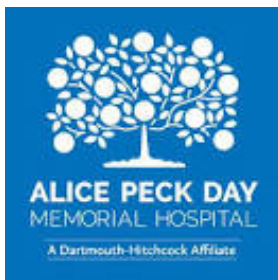




WEST CENTRAL NEWS

September 2020/Issue XII

**24/7 Emergency Help Line for Those in Crisis
1-800-564-2578**



West Central and Alice Peck Day Memorial Hospital Team Up for Mental Health Emergency Services

West Central and Alice Peck Day's (APD) Emergency Department recently announced an expanded partnership to better respond to mental health emergency patients being treated at APD. As of Wednesday, September 9, 2020, the new collaboration provides a streamlined process for easy access to mental health resources.

After an APD mental health emergency patient is medically evaluated and cleared by ED staff, West Central emergency services staff will be called for an in-person or telehealth mental health evaluation. This will happen between the hours of 8:00 am and 10:00 pm. If the patient arrives between the hours of 10:00 pm and 8:00 am, they will be cared for in the APD emergency department until West Central emergency staff is available the following morning.

For those emergency patients who are *already* West Central clients, APD can contact West Central Emergency Services staff 24/7 to arrange for the patient's treatment team to intervene while the patient is still in the ED.

We're excited about this collaboration, knowing it will streamline and improve mental health care in our community!

**Need an appointment?
Call us at: 603-542-5128.**



Are You Registered to Vote? It Matters!

There's a lot going on - we know! But it's an election year, and voting is the cornerstone of democracy. If you aren't registered to vote, click [here](#) to learn about Registering to Vote in New Hampshire.

In N.H., you can register to vote at the polls on election day (Tuesday, November 3rd) *AND* also vote in person that day. This link includes information on what documents to bring in order to vote, or you can call your town clerk to find out. If you want to vote by mail, the deadline for registering to vote by mail is Wednesday, October 21st. There are many reasons that allow you to vote by mail, including concern about Covid-19 transmission.



And in Vermont, click [here](#) to learn about Registering to Vote in the Green Mountain State. All active registered VT voters will receive a ballot in the mail between Sept. 21 and October 1, so register soon, request an absentee ballot, or go to the polls on election day.



Your Gift is So (Doubly) Important (And We Humbly Request Your Support)

If you are able, now is the time to support our non-profit work. Our clients' unmet financial needs have increased, as have our costs of providing services due to the pandemic. **The Jack & Dorothy Byrne Foundation has recognized the value and importance of what we do by offering a dollar-for-dollar match to *double* your giving until we receive \$50,000 in total gifts. When matched, this will yield \$100,000 in total support for the critical services we offer our clients and communities in need.**

We are humbled and grateful for this match. Our clients, already among the most vulnerable and stressed in our communities, are at heightened risk. Your gift, doubled by The Byrne Foundation, will allow us to offer charitable care to more children, families, adults, and elders.

Please join us today and maximize the potential of your gift with a Byrne Foundation match by clicking the link in blue below to give online, or by mailing a check payable to "West Central Behavioral Health" at: West Central Behavioral Health, 9 Hanover Street, Suite 2, Lebanon, NH 03766, Attn: Development Office. Feel free to email Dave Celone at dcelone@wcbh.org with any questions, or to direct your gift to a specific purpose. All of us at West Central -- doctors, nurses, therapists, clinicians, case managers, social workers, crisis clinicians, health mentors, and office staff -- extend our heartfelt thanks to you!

[Click Here to make an online gift that will be DOUBLED by the Jack & Dorothy Byrne Foundation match!](#)

Suicide Awareness - How You Can Help

September is

National Suicide Prevention Month, and it's up to all of us to learn how to help those who may be thinking about suicide. The work we do at West Central saves lives, and you



can save lives, too. It's heartening when the local media recognizes the importance of our work and of preventing the loss of life by publishing a letter to the editor about suicide prevention. In this case, it's the *Valley News*, and you can read it by [clicking here](#). If you know of someone who is considering suicide or self-harm, our emergency services crisis clinicians are available 24/7 at 1-800-564-2578. Don't leave that person alone. Please call on us for help!

Some tips for supporting someone thinking of suicide, while you wait for professional help:

- **Be respectful and acknowledge the person's feelings.** Someone who's suicidal isn't thinking logically, but the emotions they feel are real. Be respectful of those feelings, and don't debate or minimize them.
- **Don't be patronizing or judgmental.** For example, don't say "Things could be worse." Instead, try something open-ended and supportive, such as "How can I help?"
- **Do *not* promise to keep someone's suicidal feelings a secret.** If the person's life is in danger, you will have to get help.
- **Offer reassurance that things can get better.** Reassure the person that, with the right professional help, he or she can feel better about life again.
- **Encourage the person to avoid alcohol and drug use.** Using drugs or alcohol may temporarily ease a person's pain, but ultimately make things worse. If the person can't quit on his or her own, offer to help find treatment.
- **Remove potentially dangerous items from the person's home, such as weapons, if possible.**

Good Riddance!!! An Antiquated Practice Finally Ramps Down in New Hampshire



Not too long ago, those exhibiting symptoms of mental illness were locked up, placed in straight jackets, or worse. But mental illness and violence are far from synonymous. In fact, those living with mental illness are more likely to be victims of crime than perpetrators. In the past, the practice in New Hampshire was to handcuff or restrain anyone being transported to the hospital for involuntary

admission - even children. Now, finally, this antiquated and inhumane practice has ended.

New Hampshire legislation (SB177, sponsored by State Senator Dr. Tom Sherman, D-Rye), repeals a previous requirement to use physical restraints on a person being transported to the New Hampshire State Hospital or other hospital for involuntary admission. Instead, the decision on whether restraints are necessary will be made by the appropriate medical personnel. We're already seeing the humanizing aspect of this law. Of the 802 transports completed between January and June of this year, less than half used restraints.

West Central Emergency Services at Work: A Client Safety Story**



In August, West Central's Emergency Services team received a call from an anxious and frightened woman, Claire.* Claire had been walking from her Upper Valley home for three hours to get to Mascoma Health Center. She arrived at the Center at 3:00 am, but it was closed. Claire called West Central's Emergency Services Line (1-800-564-2578). Our clinician found Claire was actively suicidal with a plan, the intent to execute her plan, and the means to execute it, as well. But Claire was still looking for help. West Central Emergency Services reached out to local law enforcement, who responded quickly and took Claire to DHMC

for evaluation. She was later hospitalized at New Hampshire Hospital and is currently safe and receiving treatment.

*Not the client's real name.

** Name, gender, and some details have been changed to protect client privacy.

We're Open...

To make an appointment call us at: (603) 542-5128
In-Person *and* Teletherapy Visits Available

Sharing This Newsletter Might Save a Life!

This newsletter is sent to all West Central staff, Board and Committee members, and our many friends and supporters with heartfelt thanks. Please share it with your friends and family so people remember our name and the work we do as this region's community mental health and substance use center.

**When people in need know who we are,
they'll contact us *when they need help.***

(for past newsletters [click here](#))

To Sign Up For West Central News, [Click Here](#)

Nurturing Dreams...Transforming Lives...

West Central Behavioral Health serves clients in the Upper Valley and Sullivan County, and has offices in Lebanon, Claremont, and Newport, NH.

WCBH is a tax-exempt, 501(c)(3) organization.