



NORTH SPRING BEHAVIORAL HEALTHCARE, INC.

ACUTE PSYCHIATRIC INPATIENT PROGRAM

Patient/Family Handbook

Revision 5/14/2021

Welcome

Welcome to North Spring Behavioral Healthcare - Acute Psychiatric Inpatient Program. You are now in the hands of an experienced, multidisciplinary treatment team who will guide you through one of the finest treatment programs available. We look forward to helping you. We know that your decision to get help for yourself was probably not easy to make. You may feel somewhat anxious or guilty. You may feel angry or out of control. Those feelings are normal. But soon you will understand and feel better about this important commitment towards learning to deal with and overcoming obstacles in your life. You have made a great choice!



We hope this handbook helps you to learn more about North Spring. It's going to take time to get used to being here, and we want to be as helpful as possible. Your goals may be to feel better, get along better with others, to not feel so angry and upset all the time, or to resolve a crisis situation. We intend to help you reach your goals by providing a safe and structured program made up of good people who are really devoted to helping you.

North Spring staff members have an immense amount of experience helping patients with all types of problems as well as helping their parents, guardians, and other members of their families and communities. Please feel free to ask any of our staff for help in understanding this handbook or any other aspect of the program.

This is a structured inpatient hospitalization program for children ages 7 to 17. Under the direction of a psychiatrist, each patient receives individualized treatment that is implemented by a multidisciplinary team of professionals including: Therapists, Psychiatrists, Nurses, Teachers, Activity Therapists and Mental Health Specialists.



The program provides a controlled and structured environment for youth experiencing emotional and behavioral difficulties. Through various therapeutic activities, patients begin to learn healthy behaviors to help them cope with their behavioral and mental health issues.

At North Spring Behavioral Health, we recognize that family involvement is essential to recover. The recovery process will start while you are in treatment here. Family sessions are recommended during this time to help identify areas of concern and establish a plan of care to ensure continued treatment after discharge.

Staff Contact

At the beginning of your stay, you will have several staff assigned to you as main contacts - a Therapist, Doctor, Unit Coordinator and Teacher. They are here for you; ask them whatever you need to know.

Please write the names of your Doctor, Therapist, and other members of your treatment team in the space provided below.

Doctor - _____

Therapist - _____

Unit Coordinator - _____

Teacher - _____

Assessment/Treatment Planning

While you will learn many things during your stay here, the primary goal is crisis stabilization. The program consists of intensive therapeutic interventions, with an

average length of stay of 5 to 10 days. Within that period, the multidisciplinary treatment teams' goals are to:

- Provide a safe, structured environment
- Diagnose underlying issues
- Provide therapeutic groups and interventions
- Develop a comprehensive discharge plan

Your treatment begins with an evaluation of what is going on in your life. You will be interviewed by admissions. The admission screening process is vital in determining appropriate treatment. We understand that this can be a time of anxiety for both you and your family. The admission staff is here to ease your worries and answer all of your questions. You will also talk with a Doctor, Nurse, Therapist, Teacher, Dietician, and others. It is very important to us to get your view of the situation. You will be interviewed to provide information that **only you can give**. It is also very important that you answer questions as completely as possible. The more we know about you, the better we can help.

Following these assessments, your Doctor and other members of your treatment team will meet to form an individualized Treatment Plan. Your help is needed in forming the plan. Your Treatment Plan describes treatment goals, what type of help is needed, what professionals will be involved, and what methods will be used. This plan can help you accomplish your goals. If you have questions about your treatment plan, ask your Doctor, Therapist, or any other member of the treatment team.

Treatment does not end once the hospital stay is over. In fact, it is extremely important for you and your family to continue treatment after discharge. The treatment team will work with you to create a comprehensive discharge plan. This plan is essential to the treatment process and outlines continued treatment recommendations. It is designed to help you experience personal success at home, at school and in the community. Ongoing communication with your family through the nurses, doctor and therapists helps the treatment team to ensure you will experience a smooth transition back home.

To underscore the importance of post-discharge treatment, please be aware that emotional issues that have taken years to develop will not be resolved within the short length of time. We are designed to stabilize behavior and start the road to recovery. Engagement in treatment is meant to stabilize the immediate crisis and begin to give you and your family coping skills as tools. Prolonged success is contingent upon active involvement in both the program and aftercare.

Treatment Program

The Acute Psychiatric Inpatient Program is a specialized program designed to meet your needs. It is intended to help patients from age 7 through age 17 with all types of problems. We encourage you to be on time and participate in all activities in order to get the most out of treatment. The program provides structured activities seven days a week. A typical treatment day begins around 7:00 a.m. and ends around 9:15 p.m.

You will meet daily with your Doctor. Below are descriptions of other key components.

Medication Management	Chemical Dependency Education
Individual Therapy	Family Therapy
Therapeutic Groups	Activity Therapy
Certified Teacher Support	Discharge Planning

Daily Goals Group and Wrap Up Group - Goals Group and Wrap Up Group are held daily. The purpose of these groups is to help you develop goals related to your Treatment Plan and evaluate your progress. Goals Group is held in the morning. You will talk about your overall goals in treatment, your daily goals, and develop an action plan about how to use daily treatment activities to meet your goals. Wrap Up Group is held in the evening. You will talk about treatment activities, progress in meeting your overall and daily goals, the actual solutions that you used to meet your goals, and other potential solutions. These groups are also used to discuss and solve any problems or issues on the unit.

Group Therapy - Our program consists of daily participation in therapeutic groups. The level of participation that you choose to contribute to your treatment process directly correlates to your measured success within the behavior modification system. Group therapy allows you to get support from others with similar problems, talk about real life situations, and provides a safe place to try out new ways of doing things. Group therapy focuses on your goals, present situation, strengths, and solutions. It can help you change how you think, feel, and act. Group therapy teaches skills - you will learn the important interaction between the way a person views themselves, others, and the world and how this relates to emotions, behaviors, and physical states. Group therapy lasts approximately one hour and is led by a mental health professional with training and experience in group therapy.

Clinical Process Group - Clinical Process Group is led by a licensed or licensed eligible therapist and is designed to provide a safe place for you to practice

discussing your feelings. It provides an opportunity for you to learn to improve communication skills as well as accept feedback from others. The group is structured by the facilitator to introduce a therapeutic topic each day with a focus on emotion regulation, interpersonal relationships and communication. You will be required to be actively engaged in the group and will be held accountable for behavioral choices during these sessions.

Other Groups and Classes:

Life Skills - This group helps develop basic skills such as communication skills, how to spend leisure time, beliefs and values, setting daily goals, and time management skills. It also teaches about the importance of good diet, exercise, health and rest.

Community Group - This is a psycho-educationally based group conducted by trained mental health staff. Topics vary daily and consist of: anger management, social skills and the importance of following societal rules. This group is designed to assist you with maintaining or improving your daily functioning.

Chemical Dependency Education - Upon admission, and if applicable, you will be assessed for your level of substance abuse. If appropriate, you will be asked to attend these groups designed to introduce you to the dangers of chemical abuse and dependency. It is comprised of educational video and group discussions focused on prevention. The group allows you to become aware of your abuse and/or dependence on chemical substances. The group focuses on how to help you use healthier coping strategies and abstain from abusing drugs/alcohol/over the counter medications in the future.

Personal Growth Work - During this time, you will work on Personal Growth Assignments, which focus on the things that you need to do to get better. As part of these assignments, you will develop your own safety plan to use in the event of a future crisis. These assignments will help you recognize your responsibility in making healthy decisions in your life.

Medication/Diagnosis Education - This group teaches you about specific medications, benefits of medications, medication compliance, side effects, and talking with medical professionals. It also teaches you about different problems, symptoms, coping, and treatment.

Activities Groups- You will see a recreation therapist daily. Many activities groups help you learn how to solve problems, learn about yourself, express feelings in appropriate ways, reduce stress, and improve how you get along

with others. You will get to participate in arts & crafts, music appreciation, exercise, sports, games, relaxation training, and other leisure activities.

Nursing Groups - Nursing staff lead a group focused on topics that are coordinated with daily therapeutic interventions. Sample topics may include: medication compliance, the dangers of mixing psychotropic drugs with illegal drugs and alcohol, the immune system, medication side effects and others.

Guidelines for All Groups:

- You will bring your personal growth folders to group.
- You are expected to remain in the group.
- You will sit up and stay awake during group.
- There are to be no side conversations or comments; whoever is speaking will be given full attention and respect.

Our Treatment Methods

Our program philosophy is based on the belief that every child and family has the components to be successful. This is a strengths based philosophy that focuses on family and patient strengths. Your family will play a major role in the course of treatment. The program is designed in this manner because we believe that the problems that affect you also affect your entire family. It is important for the family to examine patterns of communication and parenting practices to see what improvements need to be made.

We further believe that you need structure and accountability. Our program provides consistent structure in which you are held accountable for your choices. Within this structure you will begin to explore problems you are experiencing which will lead to greater self-awareness. The multidisciplinary treatment team will work with you to help you begin to learn new coping skills. During hospitalization, you should experience a reduction of psychiatric symptoms and stress, develop a greater understanding of underlying problems, and begin to learn socially appropriate coping skills.

Our desire is for you to leave our facility with the ability to make healthy choices, be accountable for those choices and utilize socially appropriate coping skills. We want to empower you and your family. During hospitalization, you will be encouraged to talk about the choices that contributed to your behavioral and/or emotional state. Our treatment team will work with you and your family to help identify your strengths and how to build on them.

Here at North Spring we have adopted two well-known therapeutic methods to help the patients we serve. One approach we use is called Mode Deactivation Therapy (MDT). MDT focuses on a patient's beliefs about themselves and the world, which have developed through their experiences we recognize that you've been through a lot. MDT doesn't try to change you - it just helps you think about the way you think and react to circumstances; to help you figure out what might make your life easier and happier, and helps you work out a way to make that happen. The other approach is called Parent Management Training (PMT). This method focuses on rewarding you for exhibiting positive behavior and recognizes how hard it can be to control some of your feelings. Our staff accurately document on a daily basis how you are doing.

Restraint and Seclusion Philosophy

The staff of North Spring tries hard to provide a positive, therapeutic environment. We recognize that all patients have the right to considerate, respectful care in the least restrictive treatment environment possible. It is our philosophy that the patient's behavior must be managed in such a way as to prevent situations that might require interventions such as restraint and seclusion. Physical holds are utilized only when there is an imminent risk of harm to yourself or someone else. We continually educate our staff about the risks of restraint; the manner in which restraint is experienced by our patients; ways to avoid a situation getting out of control, and the proper, safe use of a physical hold.

School Program

Our Education Department has licensed teachers that are employed by North Spring Behavioral Healthcare and provide classes Monday through Friday to assist you in remaining current with your schoolwork. Classes are structured to help you complete any provided work so that transition back to their home school can be as efficient as possible. School is held for two hours a day during the school calendar excluding summer session. A school staff person will help you develop a personal educational plan based upon interviews, testing, and/or contact with your school. Depending upon your situation, this personal plan may involve regular homework, make-up assignments, tutoring, and/or pursuing a certificate/degree.

Family Involvement and Support

Your parent or guardian will be expected to be actively involved in your treatment including assessment, treatment planning, family therapy, discharge planning, and other activities. Family Therapy is an important part of our work together. Family Therapy helps you and your parent/guardian listen, talk to, and get along better with each other.

Medications

You may receive medications during your stay. Only medications ordered by your doctor can be taken. If you are taking a prescribed medication upon admission, please provide the admission staff with the name of the medication, prescribed dosage and other administration information, and name of prescribing physician. In addition, medication consent must be signed by the parent/guardian prior to completion of the admission process. Before medications are given, the benefits and side effects will be reviewed with you and consent obtained from your legal guardian to give the medication. This consent can be withdrawn. Medications will be dispensed by a nurse at regular times. The use, possession and/or distribution of any illegal or unauthorized medication, drug or alcohol is strictly prohibited. Staff reserves the right to search rooms and belongings if they have reason to believe these items are being consumed or distributed.

Discharge Planning

From the moment you come to North Spring, your discharge plan is being developed. We do not want you to be here a moment longer than necessary, and recognize that you don't want to either! Your treatment team will meet to form the Discharge Plan. You need to be actively involved in discharge planning so that goals and plans are established for when you leave the program. You, your parents and guardian and the treatment team will work to identify community therapists, psychiatrists, and other support resources that will be available following your discharge. The Discharge Plan describes any needs you may have, goals for several months, any recommended professional assistance, and suggestions about return to school or other activities, and an explanation of any prescribed medication. Aftercare services are important in preventing and better managing future crisis to avoid hospitalization.

Behavior Modification System

We encourage you to view your behavior as either "balanced" or "unbalanced." For example, when you are in control of your behavior and following the rules/expectations you are balanced. We want to help you stay balanced as much as possible, and we believe you deserve to be rewarded when you are balanced. You will have the opportunity to earn a certain number of "coins" each day, depending on how balanced you are. The more balanced you are, the more coins you will earn. You can use your coins to purchase items from the canteen, in addition to other options which will be specified by your unit coordinator. You can decide whether to purchase items with the coins you have, or save your coins to purchase a more expensive reward. You will see a board posted on your unit which will list the ways you can earn coins, as well as your progress toward a balanced day.

Program Expectations

Personal responsibility and accountability make up the foundation of the program. All patients are expected to abide by the following guidelines during their hospitalization:

- Actively participate in your treatment.
- Actively participate in your discharge planning.
- Abide by the facility and unit rules, for your safety and the safety of others.
- Take responsibility for your choices and the consequences of those choices.
- Take responsibility for maintaining an organized and tidy unit (housekeeping does daily cleaning).
- Participate in daily personal hygiene.
- Take responsibility by attending and participating in all groups and following the group guidelines.
- Learn about your medications.
- Learn about your diagnosis.
- Respect the right of others.
- Maintain confidentiality by not talking about other patients' information outside of groups.
- Talk to staff if you feel the urge to harm yourself or others.
- Report to staff ANY dangerous behavior being practiced by patients.
- Avoid any type of physical contact with other patients and staff.
- Address staff appropriately by not using nicknames.

- Refrain from talking inappropriately about staff or patients.
- Avoid any relationship with fellow patients or staff that exceeds the therapeutic boundaries.
- Follow the schedule, point system and level system.
- Make phone calls only during scheduled phone time.
- Respect boundaries.
- Refrain from cussing or yelling.
- Refrain from fighting or arguing.
- Only clinical leadership may approve changing of roommates.
- Only the patients assigned to a bedroom may be in the bedroom.
- Refrain from writing or passing notes as well as keeping secrets and whispering.
- Respect staff decisions. No staff splitting (going to another staff with the intention of undermining another staff's decision.)

Daily Activities

Personal Growth Assignments - You may receive daily Personal Growth Assignments that correspond with the daily therapeutic topic.

Structured Journaling - Journaling is an important part of treatment. Keeping a journal helps you to note progress, identify patterns of behavior, recognize anger buttons, reflect on their emotions, and give a voice to life stressors. Journaling creates a map to show where you have been and how far you have come.

Reading/Homework - During this portion of your day, you will be asked to participate in therapeutic readings and/or complete homework. The provided readings are designed to provide insight and understanding for you. You will be encouraged to complete these readings and discuss the topic during groups.

Individual Therapy - You will meet with your psychiatrist daily for individual medication management and therapy. Depending on availability, an individual session may be scheduled with the assigned therapist as well to address mental health issues as needed and as additional support.

Family Sessions - Family sessions are essential to treatment. They assist your family in understanding family dynamics that may be contributing to issues within the home. We will contact your family to schedule family sessions and gain information regarding to your admission. Prior to discharge, another family session will be conducted to ensure a comprehensive discharge plan is in place.

Visitation

North Spring strives to provide a therapeutic environment for our patients. Due to the confidential nature of our program and the intense emotions involved in mental health crisis only family members, guardians or legal representatives are allowed to call and visit patients. Your Parent/Guardian will complete the approved phone and visitor list upon admission. In order to allow every patient an opportunity to visit with family and preserve the safety of all only 1 parent/guardian may visit at a time. Family members identified on the phone/visitation list will need your patient number to access you on the phone or in person. If your family needs to talk to you other than the phone time, staff will take a message and have you call them. Due to the emotionally charged nature of romantic relationships, phone calls to boyfriends and or girlfriends are not allowed.

Session A & B: Monday, Thursday, Saturday 6:00pm-7:00pm

Session C & D: Tuesday, Friday, Sunday 6:00pm-7:00pm

*Visitation sessions will be assigned upon admission

Telephones

There are phones available for your use during a designated phone time. We ask that phone calls are made and accepted only during phone times and not during treatment activities or school time. As a courtesy to other patients, you are to limit calls to 10 minutes. Human Rights regulations do not allow for restriction of patient phone calls without a court order or physician order. North Spring encourages consistent phone contact with family. If you need to call to check on your child, you may reach the nurse's station at 703-554-6305 but please keep these calls to a minimum outside of telephone time.

Telephone calls daily between 4:30pm-6:30pm & Saturday-Sunday 1:00pm-3:00pm

*Telephone call times vary depending on patient's assigned unit

Confidentiality

North Spring Behavioral Healthcare, Inc. follows all appropriate laws and regulations about confidentiality. It is the patient's right that details of treatment are kept confidential. A patient ID number is assigned up on admission. Your parent/guardian will give this patient number to the people you wish to have

contact with during your stay. If a caller or visitor does not have the patient number the hospital will not acknowledge you as a patient. You are asked to never talk about other patients outside of treatment (i.e., who they are, what their problems are, etc.). Similarly, your parent/guardian is asked to never talk about other patients. The only exception to talking about other patients is in case of an emergency (i.e., you are asked to tell a staff member if another patient says they are planning to hurt themselves or someone else, for example). You are also asked to respect other patients' privacy by not going into their rooms. We do not allow cameras to be brought into the facility for confidentiality purposes.

Mail

Incoming mail is distributed daily after school. You may receive a letter addressed to the following address: 42009 Victory Lane, Leesburg, VA 20176. Outgoing mail is picked up daily also. Human rights regulations do not allow for restrictions in mail without a physician's approval from the local Human Rights committee and/or a court order.

E Mail

Email will not be sent between patients and family members due to confidentiality safeguards. We rely on face to face and telephone communications between parents, patients and the staff of North Spring.

Safety

For your safety and the safety of others, certain actions and items are not allowed. Also, we have to restrict any items that could be a danger to you or others. All items are checked for safety by staff. The following is a list of items that are not allowed at the hospital:

- Pens or other office or classroom supplies
- Sports equipment
- Aerosol Cans/pressurized cans, chemicals or any paints
- Metal Combs, picks, or brushes with metal
- Candy, food, soda, or drinks of any kind and utensils
- CDs, CD players, Walkmans, iPods, MP3 players
- Clothes hangers (metal, plastic, or wooden)
- Bar soap
- High heeled shoes, steel toed boots

- Pornographic or offensive materials
- Any linens from home
- Any make-up with metal or glass pieces
- Lighters, matches, cigarettes, or other things that could burn or explode
- Mesh shirts, tank tops, sleeveless shirts, nylon tights, think long socks, hooded sweatshirts
- Provocative/revealing clothing
- Clothing with advertising of drugs/alcohol
- Gang related paraphernalia
- Ropes, long cords, strings, yarn, belts, shoelaces, clothing with draw strings
- Nylon body scrubbers (loofah/shower poufs)
- Scissors, knives, nail files
- Knitting or sewing needles
- Bandanas, scrunches, hats, gloves
- Dental Floss
- Drugs, alcohol, rubbing alcohol, mouthwash
- Any glass containers or ceramic containers of any kind.
- Plastic bags of any kind
- Electrical hygiene products (curling irons/blow dryers)
- Any weapons, knives, razors, scissors, nail files, guns or other things that could cut or hurt
- Cell phones
- Disposable razors
- Metal or plastic spiral bound notebooks
- Calculators and computers
- Purses or backpacks
- Nail polish and nail polish remover
- Keys
- Any perfume, cologne, or scented body sprays
- Jewelry including string and cord items
- Wallets, cash, checks and credit cards (will be kept in a patients belongings safe)
- Any other items that are thought to be problematic for our therapeutic milieu as determined by the Shift Supervisor.
- Button Batteries
- Magnetic Toys
- Paracord
- Shoe String'
- Belts
- Clothes with cords/Drawstrings
- Laundry pods or laundry soap. This must be dispensed by staff directly into the washer by a staff and these items may not be in the possession of patients.
- Button batteries as a rule may not be in the possession of a patient.

- Other battery powered devices may be used only if the batteries are secured in the device by a tamper proof screw and/or epoxy and the device is approved by the facility safety officer.

Items That Do Not Belong in the Room

- Personal care items such as: shampoo, toothpaste, hygiene products, etc.
- Writing Utensils
- Food items
- Electronic devices and games provided by the facility
- Any other items considered contraband that could be used as a weapon

The Canteen

Each unit visits the Canteen weekly for such items as special personal care products, snacks, etc.

Clothing

You will need several complete changes of clothes and pajamas. **All items brought to the facility need to be labeled with your name.** Patients are not permitted to share or trade clothing. The facility is not responsible for any lost, stolen or misplaced personal items.

You should wear appropriate clothing to activities. Nice casual clothes, socks, and shoes are usually appropriate for most activities. Athletic clothes and shoes may be worn for exercise, sports, and some activities. Pajamas or nightclothes should be worn to bed. Generally, you should bring jeans, tee shirts, tennis shoes, socks, nightclothes, and seasonal wear (i.e., sweatshirts and jackets). Clothing that is not allowed includes: 1) clothing with drug, alcohol, sexual, vulgar language or gang related messages; and 2) clothing that is revealing such as tube tops, halter tops, fishnet shirts, short shorts, or clothing which is extremely tight. Jewelry and headgear are not to be worn. No body piercings are allowed. All piercing are to be removed prior to admission. This includes facial, tongue, belly button and all other types of piercing. 3) Clothing with strings is not allowed. Shirts must be long enough to cover the entire torso with no skin showing. No tank tops are to be worn. Shoes are to be worn at all times unless a safety precaution warrants the patient not having them. You will need gym type clothing and shoes for exercise and activity therapy groups.

North Spring maintains a clothes closet should additional clothing be needed while you are at our facility.

Personal hygiene items are not allowed to be brought from home.

Personal electronics are not allowed, including but not limited to: Tape recorders, iPods, game systems, cell phones, CD players, CD's and tablets. Some electronic items may be provided by the facility to check out for periods of time based on your advancement in the level system.

All valuables such as jewelry and money will be sent home with your family. If it is not possible to send the valuables home, the facility will provide temporary storage until the patient discharges. We encourage your child to send valuables home with family members. North Spring is not responsible for items that are lost or stolen.

Food

North Spring Behavioral Healthcare, Inc. provides well-balanced meals. You are expected to eat in the food service area, asked to come to meals on time, eat the food provided, and return trays and utensils to their proper location. Snacks are provided throughout the day at specific times. Family can bring food or drinks in during visitation with treatment team approval. Food may not be kept in your room. You will also meet with a Dietician, who can help you plan the best way to meet your health goals.

Grievances

North Spring Behavioral Healthcare, Inc. has a procedure for allowing patients and others to register complaints. Patients with complaints can notify a mental health specialist or a nurse. Staff will encourage the patient to complete a grievance form, and help you do so if needed. A grievance is a way to express when you are unhappy with your treatment, feel like you are not being treated fairly or feel like one of your rights have been taken away. You can write a letter to a special person called a patient advocate. The patient advocate will check the grievance box and meet with you once in receipt of your grievance. Please make sure you talk to your Unit Coordinator or Therapist if you have a concern that you want to get addressed. You have a responsibility to report any sexual, verbal, physical abuse, threats of sexual abuse, perceived or real from other patients or staff. If your parents are unhappy with treatment, they can contact the patient advocate by calling North Spring at 703-777-0800 ext. 1270.

disability Law Center of Virginia

dLCV may help with disability-related problems like abuse, neglect, and discrimination. dLCV can provide disability information and resources; explain rights and responsibilities; and give guidance on solving disability-related problems. dLCV does not address issues related to criminal charges, immigration, family law, or issues for which you already have an attorney. You can contact dLCV at 800-522-3962

Unit & Rooms

The Acute Unit is located in a locked area to restrict unauthorized access and to provide for the safety of your child. The unit is comprised of a living area and a nurses' station which is staffed at all times. The unit also has laundry facilities. Housekeeping cleans the unit daily. However, each child is responsible to help clean up after yourself. You are asked to make up your bed, throw away trash, and put away clothing and other items in your room.

Precaution Levels

In order to maintain your personal safety, different precaution levels are assigned. The level will change depending on your clinical need.

Direct Observation	Patient is in direct observation of staff at all times except when the patient is in the bedroom or bathroom with routine rounds completed on a 15 minute basis. Patient has supervised access to areas for routine scheduled activities.
1:1 Observation	The psychiatrist orders the patient to be under one to one supervision by a staff member. If ordered 1:1 Observation the patient may not leave the unit for any reason.

Out of Facility Appointments and Passes

Because of safety issues, passes while participating in the Acute Program are not allowed. If you have outside appointments, you will need to have them rescheduled until after you have been discharged from the Acute Program.

Billing & Insurance Coverage

If there are questions concerning your insurance coverage, deductible amounts or billing information, please contact our Business Office.

Summary

Now that you have read through the handbook, you know a bit about the program and guidelines. We will work hard every day to help you reach your treatment goals. We truly hope that you work with us; so that we can help you feel better and move on quickly. We wish you the best, both here in the treatment program at North Spring Behavioral Healthcare, and afterwards.

North Spring Behavioral Healthcare Inc.
Patient Handbook policy: Addendum A – Visitor Expectations

1. Security: Visitor Approval

- Due to supervision needs, the number of visitors allowed for each patient's visit should not exceed 1 at a time.
- Visitation is limited to immediate family unless approved through the treatment team.
- A government issued photo identification must be presented for all adult visitors (i.e. drivers license, state issued identification card, military ID, passport etc.). All minor age visitors must accompany an adult with such an ID and must be on the approval list.
- All visitors are asked to sign in and out.

2. Visitation Hours

- Upon admission legal guardians will be given an assigned standard visitation time. Visitation should occur during those identified times. If an exception is needed it must be granted at least 24 hours prior to visit and must be for therapeutic reasons. Please contact your therapist during normal business hours Monday through Friday with any exception requests or visitation list updates.

Session A & B: Monday, Thursday, Saturday 6:00pm-7:00pm

Session C & D: Tuesday, Friday, Sunday 6:00pm-7:00pm

*Visitation sessions will be assigned upon admission)

3. Safety: Personal Items and Belongings not allowed in the facility

- Markers, pencils, pens or other office or classroom supplies
- Sports equipment
- Aerosol Cans/pressurized cans, chemicals or any paints
- Metal Combs, picks, or brushes with metal
- Eating utensils
- CDs, CD players, Walkmans, IPods, MP3 players
- Clothes hangers (metal, plastic, or wooden)
- Bar soap
- High heeled shoes, steel toed boots
- Pornographic or offensive materials
- Any linens from home
- Any make-up with metal or glass pieces
- Lighters, matches, cigarettes, or other things that could burn or explode
- Mesh shirts, tank tops, sleeveless shirts, nylon tights, think long socks, hooded sweatshirts
- Provocative/revealing clothing
- Clothing with advertising of drugs/alcohol
- Gang related paraphernalia
- Ropes, long cords, strings, yarn, belts, shoelaces, clothing with draw strings
- Nylon body scrubbers (loofas/shower poufs)

- Scissors, knives, nail files
- Knitting or sewing needles
- Bandanas, scrunches, hats, gloves
- Dental Floss
- Drugs, alcohol, rubbing alcohol, mouthwash
- Any glass containers or ceramic containers of any kind.
- Plastic bags of any kind
- Electrical hygiene products (curling irons/blow dryers)
- Any weapons, knives, razors, scissors, nail files, guns or other things that could cut or hurt
- Cell phones
- Disposable razors
- Metal or plastic spiral bound notebooks
- Calculators and computers
- Purses or backpacks
- Nail polish and nail polish remover
- Keys
- Any perfume, cologne, or scented body sprays
- Jewelry including string and cord items
- Wallets, cash, checks and credit cards (will be kept in a patients belongings safe)
- Any other items that are thought to be problematic for our therapeutic milieu as determined by the Shift Supervisor.

4. Safety: Personal Items and Belongings allowed into the facility

- In order to prevent any outside contaminants to our facility, all belongings must be immediately placed into plastic bags and then laundered and dried on hot for at least 30 minutes. If such an item cannot be dried on a hot setting, it cannot be brought into the facility.
- All belongings left for patients will be bagged, labeled and inventoried by North Spring Staff. Blank inventory sheets are available at the admissions office. The Shift Supervisor will review all such inventory sheets and authorize whether or not the belongings may be brought into the facility.
- No more than 3-4 changes of clothes and 2 pair of shoes.
- Patients are responsible for all of their personal belongings and North Spring will not reimburse or replace lost or stolen items.
- North Spring is not responsible for any damaged or lost items, so please bring items knowing that the risk of damage or theft is assumed by the patient and their family.
- As a patient it is your responsibility to report to staff any verbal/physical sexual behavior - threats of/forced sexual behavior, perceived or real from patient or another staff as well as legal consequences of possible civil proceedings, involvement of local/state police, state agencies, etc. You have the ability to report this to any staff at anytime that you feel comfortable. You are encouraged to report any form of abuse as soon as possible to help ensure a thorough investigation

NORTH SPRING BEHAVIORAL HEALTHCARE, INC.

PATIENT RIGHTS

As a patient of this program, you have certain rights of which you need to be aware. A summary of these rights is listed below. You may request a complete copy of the "Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers of Mental Health, Mental Retardation, and Substance Abuse Services" at any time.

I. Right to notification:

You must be informed of your rights every year while in the program and you have the right to see and get a copy of your rights upon request. Also, you must be told what the program rules of conduct are and you have a right to have a copy.

II. Right to Accept or Refuse Treatment:

You have the right to consent, or to refuse to consent, to any proposed procedure or therapeutic course. North Spring Behavioral Healthcare, Inc cannot deny services to you solely on the basis of your race, national origin, sex age, religion or handicap. If you think you have been discriminated against, you can contact the facility administrator, the regional advocate, or any program employee.

III. Right to Confidentiality:

Your records will be released only with your consent or the consent of your authorized representative or by court order, except in emergencies or as otherwise required or permitted by law. You have the right to inspect and to have copies made of your records at your own expense, except where it would be harmful to you. In that situation, a lawyer, doctor, or psychologist you choose can see the records on your behalf. If you feel there are mistakes in your record you can ask to have them corrected, and if the program does not change what you think is in error, you can place your statement about the error in your record.

IV. Right to Consent:

A treatment which presents a "significant risk," that is, one that might cause some injury or have serious side effects, may not be administered unless you or your authorized representative first give informed consent.

V. Right to Dignity:

You have the right to be called by your preferred or legal name, to be protected from abuse, and to request help in applying for services or benefits for which you are eligible. In the program, you have a right to a safe, sanitary humane environment; to confidential mail and telephone communications; to personal meetings with professional or counselors assisting you; and to observe religious practices which do not conflict with the rights of others.

VI. Right to Least Restrictive Alternative:

Your personal and physical freedom can be limited when necessary for your safety or the safety of other patients, or for treatment. You will be involved in decisions to limit your freedom, and you will be told what has to happen for the limits to be removed. Restrictions can be applied without notice in emergencies.

VII. Right to be Compensated for Compensable Work:

You have the right to be paid for work you do for the facility which the law says is compensable work. Personal housekeeping and work that is done as part of the treatment and is not done mainly for the purpose of making money for the program is not "Compensable Work".

VIII. Right to Retain Certain Legal Rights:

When you enter this program you still keep your basic legal rights, including the right to enter into contracts, to register and vote, to marry and divorce, to make will and to use courts, etc.

IX. Right to Hearings and Appeals:

If you believe any of your rights have been violated, you may file a complaint and you may appeal the decision to the facility administrator. In answering your complaints, board staff must inform you of your rights, which include the right to appeal a decision to the local human rights committee.

X. Right to Assistance by Regional Advocate:

The state has appointed a regional advocate to assist patients and to make sure programs recognize patient's rights. The advocate will assist you in making, resolving or appealing complaints about rights violations. You can contact the regional advocate yourself or the board staff will help you make the contact.

YOUR RIGHTS:

Call or Write:

Cassie Phipps Purtlebaugh, MA
Regional Advocate
Department of Behavioral Health & Developmental Services (DBHDS)
P.O. Box 1797
Richmond, VA 23218
cassie.purtlebaugh@dbhds.virginia.gov
Phone: 804-382-3889

Video Conferencing for Telepsychiatry

Directions for use with smartphones:

1. Go to the Apple Store or Google Play
2. Download the app for ZOOM Cloud Meetings
3. Check your email for the meeting invite that will be sent from your therapist
4. Click the link in the email to enter the meeting directly or enter the meeting number in the app
5. Engage in Family Therapy with your patient

Directions for use with a web browser:

1. Go to the website www.zoom.us
2. Click the link at the top of the screen that says **Join a Meeting**
3. Enter the meeting number into the box requesting this number
4. Engage in Family Therapy with your patient

Technology Required for Web Browser use:

1. Your computer must have a camera so that you can be seen on our end.
2. Your computer must have a microphone so that what you say can be heard on our end
 - a. If you do not have this please follow the directions when you enter the meeting to use a phone to communicate with us
3. Your computer must have speakers so you can hear us
 - a. If you do not have this please follow the directions when you enter the meeting to use a phone to communicate with us