. 5500.

Service hours are 7:00 a.m. —4:30 p.m.
Our Pharmacy hours are from 8:00am to 4:00pm. We are located at the White River Junction VAMC in Building 39, Floor 2. For more information contact us by phone at 802-291-6222 or 802-295-9363 ext. 5205. An automated refill line is also available for all VAMC patients.

Prescriptions may also be filled online using VA's "My HealtheVet Program". The White River Junction VAMC MyHealtheVet Program Manager can assist you in obtaining a user ID and Password to log in. For more information, please log on to www.myhealth.va.gov or contact the MyHealtheVet program manager at: 802-295-9363 ext. 5297.
White River Junction VAMC has adopted a state-of-the-art technology, called VetLink, intended to improve patient experience, safety and access to information.

VetLinks are touch-screen and easy-to-use devices that allow patients to perform tasks such as:

- Check-in for previously scheduled medical appointments
- Update contact and demographic information
- Update next of kin information
- Review insurance information
- Print an appointment itinerary slip

Information is kept secure via the following:

- Veterans must use their Veterans Identification Card (VIC) and answer challenge questions to authenticate their identity.
- Information entered into VetLink is not stored on the device.
- Each device has privacy screens that allow only the user to view their information.
- Each device has a proximity sensor; once a user steps away from the kiosk, the screen resets.
- If the user takes longer than expected to complete a screen, VetLink will alert the user and ask the user if more time is needed.

Veterans have trained staff, volunteers and navigators nearby to provide assistance. Visually impaired Veterans can also use VetLink by inserting their ear buds into the scanner located at the bottom right of the kiosk.
Primary Care provides preventive care services and disease management at our White River Junction VAMC and our Community Based Outpatient Clinics. Our preventive care includes: cancer screening, blood pressure, vaccinations, labs, obesity screening, smoking cessation and overall individual wellness needs.

Primary Care is provided through a Patient Aligned Care Team (PACT) partnership. The team includes Veterans, providers, nurses, and clerks to best meet the Veterans personal health care goals. Primary Care Mental Health and Primary Care at White River Junction VAMC are co-located to support your same-day behavioral health needs.

In addition to meeting your Primary Care needs your PACT will provide the coordination for all your clinical needs. For example they can refer you to our fitness center, nutrition, MOVE!, rehabilitation services and any specialty or Mental Health Services you may require.

No matter when you need support, reach us by dialing 802-295-9363 ext. 5760

See also, Wellness
Primary Mental Health Clinic (PMHC)

PMHC is a patient-centered, team-based service integrating mental health and primary care. PMHC aims to identify Veterans’ comprehensive health care needs, to deliver timely evidence-based assessments and short term treatments, or facilitate referrals to specialty services, thereby empowering Veterans to obtain an optimal level of functioning and to reduce stigma.

Services

The Primary Mental health Clinic (PMHC) is dedicated to treating Veterans living with emotional, adjustment, behavioral difficulties, or clinical health problems. The PMHC Program collaborates with the VA Primary Care team to offer Veterans optimal mental and physical health services. To ensure that Veterans have ready access to services that can address all aspects of health & wellness, PMHC services are on-site and available directly within the primary care setting.

Services are offered to Veterans coping with any number of emotional or behavioral difficulties including:

- Anxiety and Depression
- Adjustment difficulties
- Chronic pain management
- Weight management
- Stress management
- Diabetes management
- Alcohol abuse or misuse
- Smoking cessation
- Sleep difficulties
- Difficulties coping with illness/disability
- Interpersonal losses

Services include:
- Screening evaluations, assessment and diagnosis,
- Psychopharmacological consultation/treatment,
- Brief psychotherapy (individual and group),
- Psycho-education for Veterans and families,
- Coordinating referrals to specialty mental health and other services as appropriate

Typical Course of Treatment

The typical course of treatment could entail referral by a primary care provider (self-referrals also welcome); Initial telephone or in-person screen; brief therapy and/or medication consultation and management, depending on Veteran’s treatment needs; referral to specialty services.

PMHC is available at the White River Junction Facility. Ask your primary care doctor for a referral or call us at 802-295-9363 ext. 5760

Serving the whole Veteran by promoting mind & body wellness

See also, Wellness

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Specialty & Acute Care Services

Your Primary Care Physician can refer you to:

- Cardiology
- Pulmonary
- Dermatology
- Neurology
- Rheumatology

Surgical clinics are coordinated at White River Junction for the following areas:

- Vascular Surgery
- General Surgery
- Orthopedics
- Urology
Telehealth

There are multiple Telehealth services available such as mental health, MOVE! groups, home telehealth, pain management, physical and occupational therapy, smoking cessation, nutrition, and dermatology.

Veterans with chronic health conditions can utilize Telehealth technologies to live independently, and to access their health care. When partnered with their health care team the Veterans have an improved overall quality of life.

Telehealth changes the location where health care services are provided. Using Telehealth brings the care you need closer to home, saving you time, money and a long ride into the hospital. Telehealth allows you to meet with your provider at the medical center using video technology. Telehealth services are available at our Community Based Outpatient Clinics. Ask your provider for details.

If you are interested in learning if you are medically eligible to participate in one of our Telehealth programs talk to your VA physician during your next appointment.

The Right Care In The Right Place At The Right Time through White River Junction VAMC Telehealth Team:

Facility Telehealth Coordinator
Judy Audette, 802-295-9363 ext. 5297

Bennington Telehealth Clinical Technician (TCT)
802-447-6913

Brattleboro CBOC TCT
802-251-2200

Burlington CBOC TCT
802-657-7000

Keene CBOC TCT
603-358-4900

Littleton CBOC TCT
603-444-1323

Newport CBOC TCT
802-624-2400

Rutland CBOC TCT
802-772-2300

Click to watch video
Rehabilitation and Adaptive Equipment

Rehabilitation, prosthetic and durable medical equipment enhance and/or improve the lives of the Veterans who need them.

Durable medical equipment refers to aids from walkers, scooters, grab bars, canes, and elastic shoelaces to vertical porch lifts, etc. Veterans are reminded to check with your PCP before they purchase any medical devices because it may be something we can provide. Learn what you may be eligible for before you buy. Contact Susie Streeter M.Ed, Chief, Prosthetics and Sensory Aids Service at 802-295-9363 ext. 5170

What is Prosthetics?

A broad term used to identify the total concept associated with replacing, supporting and/or complementing human anatomy impaired or destroyed as a result of trauma or disease. This term may be used to refer to orthotics, sensory aids, medical equipment, medical supplies, components, research, education and training, appliances, services, repairs, and any other related aspects of administering the total program.

ELIGIBILITY
Generally all veterans enrolled in the VA health care system are eligible for all needed prosthetics, medical equipment, and supplies. Certain veterans are eligible for needed prosthetics, medical equipment, and supplies even though not enrolled. The two most significant groups of veterans who do NOT need to be enrolled are:

1. Veterans needing prosthetics, medical equipment, and supplies for a service connected disability,
2. Veterans with a service connected disability rated at least 50 percent.

CONSULT PROCEDURES
- The patient's primary care provider or therapist will refer the patient to the appropriate clinic for evaluation. The Clinic will solicit consult to Prosthetics for items deemed medically appropriate.
- Adaptive equipment list is available under Clinician's Tool Box.

Prosthetic staff does not determine vendor or model number. Prosthetics staff can assist with referral questions.
- Prosthetic Staff will determine the patient's eligibility/entitlement,
- Request will be processed and the service or item will be issued to the patient or clinic as specified.

AVAILABLE PROSTHETIC PROGRAMS/SERVICES
1. Amputee/Brace Clinic Team for prostheses (upper and lower extremity or braces)
2. Wheelchair Clinic Team for custom power and manual wheelchairs
3. Optical Supplies
4. AIDS for the Blind (VIST)
5. Automotive Adaptive Equipment Program
6. Clothing Allowance
7. Medical Equipment such as canes, walkers, electric hospital beds
8. Medical Supplies (braces and splints)
9. HISAP (Home Improvement and Structural Alterations)
10. Home Oxygen Program and Home Respiratory Care Team
11. Orthopedic Shoes and Stockings
12. Major Medical Equipment Committee
13. Diabetes Footwear
14. Bathroom Safety Equipment
15. Wheelchair Repairs

This list is not all inclusive, but contains many commonly used items.

PRIMARY PURCHASING AGENTS
White River Junction (802) 295-9363 x 5170

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Returning Veterans OEF/OIF/OND Reintegration

ACCESS YOUR FREE VA HEALTH CARE BENEFITS TODAY

OEF/OIF/OND (Operation Enduring, Operation Iraqi Freedom, Operation New Dawn) combat Veterans can receive five years of cost free medical care for injuries or illness related to their active duty or military service. Comprehensive VA health benefits, including preventative care, mental health care, prescriptions, emergency and surgical care are available to all Veterans with a copay.

Who is Eligible?
Veterans, including activated Reservists and members of the National Guard

How do I Enroll?
Online at www.oefoif.va.gov or by phone (877-222-VETS), mail or in person at any VA Medical Center. See Enrollment

The OEF/OIF/OND program can be a point of contact for newly returned Operation Enduring, Operation Iraqi Freedom, Operation New Dawn Veterans to access the VA system and establish care. The OEF/OIF/OND Program provides case management, care coordination, and outreach to Veterans and their families in the community. Veterans can be referred by various sources within the hospital, the community or self refer. The OEF/OIF/OND social worker will assist with access to benefits and care, and follow up for those severely injured or new to the system. There is an OEF/OIF/OND interdisciplinary team comprised of individuals from services across the hospital that have been identified as “champions” in the area of issues facing OEF/OIF/OND Veterans. Complex cases can be referred to this team for consultation.

Call Stephen Plumb at 802-295-9363 ext. 5362 for more information.
Visual Impairment Services (VIST)

The White River Junction VAMC VIST Program helps legally blind and severely visually impaired Veterans and their families adjust to vision loss. The program identifies and informs eligible Veterans about services and benefits, ensures that health care and rehabilitation services are made available, and helps those Veterans cope with the devastating loss of vision.

Services include:

- VA Blind Rehabilitation Training Programs
- Community-Based Training Programs
- Computer training programs which are adapted for use by blind or visually impaired persons
- Low Vision Examination by a Low Vision Optometrist
- Library of Congress Talking Book Program
- Issuance of Blind or Low Vision Aids

Contact VIST Coordinator Lisa Ehrlich at 802-295-9363 ext. 5347

Veterans are often issued prosthetic/blind aids which may include optical devices such as hand magnifiers, electronic magnifiers such as CCTV, a large print or talking computer system, canes, talking watches, audible prescription readers, adapted recreational devices or other adaptive devices based on the outcome of the assessments by Low Vision Optometrist and/or the VIST Coordinator.

Any Veteran who is legally blind or severely visually impaired, even while wearing conventional glasses, and who is eligible for VA health care may participate in the VIST program. If you are unsure about eligibility for VA health care benefits, please contact the VIST Coordinator to assist in determining eligibility. Referrals can be made by the Veteran, family, health care professional or other concerned individuals.

If a Veteran requires the assistance of another person or exhibits any of the following functional problems, a referral to VIST may be indicated:

- Difficulty reading mail, newspaper, medication labels or standard size print while using conventional glasses.
- Difficulty performing activities of daily living, such as managing their medications, grooming, cooking, using the phone, telling time, etc., as a result of their visual impairment.
- Veterans who have difficulty ambulating safely and independently as a result of blindness or visual impairment.
Women Veteran Services

Our Women’s Health Clinic includes a private waiting room and seating area as well as exam rooms specifically designed for female patients. Services at the clinic include primary care (including women’s primary care such as cervical cancer and breast cancer screening), and specialty care (including the management and screening of chronic conditions, reproductive health care, rehabilitation and long-term care.)

Specialty mental health services are available to target problems such as PTSD, substance abuse, depression, conditions related to military sexual trauma (MST), and homelessness in treatment environments that can accommodate and support women with safety, privacy, dignity and respect. Providing world-class health care for Women Veterans is a priority. Our Woman Veteran Program Manager understands your unique needs and is here to serve you.

For more information contact the Women's Health Clinic at 802-291-6230

We are not only your grandfather’s VA, we are your VA! At White River Junction VAMC, our Women’s Health Clinic is designed to provide female Veterans with the privacy, dignity and sensitivity our Women Veterans have earned.
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- A Mindful Approach to Wellness
- Local Farmer’s Markets, Community Gardens
- Creative Art Therapies
- Fitness Center
- Golden Age Games
- MOVE!
- Nutrition
- Recreation Therapy
- Smoking Cessation
Wellness, A Mindful Approach

Follow the diamonds to find wellness help and opportunities at VA.

Visit the Veterans Health Library!

Local Farmer’s Markets and Community Gardening
Wellness: Community Gardening, Farmer’s Markets, and More!

Community Garden Plots

For NH:
http://extension.unh.edu/Community-Gardens/
Map-Community-Gardens-NH

For VT:
http://vcgn.org/

Farmer’s Markets

http://www.vtfma.org/
http://www.nhfma.org/

Community Supported Agriculture

Community Supported Agriculture. CSAs provide a way for consumers to buy local, seasonal food directly from a farmer other than at a farmers’ market.

For NH:

For VT:
http://nofavt.org/find-organic-food/csa-listing
**Gymnasium**: Visit our gymnasium for a variety of fitness and wellness programs including individualized exercise programs, and cardio/universal weight equipment instruction. Programs are based on veteran interest and availability.

**GYM HOURS**

- Sunday 8:00 a.m.– 2:00 p.m.
- Monday 6:30 a.m.– 3:00 p.m.
- Tuesday 6:30 a.m.– 3:00 p.m.
- Wednesday 6:30 a.m.– 3:00 p.m.
- Thursday 6:30 a.m.– 3:00 p.m.
- Friday 6:30 a.m.– 3:00 p.m.
- Saturday 8:00 a.m.– 2:00 p.m.

**Gym Phone**: 802.295.9363 ext. 5811

Please call ahead to check gym hours as times are subject to change especially during holidays and changing weather conditions.

**Veterans must have White River Junction VAMC physician clearance to utilize the gym. Questions regarding the gym should be directed to the Fitness Center at 802-295-9363 x5811.**
White River Junction Veterans in National Events

National Veterans Golden Age Games: Life begins at 55, at least it does for more than 600 Veterans competing in this national event, the premier senior adaptive rehabilitation program in the United States. It is the only national multi-event sports and recreational seniors’ competition program designed to improve the quality of life for all older Veterans, including those with a wide range of abilities and disabilities. It is one of the most progressive and adaptive rehabilitative senior sports programs in the world, offering 14 different sports and recreational activities.

White River Junction VA Medical Center Veterans also participate in Summer Adaptive Sports Clinic, Winter Adaptive Sports Clinic, and the National Veterans Wheel Chair Games.

For more information contact: Brooke Robinson, Recreation Therapy, 802-295-9363 ext. 5454
MOVE!

Change your thinking about food, exercise, and yourself

MOVE!® is a weight management program for Veterans who want to lose weight and improve their health.

The White River Junction VAMC offers:

- **Group weight management classes**
- **Individual nutrition and behavioral health psychology assistance**
- **TeleMOVE!** including
  - **Home Messaging** which provides daily written messages using a device connected to your home phone.
  - **Interactive Voice Response** which provides audio coaching messages using your home or cellular phone.

Both versions of TeleMOVE! are supported by a Care Coordinator who will monitor your progress and call you as needed.

If you are interested, talk with your health care team. They will schedule an orientation session where you will learn more about the MOVE! weight management program and determine which participation options work best for you. There you will set your weight loss goals and begin to identify your specific plans for increasing activity and decreasing calorie intake.

You are encouraged to complete the MOVE! Questionnaire. You will be given a paper copy or you can complete it online. You will receive a personalized report based on your answers to help identify your specific needs. Bring this report to discuss at your next primary care visit.

For more information, speak with your primary care team, or visit [www.move.va.gov](http://www.move.va.gov).

See also, Wellness
Nutritional Services are available for inpatient and outpatient Veterans. Our dedicated outpatient dietitians provide nutrition education on a variety of topics, including:

- Good Nutrition
- Therapeutic Diets
- Weight Management
- Diabetes Self-Management
- Local Farmer’s Markets
- MOVE!

Contact your Primary Care Provider for a referral or call Nutrition Services 802-295-9363 x5573

Eat a variety of foods including vegetables, fruits, and whole grains.
Recreational Therapy

The purpose of recreational therapy is to improve or maintain physical, cognitive, social, emotional, and spiritual functioning in order to facilitate full participation in life.

Outpatient recreation offerings include:

- Indoor Rock Climbing
- Racquetball
- Walking Club
- Project Healing Waters Fly Tying & Fishing
- Adaptive Golf

To get involved call 802-295-9363 x5454 or email the Brooke.Robinson3@va.gov.

The recreation therapy staff members in our Community Living Centers and inpatient mental health program are here to provide and help Veterans create daily meaningful leisure opportunities. Veterans have the chance to engage in programs from group sing-alongs to community integration trips. Residents can speak to the unit secretary to find out who your recreation therapist is.

See also, Wellness
Creative arts therapies include art therapists, drama therapists, and music therapists. Creative arts therapists offer various arts modalities and use of the creative process to promote wellness, alleviate pain and stress, foster healthy expression and understanding of emotion, enhance cognitive abilities, learn new skills, relax, experience pleasure and provides unique opportunities for social interaction and connection. For more information contact Brooke Robinson the Recreation Therapist at 802-295-9363 x5454 or email Brooke.Robinson3@va.gov.

See also, Wellness
Smoking Cessation

Thinking of Quitting?

Did you know that you can double your chances of successfully quitting by...

- Using medications to help you deal with withdrawal symptoms and smoking urges?
- Getting expert counseling to help you quit and prevent relapsing after you quit?

Smoking Cessation Counseling offers support, coping skills, and coordination of smoking cessation medications using:

- Group counseling
- Individual counseling
- Telephone counseling
- Telehealth smoking cessation counseling
- Smoking Cessation Peer Support Group
- Evaluations for smoking cessation aids including medication

Veterans Smoking Cessation Drop In Group offered for those interested in quitting or those who need additional support before, during and after quitting

Employee Smoking Cessation Group offers support for quitting smoking.

Contact the Smoking Cessation Program at 802.295.9363 ext. 5663
Geriatrics and Extended Care (GEC)

Table of Contents: Geriatrics and Extended Care

Caregiver Program
Post 9/11 Caregivers
Home-Based Primary Care (HBPC)
Home Health Aide Services
Hospice and Palliative Care
Respite
Skilled Nursing Care
Caregiver Program

VA has a number of services designed specifically to support you in your role as a Family Caregiver. VA values your commitment as a partner in our pledge to care for those who have "borne the battle," and we have several support and service options designed with you in mind. The programs are available both in and out of your home to help you care for the Veteran you love and for yourself.

Caregiver Support Coordinator
Your local Caregiver Support Coordinator is a licensed professional who can support you by matching you with services for which you are eligible, and providing you with valuable information about resources that can help you stay smart, strong and organized as you care for the Veteran you love. Below are links or descriptions of various services available to Family Caregivers of Veterans. If you'd like additional information or are interested in signing up for any of the services listed below, Contact 802-295-9363 ext. 5364

Caregiver Tool Box
Whether you are new to family caregiving or looking for fresh tips and resources, VA has created a Caregiver Tool Box to help you find tools that work for you. This online toolkit offers resources and information to help you stay on top of things and manage the daily stresses of family caregiving. Features include: Care Sheets by Diagnosis, Everyday Tips and Checklists, Staying Organized, RESCUE Website for Caregivers of Veterans who have had a stroke.

Caregiver Support Line
Our sole purpose is to help you – the wife or husband, mother or father, sister or brother, daughter or son, or loving family member or friend – who cares for a Veteran. VA's Caregiver Support Line has licensed caring professionals standing by. We can:

• Tell you about the assistance available from VA.
• Help you access services and benefits.
• Connect you with your local family Caregiver Support Coordinator at a VA medical center near you. Just listen, if that's what you need right now.

VA's Caregiver Support Line Call toll-free to 1-855-260-3274
Monday- Friday 8:00 a.m. – 11:00 p.m. ET, Saturday 10:30 a.m. – 6 p.m. ET
Comprehensive Assistance for Family Caregivers of Post 9/11 Veterans

Under the "Caregivers and Veterans Omnibus Health Services Act of 2010," additional VA services are now available to seriously injured post-9/11 Veterans and their Family Caregivers through a new program of Comprehensive Assistance for Family Caregivers. VA is now accepting applications for these services.

Who Is Eligible?

Veterans eligible for this program are those who sustained a serious injury – including traumatic brain injury, psychological trauma or other mental disorder – incurred or aggravated in the line of duty, on or after September 11, 2001. Veterans eligible for this program must also be in need of personal care services because of an inability to perform one or more activities of daily living and/or need supervision or protection based on symptoms or residuals of neurological impairment or injury.

To be eligible for the Program of Comprehensive Assistance for Family Caregivers, Veterans must first be enrolled for VA health services, if not enrolled previously.

Services Available to Family Caregivers through this Program

The law will provide additional assistance to primary Family Caregivers of eligible post-9/11 Veterans and Servicemembers.

Services for this group include:

- Monthly stipend
- Travel expenses (including lodging and per diem while accompanying Veterans undergoing care)
- Access to health care insurance (if the Caregiver is not already entitled to care or services under a health care plan)
- Mental health services and counseling
- Comprehensive VA Caregiver training provided by Easter Seals
- Respite care (not less than 30 days per year)

Contact Laura Merry 802-295-9363 ext. 5364
Inpatient and Home Based Services

**GERIATRIC EVALUATION MANAGEMENT:** Our 31 day inpatient rehabilitation program is specifically designed to help service connected Veterans return to living an independent and active lifestyle as quickly as possible. Skilled physical, occupational, speech, and recreational therapists evaluate and treat Veterans to support maximum independence.

**SKILLED NURSING CARE:** The Skilled Home Care service provides a medical professional who comes to your home to help care for a homebound Veteran. Some of the care a Veteran can receive includes basic nursing services and physical, occupational, or speech therapies. To be eligible for this service, a Veteran must be homebound, which means he or she has difficulty traveling to and from appointments and so is in need of receiving medical services at home. The Skilled Home Care service is similar to Home-Based Primary Care, but it involves VA purchasing care for a Veteran from a licensed non-VA medical professional. We provide up to 90 days of 24 hour nursing, medical care, and assistance including; Clinical supervision and assistance, Medication administration, monitoring and management, wound care, ostomy care, intravenous therapy, nutritional management, and tube feedings.

**RESPITE:** If a Veteran requires a Caregiver, you are eligible to receive respite services. The care can be offered in a variety of settings including at your home or through temporary placement of a Veteran at a VA Community Living Center, a VA-contracted Community Residential Care Facility, or an Adult Day Health Care Center. Staying strong for your Veteran means staying strong yourself. Our goal is to provide family caregivers temporary relief from the routine daily care of their chronically ill or disabled Veteran at home. A planned respite admission begins on Thursday and may be from one to two weeks depending on the caregiver needs. Respite is not available on an emergency basis.

**Adult Day Health Care (ADHC) Centers** are a safe and active environment with constant supervision designed for Veterans to get out of the home and participate in activities. It is a time for the Veteran you care for to socialize with other Veterans while you, the Family Caregiver, get some time for yourself. ADHC Centers employ caring professionals who assess a Veteran’s rehabilitation needs and help a Veteran accomplish various tasks so he or she can maintain or regain personal independence and dignity. The Veteran you care for will participate in rehabilitation based on his or her specific health assessment during the day (ADHC centers are generally open Monday through Friday during normal business hours). The ADHC Centers emphasize a partnership with you, the Veteran you care for and Centers' staff.

**Homemaker and Home Health Aide Program** is designed to help a Veteran with personal care needs. Your local VA medical center can help arrange for a home health aide who will come to your home on a regular schedule to allow you time to take care of your own needs. Caring for yourself helps you stay strong for yourself and the Veteran you care for.

Your Primary Care Provider can assist you with referrals and eligibility requirements to these programs.
Home Based Primary Care (HBPC)

HOME SAFE and SOUND

Home Based Primary Care is health care services provided to Veterans in their home. A VA physician supervises the health care team providing the services. Home Based Primary Care is for Veterans who have complex health care needs for whom routine clinic-based care is not effective. The program’s primary goal is to assist with management of health care needs and to support Veterans living safely at home.

Home Based Primary Care is for Veterans who need skilled services, case management, and assistance with activities of daily living (e.g., bathing and getting dressed), or instrumental activities of daily living (e.g. fixing meals and taking medicines); are isolated or their caregiver is experiencing burden. Home Based Primary Care can be used in combination with other Home and Community Based Services.

Let us help you be home safe and sound. To learn more about the VA HBPC contact Beth Macaskill at 802-295-9363 ext. 6367
Hospice and Palliative Care

Hospice is a comfort based form of care for Veterans who have a terminal condition with 6 months or less to live.

Palliative care is a form of treatment that emphasizes comfort care but does not require the Veteran have a terminal condition.

Since Hospice and Palliative Care are part of the VHA Standard Medical Benefits Package, all enrolled Veterans are eligible IF they meet the clinical need for the service. Copays are NOT charged for Hospice and Palliative Care, whether they are provided by the VA or an organization with a VA contract.

Hospice and Palliative Care provides treatment that relieves suffering and helps to control symptoms in a way that respects your personal, cultural, and religious beliefs and practices. Hospice also provides grief counseling to your family.

You and your family are assessed by a care team and a plan of care is developed to meet your medical, social, spiritual and psychological needs. This care is available to Veterans in their home, community, outpatient or inpatient settings.

Your physician or other primary care provider can answer questions about your medical needs. If Hospice or Palliative Care seems right for you, your VA social worker can help you locate and coordinate those services.

Become a Hospice Volunteer so that No Veteran Dies Alone

No Veteran Dies Alone is a volunteer program that provides the reassuring presence of a volunteer companion to dying patients who may otherwise be alone. Companions are able to help provide patients with a most valuable human gift: a dignified death.

For more information, contact Patricia Crimmin-Greenan 802-295-9363 ext. 5226
Points Of Interest

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- VA Careers
- Volunteer or Give
- Mission
Chaplain Service

Building 8, Floor 1, Room 108. Interfaith
Chaplain 5417 pager 742-3765 Catholic
Chaplain Ext 5416 pager 742-6303

Chaplains are on the health care team to assist Veterans and families cope with the stress of illness, treatment and new diagnoses. Chaplains are also available to support our Veterans and their loved ones as they deal with emotional and spiritual hardships. Chaplains assist individuals in strengthening their inner resources to face life’s transitions with hope. If you would like to speak with a Chaplain, please call us at the above Extension(s) or page us through the hospital Operator (Dial “O”).

The “Prayer & Praise” Ecumenical Worship Service is offered on Thursday afternoons at 3:00 PM in the VA Chapel. Catholic Mass is offered weekdays at 11:30 AM and on Sundays at 9:00 AM in the VA Chapel. All are welcome.

See also, Wellness
Community Links

Vermont Vet-to-Vet

Local Vet Centers

PVA New England Chapter

Substance Abuse and Mental Health Administration

Small Business Association (SBA)

Social Security Administration

National Alliance on Mental Illness (NAMI)

NAMI WELLNESS

DAV

Veterans Rehabilitation and Education VBA

Narcotics Anonymous

Alcoholics Anonymous
### Frequently Called Numbers

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<td>Geriatrics and Extended Care</td>
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<td>Home Based Primary Care</td>
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<td>Lesbian, Gay, Bisexual, and Transgender Veterans</td>
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<td>Mental Health</td>
<td>802-295-9363 Ext. 5760</td>
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<td>866-OUR-VETS Ext. Toll-free</td>
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<td>Nursing Service</td>
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<td>Returning Service Members</td>
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<td>Voluntary Service Office</td>
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<td>Women Veterans</td>
<td>802-291-6230</td>
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# Map of Grounds

**VA Medical Center**  
White River Junction, Vermont

## Campus Map

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VA Careers

I’m not just a mental health professional.
I’m helping Veterans build fuller, richer lives.

As a Department of Veterans Affairs employee and an Olympic medal winner, I know the real champions are those who have served this country. And so does VA. Want to learn more? Visit VAcareers.va.gov

Olympian medalist, Natalie Dell attributed her flexible work schedule at a VAMC as instrumental in helping her to reach her Olympic dreams. Learn how to join our diverse and exceptional team.

Visit VAcareers.va.gov to learn about exciting opportunities to serve our nation’s heroes.

CANTEEN

Monday-Friday

Patriot Store
8:00am-4:00pm

Canteen
7:00am-4:00pm
Located on the basement level of Building 8

Canteen Chief
802-295-9363 ext 5120

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Volunteer or Give

White River Junction VAMC benefits from the services of over 700 individual volunteers each year. Over 75 volunteers are on duty each day helping to make this a health care center of excellence. We are seeking assistance from volunteers of all ages and life experiences to support Veterans here at White River Junction.

There are a wide variety of Volunteer Opportunities available to suit your individual interests during the day, evenings and weekends. Some opportunities include support at the Veteran Information Desk, Greenhouse, escorting Veterans to events and Chapel Services, office administration, drivers, Adopt a Veteran Program, supporting recreational activities, and to sharing coffee with our Veterans.

Volunteer opportunities are great and the needs are ever-evolving. For more information please call Volunteer Service at 802-295-9363 Ext. 5391/5392 or go to www.whiteriver.va.gov/giving/index.asp.

Donating just got easier!

Make a difference: E-Donate

Contributions can now be made via any online connection or click here!  THANK YOU!
Our Mission

Our Servicemembers and Veterans have sacrificed to keep our country - and everything it represents - safe.

We honor and serve those men and women by fulfilling President Lincoln’s promise “to care for him who shall have borne the battle, and for his widow and his orphan.”

We strive to provide Servicemembers and Veterans with the world-class benefits and services they have earned, and will adhere to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.

Thank you for your service.
Now let us serve you.