

*Leading Health Care  
In The 21st Century*



*Post Traumatic  
Stress Disorder Program*

VA Western New York  
Healthcare System at Batavia



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# What is PTSD?

When anyone experiences a major trauma, his/her mind and body is affected. People who have served in the military often have been exposed to traumatic events. One adverse effect of traumatic experiences is called Post Traumatic Stress Disorder (PTSD). Individuals with PTSD re-experience the trauma, sometimes years after it occurred. They may have sudden painful memories, nightmares and flashbacks (where they feel they are re-living the event). They may experience guilt/shame, depression, anxiety, and anger. People with PTSD often avoid activities and social contact to avoid re-experiencing the traumatic event. Some people report feelings of numbness, detachment and a sense of the world being unreal. Others experience a loss of trust, poor concentration, irritability, sleep disturbance, and memory problems.

Individuals may suffer from physical symptoms such as ulcers, gastritis, and headaches. Oftentimes, people suffering from PTSD have worsened their problems with alcohol/drug abuse and other problem behaviors. Many veterans cannot admit that they are having problems due to PTSD. By talking with other veterans, some people are better able to learn and share how their experiences have affected them. If you have any of the following symptoms, you may have PTSD:

*Anger problems*

*Anxiety*

*Depression*

*Emotional numbing*

*Guilt*

*Nightmares*

*Poor concentration*

*Poor work history*

*Sleeplessness*

**Contact your local  
VA facility or  
Vet Center for  
additional information  
and/or a referral.**



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## Who are we?

The PTSD treatment team understands traumatic military experience and the effects it has on daily living. They offer years of clinical skills in treating PTSD, substance abuse, anxiety, depression, and other disorders. Our team is made up of professionals from a variety of disciplines including psychology, psychiatry, social work, counseling, and nursing. The PTSD staff works together to provide a complete treatment program for your PTSD needs. We also work with other VA health care clinicians and community services to make sure all of your needs are addressed. We make referrals to services such as Vet Centers, veterans' organizations, and other federal, state, and local agencies as needed.

## Where are we?

The PTSD program is located in its own building (Jack H. Wisby Jr. PTSD Center, building 5) at the VA Western New York Healthcare System at Batavia. The quiet spacious grounds contribute to a feeling of security. You and your family will be treated with respect, understanding, and compassion. This supportive setting helps you share how PTSD has affected you and your family.



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# Treatment Options

Everyone referred for treatment receives a clinical assessment of his/her PTSD. The types of treatment used depends upon your individual needs. The treatment program that is best for your needs may include individual psychotherapy, family therapy, group therapy, skills building, recreation, and medication management. Educational sessions provide training in areas such as relaxation, assertiveness, anger management, issues in family and relationships, and how PTSD affects your body.

The program offers three levels of care. The residential program includes two tracks.

## **Track I Residential Program:**

This program helps you and your providers better understand the severity of your PTSD and focuses on the stabilization of the symptoms. The stay in this program is usually one to 14 days. This program is individualized to serve the veteran's short term PTSD treatment needs. This is achieved through a structured daily program of organized activities.

## **Track II (Cohort) Residential Program:**

This track offers intensive treatment for PTSD. Eight to ten veterans are admitted on the same day. This program is 26 days long and includes a group graduation upon completion. This program offers daily structured activities including psychoeducation, individual sessions, and group psychotherapy.

## **Outpatient/PTSD Clinical Team (PCT)**

Group therapy and individual therapy are the primary treatment options. A support group for wives and significant others is held weekly. The clinical nurse specialist and psychiatrist provide medication management as needed.



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## What to Expect

The residential treatment program helps you gain the skills you need to establish and maintain a satisfying life. The program offers a drug and alcohol-free environment. While there, you learn more about PTSD through educational classes and group therapy sessions. In group therapy, you learn to discuss your traumatic experiences with other veterans. You learn to recognize feelings that may have contributed to your stress reactions. You also receive honest, supportive feedback about how others view you and give that same feedback to the rest of the group members.

The warm, safe, secure environment helps you feel more comfortable in a group setting. Skill building activities help you learn to share your experiences and reactions with others. You learn how to manage stress and its symptoms without resorting to unhealthy behaviors such as alcohol or other drug use. You work closely with your treatment coordinator to design a continuing care program that will help you progress after discharge from residential treatment.

The residential rehabilitation program will not provide a “cure” for your PTSD or resolve all of your problems. But it will give you a safe environment to gather tools that will be helpful in your recovery from PTSD.



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# What You Will Need for Admission

## Current Medications

You are responsible for coming to the program with your medications. You are responsible for administering your own medication. The staff clinicians may adjust medications. Medication administration is supervised by staff but is your responsibility.

## Medical Equipment

The facility is handicapped accessible.

## Clothing

Casual clothing is advised. Laundry facilities are available in the building for your use. Linens, towels, and washcloths are provided.

## Nutrition

Three daily meals are provided. You are responsible for your own snacks, treats, or sodas.

## Personal Care Items

You are responsible for your own toiletries, stationary, envelopes, stamps, phone cards, and cigarettes. Bedside phones are provided. They are 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

Reimbursement for travel expenses will be based on VA regulations and rates. Reimbursement could be less than the incurred expenses. Parking is available for you.



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Vietnam Veterans of America and the Batavia Veterans Alumni Association provide valuable input into the programs offered at the site.

## For more information call:

(585) 344-3386

(585) 344-3388

1-877-705-5860



### **VA Healthcare On The Web**

[www.va.gov/visns/visn02](http://www.va.gov/visns/visn02)

### **Upstate New York Veterans ~**

Wherever you are, When you need help ...

**VA TELCARE**

**1-888-838-7890**

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# Reaching Us Is Easy

## VA Medical Centers:

**Albany**  
113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

**Batavia**  
222 Richmond Avenue  
Batavia, NY 14020  
(585) 343-7500

**Bath**  
76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

**Buffalo**  
3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

**Canandaigua**  
400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000

**Syracuse**  
800 Irving Avenue  
Syracuse, NY 13210  
(315) 476-7461

## Community-Based Outpatient Clinics:

**Auburn**  
Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7011

**Bennington**  
325 North Street  
Bennington, VT 05201  
(802) 447-6913

**Binghamton**  
425 Robinson Street  
Binghamton, NY 13001  
(607) 772-9100

**Catskill**  
Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

**Clifton Park**  
1673 Route 9  
Clifton Park, NY 12065  
(518) 383-8506

**Cortland**  
1104 Commons Avenue  
Cortland, NY 13045  
(607) 662-1517

**Dunkirk**  
The Resource Center  
325 Central Avenue  
Dunkirk, NY 14048  
(716) 366-2122

**Elizabethtown**  
P.O. Box 277, Park St.  
Elizabethtown, NY 12932  
(518) 873-3295

**Elmira**  
Health Services Bldg.  
200 Madison Ave., Suite 2E  
Elmira, NY 14901  
(877) 845-3247

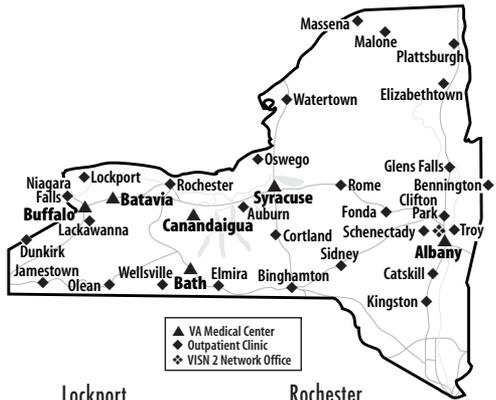
**Fonda**  
Camp Mohawk Plaza  
Rt. 30A  
Fonda, NY 12068  
(518) 853-1247

**Glens Falls**  
84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066

**Jamestown**  
The Resource Center  
896 East Second Street  
Jamestown, NY 14701  
(716) 661-1447

**Kingston**  
63 Hurley Avenue  
Kingston, NY 12401  
(845) 331-8322

**Lackawanna**  
Our Lady of Victory Family  
Care Center  
227 Ridge Road  
Lackawanna, NY 14218  
(716) 822-5944



**Lockport**  
Ambulatory Care Center  
5875 S. Transit Road  
Lockport, NY 14094  
(716) 433-2025

**Malone**  
115 Park Avenue  
Malone, NY 12953  
(518) 481-2545

**Massena**  
1 Hospital Drive  
Massena, NY 13662  
(315) 764-1711

**Niagara Falls**  
Niagara Family Medicine  
Assoc., PC  
620 10th Street, Suite 709  
Niagara Falls, NY 14301  
(716) 285-6663

**Olean**  
Olean General Hospital  
500 Main St.  
Olean, NY 14760  
(585) 375-7555

**Oswego**  
Seneca Hills Health  
Services Center  
County Route 45A  
Oswego, NY 13126  
(315) 343-0925

**Plattsburgh**  
Medical Office Bldg.  
206 Cornelia St., Suite 307  
Plattsburgh, NY 12901  
(518) 566-8563

**Rochester**  
465 Westfall Road  
Rochester, NY 14620  
(585) 242-0160

**Rome**  
125 Brookley Road,  
Bldg. 510  
Rome, NY 13441  
(315) 336-3389

**Schenectady**  
1475 Balltown Road  
Niskayuna, NY 12309  
(518) 346-3334

**Sidney**  
109 North Main Street  
Bainbridge, NY 13733  
(607) 967-8590

**Troy**  
500 Federal Street  
Troy, NY 12180  
(518) 274-7707

**Watertown**  
218 Stone Street  
Watertown, NY 13601  
(315) 788-5050

**Wellsville**  
Jones Memorial Hospital  
Health Care Center  
15 Loder Street  
Wellsville, NY 14895  
(585) 596-4111

