

TVBH

**TWIN VALLEY
BEHAVIORAL HEALTHCARE**

OhioMHAS
Twin Valley Behavioral Healthcare
Is an Equal Opportunity Employer and
Provider of mental health services



Update: 2/2019

TVBH

**TWIN VALLEY
BEHAVIORAL HEALTHCARE**



***KOSAR PATIENT HANDBOOK
WITH SPECIAL GUIDANCE FOR
FAMILY & FRIENDS***

Dear Family and Friends,

Thank you for actively helping your loved one recover. Your support and caring, we know, will enhance and may even speed up the recovery process. Twin Valley staff are here to support your loved one and help him/her recover. This handbook and the expectations contained herein are important in that process, so it is important that you read and adhere to it as well.

On Behalf of Twin Valley staff, thank you!

NOTES

**** NOTICE ****

This facility provides services without discrimination on the basis of ancestry, age, gender, race, color, creed, national origin, and type of disability in accordance with the requirements of Ohio law, Title VI of the Civil Rights Act of 1964, and the Federal Rehabilitation Act, 1973, section 504. Twin Valley Behavioral Healthcare is an Equal Opportunity Employer.

On behalf of the staff of Twin Valley Behavioral Healthcare (TVBH), we hope that your stay here is productive, beneficial, healing and comforting. Our main focus is to provide compassionate culturally competent medical and clinical services in a trauma-informed environment. We want to successfully assist you in your recovery process and help resolve the primary issues which led to your admission. Our goal is to work toward meeting your needs in the quickest and most effective means possible so that your stay in the hospital is brief and you are connected to community services to continue in your recovery.

We encourage you to actively participate in your treatment and aftercare plans and will provide you with the information needed to be an informed participant of our services. We hope that you will take the time to read this handbook and will ask questions when the need arises.

We have many well-qualified, respectful, caring and supportive staff whose sole purpose is to assist you in your recovery. Please take advantage of all services available to you.

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CONTACTS

If you have any concerns or complaints, you may contact one of the following:

Client Rights Specialist.....4317

Program Manager.....4142

Chief Executive Officer

4289

Assistant Chief Executive Officer.....4289

OhioMHAS-Recovery Rights Advocate..(614) 466-2297

Disability Rights Ohio

(614) 466-7264

TDD (614) 728-2553

www.disabilityrightsohio.org

(Use for TDD also)

or 1-(800) 282-9181

Joint Commission.....1-800-994-6610

www.jointcommission.org

9. Anything that visitor(s) bring must be checked at the visitor's desk. Visitor(s) are not to give other patients money, food or other items while they are here.
 10. We try to provide as much privacy as we can for your visits, but ask that you stay in the visitation area.
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**Ohio Department of Mental Health and Addiction Services
(OhioMHAS)
TWIN VALLEY BEHAVIORAL HEALTHCARE**



**Twin Valley Behavioral Healthcare
2200 West Broad Street
Columbus, Ohio 43223**

**PHONE: (614) 752-0333
TDD: (614) 274-7137
TOLL FREE: (877) 301-8824**

The mission of the Ohio Department of Mental Health and Addiction Services (OhioMHAS) is to provide state wide leadership on a high-quality mental health and addiction prevention, treatment and recovery system that is effective and valued by all Ohioans.

The vision of the Ohio Department of Mental Health and Addiction Services (OhioMHAS) will be a national leader in implementing comprehensive, accessible, and quality-focused system of addiction and mental health care and wellness for Ohio citizens.

4. Jail Transfers

Personal or family visits for jail transfers are **not** permitted. They are permitted, as is every patient, unlimited visits with their attorneys, guardians, clergy and Disability Rights Ohio. These visitations shall be on the patient's unit in the "Bubble" room.

5. Special Visitation

Special visitation days and times can be arranged through the treatment team and social work department with coordination through the nursing department. Special family/friend visits are limited to 30 minutes with the coordination for monitoring and escorting the patient and visitor and will be held in the "secure Family Visitation Room".

For children under the age of 18, visits must be arranged through the unit social worker and approved by the treatment team to assure that visiting space and staff are available to safely monitor the visit. The visits will only be held in the Family Visitation Room and you must contact the social worker 1 to 2 business days prior to the requested a visit.

6. Patient Visitor Approval List

All visitors must be on your approval list in order to visit. This can be accomplished by calling the patient's social worker (M-F) during regular business hours or by phoning the social work assistant at Extension: 4314.

7. If you have frequent visitors, it may be necessary to discuss with you what time for visits may be best, as it is most important that you attend your treatment activities.
8. If you are having visitors from out of town, arrangements can be made for you to reschedule a treatment activity.

For most patients, movement may be granted under certain conditions, after the team has had a chance to complete your assessment and comprehensive treatment plan.

Movement is contingent on your behavior, and even if the team and/or the court has extended it to you, you must maintain appropriate behavior to be allowed off the unit.

Leaving the grounds without permission, aggressive behavior, or criminal behavior may lead to revocation of movement indefinitely. Please work with your team regarding your movement level(s) and available movement times.

VISITORS

You and your visitors need the following information:

1. All visitors are expected to follow all TVBH guidelines and expectations. All visitors must present identification to the visiting officer.
2. **Patient (Level 3 through Level 5) Visitation**
Visitation days and times are as follows: Monday through Friday from 6:00 PM-8:00 PM; Saturday and Sunday from 3:00 PM-5:00 PM; and state holidays from 1:00 PM to 5:00 PM. Visitation shall be restricted to the "Secure Mallway". You may have up to three (3) visitors at a time.
3. **Patient (Level 1 and Level 2, excluding Jail Transfers) Visitation**
Visitation days and times are as follows: Monday through Friday 9:00 AM-3:00 PM and state holidays from 1:00 PM to 5:00 PM. Visits are limited to 30 minutes. Nursing department to coordinate and monitor the visit with the visitation officer. Visitation shall be on your unit and under constant supervision by nursing staff.

ADMISSION PROCESS

Admission to a hospital can be stressful. We will do everything we can to minimize your discomfort. Here is what you can expect at Twin Valley. Upon arrival at TVBH, you will be greeted by members of the hospital staff. You will be seen and evaluated by a staff practitioner. You will be given information regarding your planned treatment and rights as a patient. You will be asked to sign papers giving the hospital permission to provide your treatment. You will be asked to identify what may help you feel better when you feel uncomfortable, anxious, frustrated or angry, so the staff can better assist you. A photo will be taken of you so that you can be easily identified by the staff. Your personal belongings will be inventoried, and valuables are placed in the property room for safe keeping. You will then be escorted to a unit where you will reside during your stay. The nursing staff will orient you to the unit and introduce you to the other patients. You are encouraged to ask questions if they arise during this process. The nurse will ask you questions that will help her/him provide the services and care you need.

PRIVACY

While you are hospitalized at TVBH, we will make every effort to assure that your right to privacy is respected. This applies not only to you, but to all patients. You will have the opportunity to talk privately with staff and any information you reveal will be held in confidence but may be recorded in your medical record. Information in your medical record will only be released with your permission and in accordance with state and federal laws.

Unit staff will assist you and your visitors to the area designated for visitation. As much privacy as possible is provided for visitation.

To protect the privacy of all patients, no cameras, cell phones, or audio recorders are permitted (audio devices are permitted for listening purposes only). Recording of any kind is prohibited. If you have questions about times and places for privacy, please talk with unit staff during the regularly scheduled unit community meetings and/or your client rights specialist.

TREATMENT TEAM PROCESS

Once on your unit, your treatment team will work closely with you to identify your goals and support you in recovery. You will be provided a Recovery Journal as well. The team includes your practitioner, psychologist, advanced practice registered nurse, registered nurse, adjunctive therapist, social worker and therapeutic program worker. Other staff may be added to your team, if necessary. You (and your guardian, if you have one) and your family member (if you desire) will meet with the team to develop your treatment plan and work with your community case manager to assist in your discharge planning. The members of your team will meet with you individually and then meet with you as a group within your first week and then periodically thereafter. To assure that your plan and treatment are tailored to your needs, we ask that you continually work with your team in all areas.

OTHER SERVICES AVAILABLE THROUGH YOUR TREATMENT TEAM

COSMETOLOGY/BARBER SERVICES

A cosmetologist skilled in both the barber and cosmetology field is onsite to meet your hair care needs. Services in the shops are scheduled by nursing staff. There is no fee for cosmetology/barber services.

In the event you are unable to visit the cosmetology/barber shops during regular business hours, services may be provided on your unit by special arrangement. Nursing staff will make these arrangements for you.

PERMISSABLE/NON-PERMISSIBLE ITEMS

Due to safety and other considerations, hospital policy places restrictions on certain items. The hospital can provide a current list of items permitted in patient areas.

SCHEDULES

You will find several schedules posted on the unit. These include the unit routine (wake up time, meal times, etc.) and program and activity schedules, as well as the schedule for treatment team meetings. Please check them so that you know what's available and when things are happening.

SEXUAL OR ROMANTIC RELATIONS

Having romantic relationships or sexual activity with other patients while in residence at Twin Valley is strongly discouraged for several reasons:

1. Relationships while in the hospital often interfere with your therapeutic progress;
2. Sexual relations could result in legal problems because of another's questionable ability to give consent; and
3. There are many health risks of having sex with persons you do not know.

For these reasons and others, we ask that you avoid having sexual and romantic relations while a patient at TVBH.

UNSUPERVISED MALLWAY MOVEMENT

Unsupervised Mallway movement, hereafter referred to as "movement," are times you may be allowed off the unit for leisure time.

For those with certain legal categories, movement is not allowed by the court.

2. Sunglasses may be worn outdoors only. If you are going outside, please dress appropriately for the weather. Proper dress helps promote a safer treatment environment.
3. Please give others privacy when they have visitors and leave them alone.
4. Profanity is offensive to many people. Therefore, we ask that you not use it when speaking to others.
5. The noise level on the unit can get high. If the TVs are disturbing others, solutions should be discussed with staff and others during unit meetings.
6. Headphones must be used whenever you use your stereo equipment.
7. If you are bothering others with your radio, the staff may take it to the office until the treatment team meets to discuss the problem with you.

Lights out during the week (Sunday-Thursday) is 11:30 PM and on weekends 1:30 AM.

This means that the TVs are turned off and the lights are dimmed to help people sleep. If patients choose to stay up past this time they may sit and read or quietly converse.

8. If staying up late interferes with your ability to participate in your treatment program, your treatment team will address these issues with you.
9. TV channel selection should be negotiated among the patients. Staff will only become involved if problems occur.
10. Staff will respect your privacy by knocking on your door before entering your room.
11. Please do not enter the nursing station.

DIETETICS AND FOOD SERVICE

The hospital provides three (3) meals, plus snacks each day. Your diet is prescribed by a practitioner. We have registered dietitians who are available for consultation to persons on modified or special diets to answer your questions about your dietary needs. We attempt to serve you meals that appeal to your individual tastes and needs.

EDUCATION SERVICES

You can receive assistance in contacting free community instructional sources to utilize on discharge to the community. If you have specific academic needs or wish to participate in a group should contact their treatment team leader or unit staff to express his or her interest.

INTERPRETERS

Interpreters for hearing-impaired patients or patients who are unable to speak or understand English will be arranged as needed. Please inform staff of your needs and preferred method of communication.

DISABILITY RIGHTS OHIO

The services of an attorney may be available to you through the Disability Rights Ohio. Your social worker or the Client Rights Specialist can help you contact the service. The phone number is: (614) 466-7264, or 1-800-282-9181. (Use these numbers for TDD calls also).

Should you have an attorney for any services related to your hospitalization, you and your attorney can communicate at anytime.

TELEPHONE USE

The hospital provides a phone for your use on each unit. A pay phone is also available. Both phones may be used for incoming and outgoing calls.

We ask that you limit phone calls to fifteen (15) minutes out of courtesy for the others who may wish to make a call and for people trying to call in. Please request staff assistance if other patients are monopolizing the phone, and you need to make a call. The staff on your unit is also available to assist you in making necessary phone calls during regular business hours.

MEDICAL RECORDS

A confidential record of your treatment and progress while hospitalized is maintained by TVBH. Upon your discharge, your medical record is filed in our Health Information Management Department. All information in your medical record remains confidential (in accordance with Ohio Revised Code 5122.31). If you or a family member have copies of medical records from another hospital, please share them with your team.

If you are referred to a community mental health center, treatment information will be shared with that agency to provide continuity of care.

The hospital's signed agreements with each agency assures continued confidentiality.

If you need to review your record or need any medical information during your stay, please contact a member of your treatment team. For any medical record information needed after you have been discharged, please contact the Health Information Management Department.

You will be able to place your money in a personal account set up by the Business Office which is kept for your use. If you are a patient on an Acute Unit you may keep up to \$20 dollars cash in your possession. If you are a patient on a Forensic Unit, you can have your personal account set up to order commissary items. Visitors may deposit funds into patient accounts through the Business Office located in the main lobby. The Business Office will only accept cash, no personal checks. Business Offices hours are 8:00AM–4:30PM Monday through Friday, except state holidays. Visitors may also deposit funds into Patient Accounts by mail. Checks or Money Orders should be made payable to “TVBH Patient Accounts” and specify the full name of the patient/recipient under the “memo” section of the check or money order. Once the check or money order is received by the Business Office, funds will not be available to spend until verification it has cleared the bank. Your social worker will be notified once the funds are available for the patient.

Music or other items (i.e., games, movies, magazines, posters, etc.) that depict or encourage violence will not be permitted. Questionable items will be reviewed for approval by your treatment team.

PRIVACY/RESPECT

What can you do?

We ask that you observe the courtesies below:

1. Appropriate attire is expected always whenever you are in common areas on the unit and off the unit. Please wear clean clothing that covers your hips, waist and chest. Nighttime attire in common areas includes pajamas and a robe. Please wear shoes or sandals.

If you have specific questions about your diet and food, please feel free to ask your practitioner, nurse, or dietitian. We want to work together as partners in your nutritional health.

MAIL

Mail which comes to you will be delivered Monday through Friday, excluding holidays.

You have the right to have ready access to letter writing materials, including a reasonable number of stamps without cost if unable to pay for them, and to mail and receive unopened correspondence and have assistance in writing if requested and needed. Stamps can be purchased at the commissary. If you have difficulty with mail, please consult with your social worker or treatment team. Mail and packages, you receive must be opened in front of staff. If you have been determined without income, you are allowed 3 letters at no cost.

PARKING

Parking is available for your visitors. However, you will not be able to drive or park a car on hospital grounds while you are a patient here.

PERSONAL ITEMS

All clothing, including shoes and coats, must be stored neatly in your wardrobe, drawers or acceptable storage containers in your room. Due to health considerations, dirty clothing must be stored in a covered hamper/container.

We encourage you to give your jewelry and other valuable items to a friend or family member for safe keeping. If you wish to keep jewelry while you are here, you must sign a property disclaimer form. You are permitted to keep one ring, a watch, or wedding set.

Staff is trained in accordance with state and federal regulations to hold all information they receive in strict confidence. If you have questions or concerns regarding confidentiality, please discuss this with your treatment team or the client rights specialist.

MEDICAL SERVICES

The hospital has available to you those physical health services that are necessary to evaluate and treat medical and/or surgical problems that could pose significant risk to your health while you are here.

Available services include lab, radiology, medical, surgical, dental and other specialty contract services that are designed to provide adequate physical evaluation and treatment. You will receive a complete history and physical examination within your first day at the hospital. It is important that you cooperate with your practitioner and nurse for your exam and treatment so that we can provide the best possible care for you.

What can you do?

- Speak up if you have any questions or concerns and if you do not understand.
- Pay attention to your own health and the treatments you receive.
- Educate yourself about your diagnosis, the medical tests and your treatment plan.
- Please report any pain that you have to your practitioner or nurse. We want to treat your pain, acute or chronic, and help you obtain the most relief possible.
- Maintain good personal hygiene.

PHARMACY SERVICES

A part of your treatment may include medication. Qualified pharmacy staff will supply your prescribed medication accurately and quickly. You may consult with a pharmacist at any time. They will be happy to discuss your medication and answer questions you might have.

PROTECTIVE SERVICES

The Department of Protective Services is responsible for the safety and security of all patients, employees, visitors, and property. This department can assist in many areas and will be pleased to assist you at anytime.

RECOVERY AND TRAUMA-INFORMED CARE

Twin Valley utilizes treatment approaches based upon evidence of good patient response and outcomes. The Recovery Model and Trauma- Informed Care (TIC) are two such treatment approaches you will hear more about during your stay. Clinical Care, Peer Support and Relationships, Family Support, Work and Meaningful Activity, Power and Control, Overcoming Stigma, Community Involvement, Access to Resources, and Education are possible areas of focus which work together to provide meaning, hope and purpose while you recover. Experiencing traumatic or stressful experiences are common and may impact how you cope. Recovery overcomes the negative impact of mental illness and stressful life events.

Characteristics of Recovery and TIC

- Recovery is possible for the majority of consumers diagnosed with a severe mental illness
- Recovery means to continue performing life tasks in spite of the presence of a serious illness
- Recovery is a journey of personal discovery and well-being

LAUNDRY

Washers and dryers are available on every unit for your convenience. The staff will provide detergent and let you know when you are scheduled to do your laundry. If you need additional help, please ask staff. Limited amounts of clothing may be kept in patient rooms due to space limitations.

FOOD

TVBH promotes patient health in various ways, including providing a healthy and balanced diet. It is a sad fact that people who have mental disorders on average die twenty-five years sooner than people without mental disorders and many of those years are lost due to diseases that are caused by obesity like diabetes, high blood pressure, sleep apnea and heart problems. Even back pain and joint aches are often due to weight problems. We want to help our patients avoid these problems whenever possible.

To assure a healthy diet, your practitioner will order a specific diet that is tailored to your individual needs and preferences. All nutritional needs are met by the meals and snacks provided by the hospital.

Recognizing that everyone occasionally enjoys other foods of their own choosing, TVBH has other options for foods that may be purchased as snacks. There are several enjoyable healthy food selections available from our commissary or vending machines.

We ask that families and other visitors not bring food to patients. They may deposit money into patient accounts, so the you may select items of your choice from the commissary.

For sanitary reasons, you cannot keep food or plastic bottles in bedrooms.

Please abide by safety rules which are for the protection of everyone.

We ask that you follow hospital rules regarding not smoking, fire drills, times you are to be on your unit, and that you don't possess contraband or restricted items. Your unit staff will provide you with more specific information on each of these areas.

ENVIRONMENT OF SAFETY

You may have heard things about psychiatric hospitals in the past, including involuntary interventions such as secluding and restraining patients. TVBH prides itself on being a "trauma-informed hospital" and tries to avoid involuntary interventions at all cost while maintaining a safe and healing environment. Under rare circumstances these interventions may be necessary for your safety or the safety of others. We will make every effort to work with you or a family member to try to avoid this from happening. If you want us to, we will notify your family if restraint or seclusion should be necessary.

EXPECTATIONS FOR COMMUNITY LIVING

General information for unit living is included for your convenience. Living with others on the unit can be stressful. Community living expectations help everyone get along more successfully. They also give information to you and your family about how to best get involved in your treatment. Difficulties with following the expectations will be handled individually, by the treatment team, and may be modified by a practitioner's order. You can raise questions or issues at unit community meetings or to the client rights specialist.

CLOTHING

Clothing is available for newly admitted or for those with no funds through the Volunteer Services Department. Please address your clothing needs with staff so they may help you in obtaining clothing items. There is limited storage space in the bedrooms. Therefore, patients may have three (3) changes of clothing on the unit at one time.

- Surviving negative life events indicates resilience and strength

The Ohio Department of Mental Health and Addiction Services (OhioMHAS) defines Recovery as "A personal process of overcoming the negative impact of a psychiatric disability despite its continued presence." The essential components of a recovery philosophy for mental health consumers include: clinical care, peer support and relationships, family support, work/meaningful activity, power and control, overcoming stigma, community involvement, access to resources, and education.

Recovery Characteristics

- Recovery does not mean a cure, nor does it imply being symptom free.
- Recovery means to continue performing life tasks in spite of the presence of a serious illness.
- Recovery is possible for the majority of consumers diagnosed with a severe mental illness.
- Recovery is often a long process.

Words Often Associated with Recovery and TIC

- Possible for everyone
- Hope
- Respect
- Choices
- Empowerment
- Individualized
- Collaborative

CLIENT RIGHTS SPECIALIST

While you are receiving services at TVBH, you are guaranteed specific personal and legal rights in accordance with the laws of the State of Ohio. When you are admitted to the hospital, you will be given a "Client Rights Pamphlet" which details those rights. The Clients Rights Pamphlet is also posted on your unit, so please read the

pamphlet thoroughly, as it is very important that you know about your rights. During regular hours, after you arrive on your assigned unit, the client rights specialist or peer specialist will visit you to go over your rights and respond to any questions you may have. Any time during your stay at TVBH, you may call upon the client rights or peer specialist to help you understand your rights or to help with any problem you might have about your rights or to file a complaint or grievance. If you feel a complaint or grievance is not resolved to your satisfaction, you may contact TVBH management, Disability Rights Ohio or the Joint Commission. The client rights or peer specialist can help you contact the Joint Commission by providing you or a family member their phone number or e-mail address. Unit staff will assist you in contacting your client rights specialist at Extension 4317. The client rights specialist will provide you with information concerning Mental Health Advance Directives and Living Wills. If you have additional questions or need more information, contact the client rights specialist.

(TVBH) ETHICS INFORMATION

TVBH has an Ethics Committee to address any conflicts of interest, unprofessional behavior, or treatment and decisions by staff that may not be in the best interest of patients. The Ethics Committee welcomes you to contact the client rights specialist or a member of the Ethics Committee to discuss concerns.

TVBH's Mission, Vision, Values, and Code of Ethics require our staff to:

- Treat you with dignity.
- Treat you with respect.
- Treat you with compassion.
- Honor your privacy.
- Honor your right not to have your information shared unless allowed by you or the law.

2. Participate in all of the various treatment activities and therapies agreed to by you and your treatment team;
3. Attend and participate in unit and Hospital meetings and activities.
4. Respect another's privacy;
5. Maintain your own personal items for your own use. You are encouraged to store belongings in a cabinet and can be supplied a key to keep your belongings secure.

We recognize that circumstances that bring people to the hospital, and the need for hospitalization itself, may be very difficult for most people and may remind them of past traumas or hard times in their lives. Please talk with your treatment team members if you have problems controlling anger or coping in any manner. Please let staff know how we can help you to remain calm by completing a Personalized Comfort Plan with a staff member. If you want us to, we will notify your family if restraint or seclusion should be necessary. TVBH, however, uses restraint and seclusion as a last resort and only if you are in danger of harming yourself or others.

Please check your medications - know what the practitioner ordered and how much you take. Ask questions if the medication offered to you does not appear right.

Please identify yourself correctly when asked. Let your nurse or practitioner know if you have any physical or medical problems. Report immediately anything unusual or changes in your condition, especially dizziness, light-headedness or pain.

Please report any problems you may see in your roommate or other patients. Don't try to fix a problem yourself, get help from the staff. Inform staff if dangerous items are brought to the unit or are seen on the unit.

Please report any smoke or sign of fires. Your cooperation in maintaining a safe and therapeutic environment is greatly appreciated.

3. Cover your nose when sneezing and mouth when coughing (Wash your hands afterwards).
4. Don't share food or drinks that someone else has already started to eat or thrown away.
5. Brush your teeth after each meal - your mouth has many germs.
6. Cooperate with your physical examination, PPD skin test and laboratory work, which may help detect infection.
7. Report any signs of infection to the nursing staff. Signs of infection may include: fever, vomiting, diarrhea, redness/heat/swelling/discharge of skin, ear pain, a sore throat, painful/frequent urination, vaginal/penile discharge.
8. Eat three (3) nutritious meals daily. Good nutrition helps your body fight off infection.
9. Get enough sleep (the amount needed varies from person-to-person). Lack of sleep may increase risk of infection.

The nursing staff will provide you with towels, toothbrushes, clean clothes, etc., as needed. If you have any questions or comments, please ask to speak with someone in the Infection Control Department.

THERAPEUTIC ENVIRONMENT

While at TVBH, you are encouraged and expected to care for your own personal hygiene and grooming. If assistance is necessary, unit staff are available to help you. Additionally, you are responsible for keeping your room/living areas clean and making your bed daily.

What can you do?

We ask that you meet as scheduled with your team and:

1. Communicate to staff your feelings, wants and needs;

- Respect your right to refuse treatment unless there is an emergency or court order.
- Assist you in developing your abilities to your fullest potential.
- Support the Recovery Model of mental health and substance use treatment.
- Respect your uniqueness, including your ethnicity, color, gender, sexual orientation, age, religion, national origin, and handicap.
- Never engage in personal relationships with you such as exchanging phone numbers, friending on Facebook, or dating.

If a staff person does not follow these ethical guidelines you can contact the TVBH client rights specialist, or bring your concerns to the attention of the hospital's Ethics Committee, chief clinical officer, or chief executive officer.

TVBH welcomes you and encourages you to "Speak Up" about your care and treatment during your stay.

PEER SUPPORT SERVICES

The Peer Support Program offers patients the opportunity to seek peer advice and/or input about services. The peer support services are provided by TVBH employees who are experienced in recovery management. You can contact a peer specialist Monday through Friday. Ask your nurse or therapeutic worker to contact a peer support specialist to visit you.

TELEHEALTH SERVICES

Telehealth Services are offered as another tool to promote community input during the treatment team process and enables you to connect to your community provider before discharge. Your treatment team can provide you with more information.

SAMI SERVICES

Substance Abuse and Mental Illness (SAMI) often go hand in hand. You will be asked about your use of a variety of substances and your need for services from trained counselors and staff. SAMI groups increase awareness and provide education about how substance use may interfere with mental stability or recovery. Dual Recovery Anonymous, DRA, a 12-step program is also available within the hospital.

TOBACCO CESSATION SERVICES

We are very concerned with the health and well-being of our patients. Tobacco use causes many problems for anyone and especially for people with mental illness, including more severe symptoms, additional hospitalizations and a need for higher doses of medication (not to mention physical problems and premature death).

To help improve the health of all we serve, TVBH is a totally non-smoking facility. That means no use of tobacco products is allowed in the hospital facility or anywhere on our grounds. We understand that this might cause some discomfort for you, and we will do all we can to help you with that. We have nicotine replacement options that you can discuss with your practitioner. Staff are ready and willing to talk with you about any cessation issues you might have.

If you brought tobacco products to the hospital when you came in, they will be locked in the property room. These items can be returned to you when you are discharged, but we hope that you will consider staying tobacco free after you leave the hospital. It will help you in many ways and may even save your life. We can help you with resources that can assist you after you are discharged.

If you have any questions, let your nurse or any member of your treatment team know.

SPIRITUAL LIFE SERVICES

Spiritual Life Services are offered through the hospital, including Catholic, Protestant, Islamic, Jewish as well as other faith practices. A variety of services are available which include worship opportunities, individual counsel, study and discussion groups, distribution of devotional materials and Bibles. Visits from personal clergy may be arranged at times other than at visitation.

The Spiritual Life Services Department exists to provide religious and spiritual support to patients, family and staff. Chaplains will talk with you to help discern how your religious beliefs and spirituality can best relate to your mental, physical and emotional health. The Chaplain can be contacted at extension 4224.

VOLUNTEER SERVICES

Volunteers play an important role in the hospital, by providing gifts, and personal time. Numerous individuals and organizations make their contribution toward improving quality of life for patients and providing enjoyable activities.

INFECTION CONTROL PROGRAM

TVBH has an Infection Control Program in place to help prevent and control infections.

You, however, have the greatest potential to prevent infections in yourself.

What can you do?

1. Keep your hands clean. Always wash your hands before eating, after using the bathroom, etc. This is the most important thing you can do!
2. Keep the rest of your body clean also. It is recommended that you bathe or shower at least every other day and be sure to wear clean clothing.