



**GILEAD**  
COMMUNITY SERVICES, INC  

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Improving Lives, Building Futures

## Hello!

You are receiving this packet because a family member or loved one is receiving services from Gilead Community Services and indicated that they would like information shared with you about our organization and ways to get involved.

You will find in this folder lots of great information about our organization, our mission, vision and values, the services we provide, and ways to get involved. You will also find information on mental health and common diagnoses, and important resources for families.

We love having families involved, and receiving valuable feedback and suggestions to enhance our programming. If you have any questions, or would like to learn more, please reach out!

**Contact:** Lucy McMillan, Chief Development Officer

[lmcmillan@gileadcs.org](mailto:lmcmillan@gileadcs.org) | 860-301-6634

## In this folder:

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# Who We Are

**Gilead Community Services** has been serving individuals and families living with mental health needs in Middlesex County, Connecticut since 1968. We provide a spectrum of high quality services that address the unique needs of clients and assist each in reaching their personal goals. Our services include outpatient clinics, community support programs, a social rehab center, assertive community treatment/case management, and apartment and residential services.

## Mission Statement

Gilead empowers personal growth, independence and recovery through improved mental health, physical well-being and community integration

## Our Vision

To champion opportunities for recovery and growth through supportive and collaborative services that are marked by excellence, compassion, innovation and integrity.

## Our Values

**Excellence:** We do it well!

Our services value each life that we touch. We believe that investing in our knowledgeable and compassionate staff and collaborating with our community results in high quality treatment that works.

**Compassion:** We do it with care!

Meaningful relationships and community connections are what make the “Gilead Family” so special. We think that you will notice something special about us.

For us, it is more than a job – it’s what we love to do!

**Innovation:** We make it work for you!

Our services are designed to fit the unique needs of individuals. We strive to find more effective solutions through new ideas, creativity and collaborative partnerships.

**Integrity:** We do it the right way!

We bring respect, openness and honesty to our relationships with clients, families, coworkers, service providers and partners as well as with the community we service.



# Our Programs

## Outpatient Clinics

Rehabilitation and recovery care for adults, couples, and families with psychiatric, emotional or behavioral challenges.

## Community Services

Assertive community treatment teams, nursing home diversion programs, case management, crisis intervention and community support

## Social Rehabilitation Center

This program offers a wide range of housing, educational, employment and social service programs that facilitate recovery and rehabilitation.

## Apartment and Residential Services

Supported and supervised apartment programs, and adolescent and adult group homes.

## Farrell Treatment Center

Residential and intensive outpatient treatment for substance abuse.

## Mental Health Resource Center

Staffed by a Service Navigator, our Center helps answer questions and connect community members to the services and resources they need.

## Community Outreach and Education

Programs and events that foster education and awareness of mental health. Community Conversations, Compassion Counts Seminars, and awareness events such as 5k Road Races and Quizine for a Cause fundraiser.



# Recovery Core Principals

## Our services are recovery-oriented

We support and encourage clients through the recovery process. It is important to have hope. Knowing that other people have recovered can help people with mental illness find hope for themselves. Recovery-oriented services see clients as people who are able to help each other. Clients gain autonomy and make connections within the community while developing skills for independence. Services aid clients in managing their symptoms and their treatment and focus on the things clients can do rather than those they cannot. Our services give clients and providers choices about what they want to work on beginning with the client's wishes whenever possible

## Our services are person centered

Person centered services reflect the client's choice, view the person as a whole and help to empower the individual by offering a high level of sensitivity to each person's special wants, needs and preferences. Each client is treated equally and encouraged to be independent by focusing on their talents, their interests, spiritual or cultural practices and strengths. Services focus on building self-esteem, self-confidence and involve families and friends. The process assists clients in building support systems that are useful and that will help them move forward in their recovery.

## Our services utilize natural supports

Our services maximize natural supports such as family, friends, neighbors and community members to develop a support network. Service providers use their knowledge of the communities in which their clients live and the resources available to assist clients in being active members of their community. Through education and efforts to reduce stigma, caregivers also help the community better understand and integrate people with disabilities. Our goal for clients is to grow beyond the need for professional services and to achieve independence.

## Our services encourage good quality relationships

It is important that our services have a hopeful vision for the individual's future. Recovery-oriented services support growth and help the client to create trusting and supportive relationships with family, friends, professionals, and community members. Services should nurture each client's ability to participate in social roles in the community (such as a son, daughter, parent, spouse, partner, employee, etc.) thereby giving the client an ongoing opportunity to share their experiences and skills with others.

## Our services are culturally responsive

We believe that a client's cultural background (race, ethnicity, sexual orientation, gender, and spirituality, etc.) is an important aspect of their identity. We provide services that are sensitive and responsive to cultural differences within the larger context of family and community settings.





# Common Diagnoses

This is a basic overview of the most common psychiatric disorders found in the clients receiving services at Gilead. If you are interested in additional detailed information please visit our website [www.gileadcs.org](http://www.gileadcs.org) and click on “Family Resources” under the “Programs and Services” Tab.

## Common Clinical Terms

**Delusions-** These beliefs are not based in reality and usually involve misinterpretation of perception or experience.

**Hallucinations-** These usually involve feeling, smelling, seeing or hearing things that do not exist. Although hallucinations may occur in any of the senses, the most common hallucinations are auditory

**Thought disorder-** A problem which involves difficulty speaking and organizing thoughts, and may result in stopping speech midsentence or putting together meaningless words, sometimes known as "word salad."

**Disorganized behavior-** This may be exhibited in a number of ways, ranging from childlike silliness to unpredictable agitation.

**Negative symptoms-** Negative symptoms refer to a diminishment or absence of characteristics of normal function. Examples of negative symptoms include loss of interest in everyday activities, appearing to lack emotion, loss of motivation, social withdrawal, and neglect of personal hygiene.

**Disorganized thinking-** These are unclear or confused thoughts. Individuals have difficulty expressing themselves in an organized fashion.

**Mania-** An individual experiences a significant increase in energy, accompanied by euphoria, racing thoughts, excessive talking, and behavioral displays that are out of character.



## Psychiatric Diagnoses

### Schizophrenia

Schizophrenia is a severe brain disorder in which people interpret reality abnormally. Schizophrenia may result in some combination of hallucinations, delusions, and negative symptoms, along with disordered thinking and behavior.

### Schizoaffective disorder

Schizoaffective disorder symptoms vary from person to person. Generally, people who have the condition experience psychotic symptoms — such as hallucinations, disorganized thinking and paranoid thoughts — as well as a mood disturbance, such as depressed or manic mood.

### Bipolar Disorder

Bipolar disorder — sometimes called manic-depressive disorder — causes mood swings that range from the lows of depression to the highs of mania. When depressed, an individual may feel sad or hopeless and lose interest or pleasure in most activities. When the mood shifts in the other direction, they may feel euphoric and full of energy. Mood shifts may occur only a few times a year, or as often as several times a day. In some cases, bipolar disorder causes symptoms of depression and mania at the same time.

### Dysthymia

A person experiences a depressed mood more days than not. They may experience low energy, low self-esteem, and inability to sleep well, a poor appetite or over-eating.

### Major Depression

A person experiences a depressed mood most of the time, most of the day, and nearly every day. They may appear tearful, experience irritable moods, and have difficulty experiencing pleasure. Adolescents typically express feelings of worthlessness or extreme guilt.

### Substance Abuse Disorders

These can be described as the use/abuse of alcohol or drugs in ways that create legal problems, relationship difficulties and/or a decrease in an individual's self-esteem.



## **Borderline Personality Disorder**

The characteristics of this disorder include relationships that are intense and unstable. The person may engage in frantic efforts to avoid real or imagined abandonment. They have an unstable self image and tend to be impulsive in sex, substance use and/or eating. They tend to experience recurrent suicidal behavior, gestures, threats or self-mutilating behaviors. Moods may fluctuate between periods of sadness, anger and intense anxiety. Individuals with Borderline Personality Disorder tend to have poor boundaries and have difficulty making decisions.

## **Post Traumatic Stress Disorder (PTSD)**

The causes of this diagnosis may include experiences of sexual abuse, extreme neglect, physical abuse, and/or witnessing a horrific situation. A person who has been diagnosed with Post Traumatic Stress Disorder may experience nightmares of their experiences, intrusive thoughts about it, and reliving the trauma. They may also feel unreal or detached from others, losing time or blacking out. Outbursts of anger and irritability are also common with this diagnosis.

## **Diagnoses Related to Adolescents**

### **Conduct Disorder**

Adolescents with this diagnosis often demonstrate little concern for the rights of others and break rules and laws with little remorse or concern. They can be physically and verbally abusive to others. They may steal from others and/or destroy property.

### **Attention Deficit Disorder (ADD)**

A person diagnosed with ADD may have difficulty organizing work and be easily distracted. They make careless errors and behave impulsively. They may have difficulty waiting their turn and often feel socially isolated from their peers. Adolescents with this disorder who feel socially isolated and have academic failures, or feel different and unaccepted, may turn to negative behavior to cover feelings of inadequacy.

### **Oppositional Defiant Disorder**

Adolescents with this diagnosis show a pattern of negative, hostile or defiant behavior. They often become angry and argue with adults. They may deliberately annoy people, defy rules, and blame others for their mistakes or misbehaviors. The person may experience anger or hostility on a regular basis, be easily annoyed by others and experience feelings of spite.





# Ways to Get Involved

Gilead offers a variety of opportunities for you to become involved in supporting our work. Below are several examples of ways you can help support Gilead and your family member, but we're always interested in hearing about some other interest or skill that you have and might like to share with us or our clients. You can initiate the volunteer process by visiting our website [www.Gileadcs.org](http://www.Gileadcs.org), clicking on the "Get Involved" tab and then "Volunteer" on the drop-down menu.

## Examples of Volunteer Opportunities:

- Administrative tasks (stuffing envelopes, writing thank-you notes, data entry, etc.)
- Facilities maintenance (gardening, cleaning, simple carpentry, painting, etc.)
- Events: Helping at Quizine for a Cause, Client Banquet, or Road Race, or joining the planning committees
- Board Membership: Family members have provided invaluable insight and leadership to our mission and vision
- Working with Clients:
  - Music: Giving music lessons, having a jam session or taking a client to a free concert
  - Sports: Playing with a client or taking them to an outing
  - Creating and hosting Book clubs
  - Gardening together
  - Leading Bingo or taking a client to Bingo
  - Going for walks with clients or teaching an exercise class
  - Arts and Crafts
  - GED tutors
  - Cooking meals for clients
  - Anything else you're passionate about!

### Legislative Advocacy

Writing letters to legislators | Testifying at public hearings | Meeting with legislators





# Important Resources

## River Valley Services (RVS)

River Valley Services is responsible for administering DMHAS-funded services in Middlesex County, Lyme and Old Lyme. Following an intake and referral, services are offered directly through RVS or contracted services are provided by Gilead Community Services; Middlesex Hospital Center for Behavioral Health; The Community Health Center; Kuhn Employment Opportunities; and St. Vincent DePaul Place of Middletown. A variety of services are offered. Learn more at: <https://portal.ct.gov/DMHAS/RVS/Agency-Files/RVS---Services-Offered>

## RVS Mobile Response Team

If a loved one is visiting and an after hours crisis emergency occurs, the Mobile Response Team can be contacted to offer a crisis evaluation and intervention. They can be reached anytime at 860-344-2100.

## National Alliance on Mental Illness (NAMI)

NAMI is an organization that provides support, education, and resources on mental illness. Information for family members and caregivers can be found at: <https://www.nami.org/Find-Support/Family-Members-and-Caregivers>

## Dept. of Mental Health and Addiction Services (DHMAS)

The DHMAS site offers valuable information on recovery, advocacy, support, and family involvement. Explore their advocacy and support tab and find links to a multitude of resources. Click family support services, and then family involvement, and you'll find even more great resources such as support groups, educational programs, and more. Access these great resources here: <https://portal.ct.gov/DMHAS/Initiatives/Evidence-Based/Family-Involvement>

## Gilead Community Services

If you have questions or would like assistance in navigating available services and resources, our service navigator at our Mental Health Resource Center can help. They can help identify your needs and connect you. Contact the Center at 860-530-HELP.



# Tips for Families

Family and friends often play a key role in helping a person with a mental illness or a substance abuse disorder to find treatment and other resources. Once care is established, it can still be a confusing and stressful time. Below are some tips Gilead family members recommend to best care for loved ones, and selves.

## Hope

Express hope to your family member or loved one and to others about the future. While mental illness and/or substance use may change a person's life path, many can and do go on to live meaningful lives. Through our Recovery Core Principles, Gilead strives to maximize the potential of each of our clients.

## Open and Honest

"Keeping the secret" about a mental illness and/or substance use disorder in the family can create an atmosphere of shame and isolate a family even further. If children or siblings have questions, answer them openly and honestly, and in a way that respects the privacy of the affected family member. This will create an atmosphere of trust and communication in the family, and help end the stigma of mental illness as something to be ashamed of.

## Self Care

As family members, Gilead recognizes the toll caring for an ill loved one can take. It's important to take care of yourself! Eat well, prioritize sleep and exercise, and make time for your hobbies and interests. Joining a support group or seeking counseling can be great outlets to share and process your experiences.

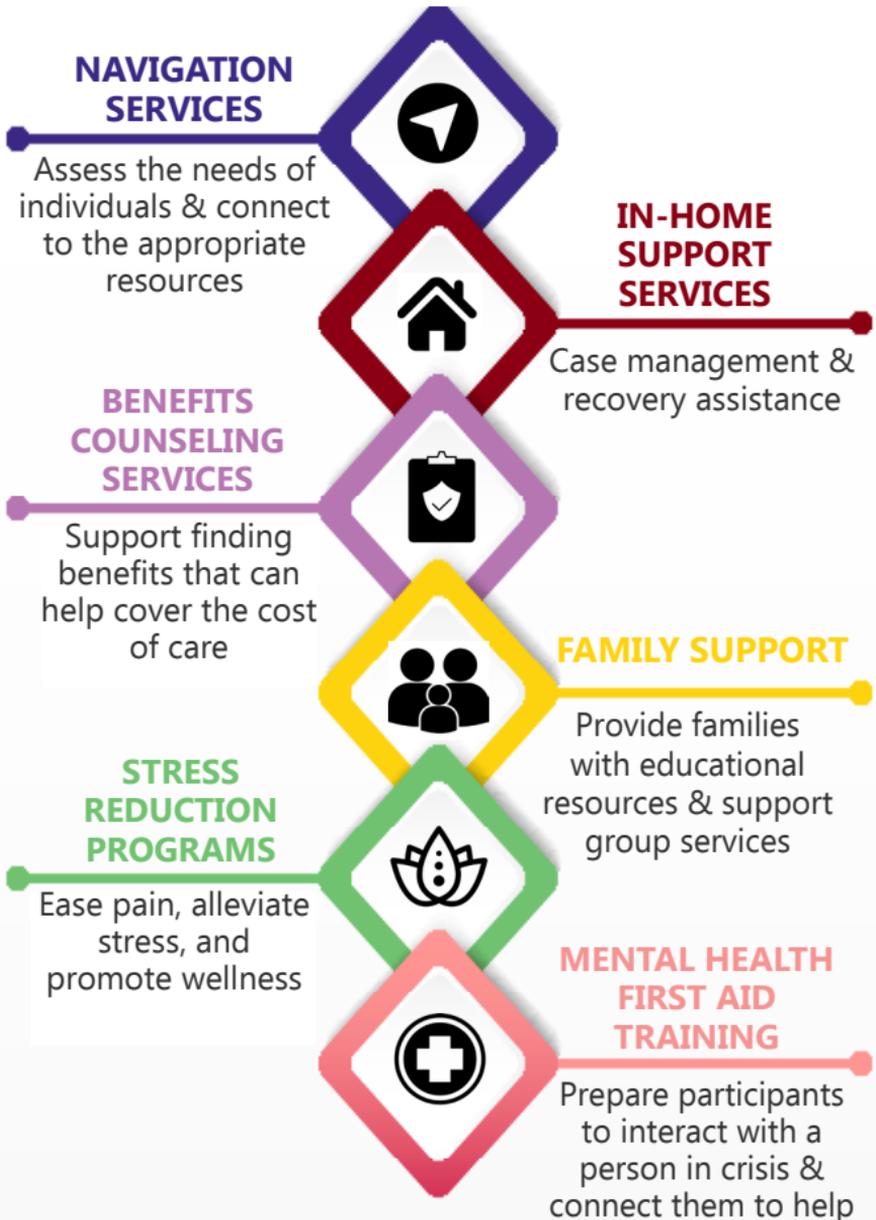
## Reach Out

Gilead has many involved family members who have first-hand experience with assisting their loved ones in getting the help they need. They know and understand. They are available and happy to connect with you if you have questions. Reach out to our Mental Health Resource Center to get in contact with a fellow Gilead family member. Contact info can be found in the Important Resources handout.



# Mental Health Resource Center

*Increasing access to mental health services  
for the broader community.*





# Mental Health Resource Center

*Increasing access to mental health services  
for the broader community.*

Finding quality mental health care and navigating a complicated system of mental health services can be overwhelming and discouraging.

**The Mental Health Resource Center can help!**

For more information,  
please contact:

Gilead Community Center  
Middletown, CT 06457  
860-530-HELP

[www.gileadcs.org/resourcecenter](http://www.gileadcs.org/resourcecenter)



## VISION

To champion opportunities for recovery and growth through supportive and collaborative services that are marked by excellence, compassion, innovation and integrity.

“

*Gilead has changed my son's world, and by extension, mine.*

- Fran Ludwig, Gilead Board Member & Legacy Society Member

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Most of Gilead Community Service programs are CARF accredited

## Gilead Program Locations in Middlesex County & Beyond



**CHESTER**  
Outpatient Clinic  
Community Support Program  
Social Rehabilitation Center

**CLINTON**  
Supported Apartments  
Adult Group Home

**CROMWELL**  
Supervised Apartments



**MIDDLETOWN**  
Outpatient Clinic  
Resource Center  
Social Rehabilitation Center  
Assertive Community Treatment Team

Supported Apartments  
Supervised Apartments  
Adult Group Homes

**NEW BRITAIN**  
Substance Abuse Services

**OLD SAYBROOK**  
Adolescent Group Home

**PORTLAND**  
Supervised Apartments



**Gilead**

**Community Services, Inc.**

Improving Lives, Building Futures

### FUNDING SOURCES

Gilead Community Services is funded by the State of Connecticut Departments of Mental Health and Addiction Services (DMHAS) and Children and Families (DCF), in addition to Middlesex United Way and contributions from the community.

All contributions are tax-deductible.

Donate on our website: [www.gileadcs.org](http://www.gileadcs.org)

Or by mail: Gilead Community Services  
222 Main Street Extension  
PO Box 1000  
Middletown, CT 06457  
Phone: **860-343-5300**



**Gilead**

**Community Services, Inc.**

Improving Lives, Building Futures

Administrative Office:  
222 Main Street Extension  
PO Box 1000  
Middletown, CT 06457  
Fax: 860-343-5300  
Phone: **860-343-5300**

[www.gileadcs.org](http://www.gileadcs.org)



**Community  
Mental Health  
& Addiction  
Services**

# Improving Lives



# Building Futures

Gilead works closely with individuals to identify their personal needs, goals, and preferences, working with the goal of independent, community living.

Demonstrating our continuous commitment to improving the quality of life for the individuals we serve, most of our programs are CARF accredited.



## MISSION STATEMENT

Gilead empowers personal growth, independence and recovery through improved mental health, physical well-being and community integration.

## COMMUNITY SERVICES

*\*No Referrals Needed*

**OUTPATIENT CLINICS.** Counseling and psychiatric treatment for individuals, couples and families. Offering medication management and an on-site pharmacy in Middletown. 8 a.m.-7 p.m. Mon & Wed; 8 a.m.-4 p.m. Tues, Thurs & Fri. **Call 860.343.5303**

**SUPPORT SERVICES FOR VETERANS.** Offers individual, group and addiction services for veterans experiencing substance abuse and other challenges. Most insurances accepted and financial assistance is available. Day & evening appointments available. **Call 860.343.5303**

**VICTIM SUPPORT SERVICES.** Free services for survivors, 18 and over, seeking recovery from a traumatic or distressing event. Includes: outreach, engagement, advocacy, case management, therapy and transportation services through a grant from the Office of Victim Services. Day & evening appointments available. **Call 860.343.5303**

**RESOURCE CENTER.** Finding quality mental health care and navigating a complicated system of mental health services can be overwhelming and discouraging. Let our Service Navigator help! **Call 860-343-5303 ext. 3548**

**MENTAL HEALTH FIRST AID TRAINING.** An 8-hour certification course that enhances trainees' knowledge of mental disorders and common treatments. **To schedule or attend a training, call 860.343.5300**

**PARENTING EDUCATION PROGRAM (PEP).** Classes for separating or divorcing parents who have children under 18. As required by state legislation, classes are 6 hours long and focus on parenting during transitions. Facilitators are experienced clinicians who follow a state approved curriculum. **To register for a class, visit [ctfsa.org](http://ctfsa.org) or call 860-343-5300 & follow the prompts.**

**SUBSTANCE ABUSE SERVICES.** Includes: Intensive Residential Treatment, a 28-day program for men; Intensive Outpatient Treatment for men and women living in the community; and Outpatient Counseling in group, individual and family therapies. **Call 860.225.4641**

**SOCIAL REHABILITATION CENTERS.** Provides opportunities for adults to live, work and learn

## GILEAD'S CONTINUUM OF CARE



together. Members contribute their talents to managing the centers, while therapeutically supporting good mental health. Serving lunch daily. Open 8 a.m.- 4 p.m., Mon-Fri. **Located in Middletown 860.343.5310 & Chester 860.526.2624**

## PROGRAMS BY REFERRAL

Referrals by River Valley Services (RVS). For information and referrals, please contact RVS at 860-262-5200

**ASSERTIVE COMMUNITY TREATMENT TEAM (ACT).** Offers round-the-clock mental health services for Middlesex County residents. Counseling, psychiatric treatment, and medication monitoring are provided by the ACT clinical team.

**COMMUNITY SUPPORT PROGRAM.** Provides rehabilitation services and supports to help individuals achieve and maintain independence. Services include case management, crisis intervention, counseling, and skill building.

**SUPPORTED APARTMENTS.** Foster recovery and independent living for adults living in group homes and apartments. Intensive 24-hour case management and clinical services help individuals facing challenges.

**SUPERVISED APARTMENT.** Blends gender-based programming with increased privacy and 24-hour on-site staffing. Skills training helps prepare for the transition to independent living.

**ADULT GROUP HOMES.** Combine small group living with intensive psychiatric services. Skills training, case management, and nursing consultation are provided with 24-hour on-site staffing.

**ADOLESCENT GROUP HOME.** Offers an intensive clinical treatment program for male youth with 24-hour on-site staff to help ease the transition to adulthood. *\*For a referral, please contact your local Department of Children and Families (DCF) office. In Middlesex County, call 860-638-2100.*

**WISE PROGRAM.** Also called the mental health waiver, Working for Integration Independence and Support (WISE) is an intensive in-home support program for adults living with mental health needs. Services provided enable participants to live independently in the community, therefore avoiding an institutional setting. *\*Mental health waiver referrals go through the Long Term Services & Supports Division in DMHAS at 860-262-6957.*