

TVBH

**TWIN VALLEY
BEHAVIORAL HEALTHCARE**



**KOSAR PATIENT &
VISITOR HANDBOOK**

Dear Friends:

On behalf of all the staff of Twin Valley Behavioral Healthcare (TVBH), we hope that your stay here is productive, beneficial, and comforting. Our staff's main job is to provide culturally competent medical and clinical services in order to successfully assist you in your recovery process and help resolve the primary issues which led to your admission. We will work toward meeting your needs in the quickest and most effective ways possible so that your stay in the hospital is brief and you are connected to community services to continue in your recovery.

Our staff will encourage you to actively participate in your treatment and aftercare plans, and will provide you with the information needed to be an informed user 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.

Best Wishes,

**Karen Woods-Nyce, LISW, CCFC
Chief Executive Officer**

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**OHIO DEPARTMENT OF MENTAL HEALTH
TWIN VALLEY BEHAVIORAL HEALTHCARE**



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

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MISSION

The mission of the Ohio Department of Mental Health's (ODMH) Hospital System of Care is to provide recovery-based, safe, high quality, cost-effective and accessible inpatient mental health services to persons with severe mental illness in partnership with our patients, their families and other community providers.

VISION

The ODMH's Hospital System of Care will be recognized as a leader in the provision of behavioral healthcare and the promotion of comprehensive recovery based services. We will deliver culturally competent care with dignity and respect to our patients and their families. Our hospitals will be viewed as responsive to our customers' needs, will be seen as active partners in the delivery of care with our patients, families and community customers, and will hold quality, safety, access and patient health/wellness as our highest priorities.

VALUES

Respect

We are committed to providing recovery based culturally competent treatment with courtesy, respect and dignity.

Quality

We are committed to excellence and working collectively to assure all patients are provided superior integrated healthcare.

Safety

We are committed to safe treatment environments and working collectively to minimize safety risks to our patients, families, visitors and staff

Integrity

We are committed to ethical and honest behavior, and accept responsibility for our own actions.

Teamwork

We are committed to collaborating with patients, families, community providers and academic institutions to continually seek creative opportunities for improvement and to provide accessible care.

Efficiency

We are committed to the implementation of processes to assure the provision of efficient clinical treatment so that individuals have access to care and that it is provided in the least restrictive environment expeditiously.

ADMISSION PROCESS

Upon arrival at TVBH, you will be greeted by members of the hospital staff. You will be seen and evaluated by a staff psychiatrist. 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. 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 may be placed in the property room for safe keeping. You will then be escorted to a unit where you will reside during your stay here. The nursing staff will orient you to the unit and introduce you to the other patients. The nurse will ask you questions that will help her/him to provide the services and care you need.

PRIVACY

While you are hospitalized at TVBH, staff 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 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.

In order 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

You will be assigned to a treatment team who will work closely with you to provide treatment and other services and support you in recovery. You will be provided a Recovery Journal as well. The team includes your Psychiatrist, Psychologist, Registered Nurse, Adjunctive Therapist, Social Worker and Psychiatric Attendant or Therapeutic Program Worker. Other persons 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 sometime 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

The Hospital employs a cosmetologist skilled in both the barber and cosmetology field 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, services may be provided on your unit by special arrangement. Nursing staff will make these arrangements for you.

DIETETICS AND FOOD SERVICE

The Hospital provides three (3) meals a day, plus evening snacks. Each patient's diet is prescribed by a physician. We have registered dietitians who are available for consultation to persons on modified or special diets and to answer your questions about your food needs. We attempt to serve you meals that appeal to your individual tastes.

EDUCATION SERVICES

TVBH provides a full-time teacher on staff to offer a full range of educational services. These include, but are not limited to, basic literacy and pre-GED instruction, GED preparation, and post secondary (prepare for college) instructions. These services include, depending on the length of stay for the patient, a full range of academic assessment testing to determine the needs and learning style of each patient. Instruction can be individual or in a small group setting, with at least one hour per week scheduled for participants. Acute care patients can also receive assistance in contacting free community instructional sources to utilize on discharge to the community. Patients who 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 if needed. Please inform staff of your needs and preferred method of communication.

LEGAL RIGHTS SERVICES

The services of an attorney may be available to you through the Ohio Legal Rights Services. Your social worker or the Client Rights Specialist can help you make contact with 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 anytime.

MEDICAL RECORDS

A confidential record of your treatment and progress while hospitalized is maintained by the Hospital. 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 has copies of medical records from previous hospitalizations, please share them with your team.

If you are referred to a community mental health center, treatment information will be shared with that agency in order 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 your Treatment Team. For any medical record information needed after you have been discharged, please contact the Health Information Management Department.

Staff are trained in accordance with State and Federal regulations to hold all information they receive in strictest 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 physician 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.
- Tell your doctor or nurse, for example, if something doesn't seem quite right.
- Educate yourself about your diagnosis, the medical tests and your treatment plan.
- Please report any pain that you have to your physician or nurse. We want to treat your pain, acute or chronic, and help you obtain the most relief possible.

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 (CORRECTIONS/POLICE)

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: Concept, Philosophy, and Practice

The Ohio Department of Mental Health 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

- Possible for everyone
- Hope
- Respect
- Choices
- Empowerment
- Individualized
- Collaboration with service providers

CLIENT RIGHTS SPECIALIST

While you are a patient 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 campus Client Rights 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 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, Ohio Legal Rights Services or the Joint Commission. The Client Rights 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 5140.

CONSUMER RECOVERY COUNCIL

TVBH has made available Peer Consumer Groups that meet with the Peer Support Specialists each month. These Specialists provide hope, advocacy, and recovery information to you. In the groups, patients are asked to offer ideas on how to improve the care given, treatment, and safety during their stay in the hospital. The Peer Support Specialists will share these improvement ideas with all levels of the hospital staff.

SAMI SERVICES

Substance Abuse Recovery Services are available through an addictionologist and counselors. Programs include: Groups that increase awareness or provide education about substance abuse issues.

SMOKING CESSATION SERVICES

We are very concerned with the health and well-being of our patients. Smoking causes many problems in people with mental illness, including more severe symptoms, more 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 doctor. Staff are ready and willing to talk with you about any problems you might have.

If you brought tobacco products to the hospital when you came in, they will be locked in the property room. They 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 could help you in many ways and even save your life. We can help you with resources that can assist you after you leave, if you like.

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 experiences. 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.

VOLUNTEER SERVICES

Volunteers play an important role in the Hospital, through money, 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.
3. Cover your nose when sneezing and mouth when coughing (Wash your hands afterwards).
4. Don't share pop, or food 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 contact the Infection Control Department at Extension 5150:

THERAPEUTIC ENVIRONMENT

As a patient at TVBH, you are encouraged 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;
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 other people's privacy;

5. Maintain your own personal items for your own use. You may put belongings in a cabinet and can be supplied a key to keep your belongings secure.

Please talk with your treatment team members if you have problems controlling anger. Let us 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 physician 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 physician 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 roommates 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.

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.

COERCION-FREE ENVIRONMENT

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 “Coercion-Free hospital” and tries to avoid those kind of 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.

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 easily. They also give information to you and your family about how to best get involved in your treatment here. Difficulties with following the expectations will be handled individually, by the treatment team, and may be modified by a doctor’s order. You can raise questions or issues at unit community meetings.

CLOTHING

Clothing is available for newly admitted and/or indigent patients 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 patient rooms. Therefore, patients may have three (3) changes of clothing on the unit at one time.

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, patients' physicians order a specific diet that is tailored to individual needs and preferences. All patient nutritional needs are met by the meals and evening snack provided by the hospital. There are also healthy "snack foods" and beverages that are available on the unit at other times.

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 a number of enjoyable healthy food selections available from our commissary or vending machines. Patients may also "order out" select foods from a variety of local restaurants one time per week. The day selected will be a joint decision among patients and unit staff. Food orders must be placed at a certain time, so please check with unit staff to be sure your order is not missed.

We ask that families and other visitors not bring food to patients, but instead bring non-food items such as puzzles, magazines and books. They may deposit money into patient accounts so the patient may select items of their choice from the commissary.

For sanitary reasons, patients cannot keep food in their rooms. Based on availability of refrigerator space, opened food may sometimes be stored on the unit, but never for longer than twenty-four hours. Plastic bottles must be thrown away immediately.

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

LAUNDRY

Washers and dryers are available on every unit for your convenience. Patients are to do their own laundry. 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.

MAIL

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

Patients 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 and envelopes can be purchased at the Hospital's 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.

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.

You may keep up to twenty (\$20.00) dollars cash in your possession. Any money over that amount must be placed in your patient account, which is kept for your use. The staff will be happy to help arrange that deposit. 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 8:00 a.m. – 4:30 p.m. 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. Patients Social Worker will be notified once the funds are available for the patient.

With staff approval, you may have one small (walkman-style) piece of stereo equipment (radio, cassette player, CD player, MP-3, IPOD). Headphones/Earbuds must be used whenever you use your stereo equipment. Headphones/Earbuds must be non-metallic, and have the thin string-type cord. It may be battery operated and/or the electrical cord must not exceed thirty-six (36) inches in length. It may not have an external antennae or a functional recording device. You are responsible for supplying your own batteries.

Music or other items (i.e., video 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 at all times 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.
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 do not approach others when they have visitors.

4. Profanity is offensive to many people. We ask that you not use it when speaking with others.
5. The noise level on the unit can get high. If the TVs are disturbing other patients, solutions should be sought by the staff and patients 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 P.M. and on the weekend 1:30 A.M.

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.

RESTRICTED ITEMS

Due to safety and other considerations, hospital policy places restrictions on certain items. The most common items which you may not keep in your possession are listed below.

Medications from home Tobacco Products of any kind Potential Weapons Disposable razors Financially negotiable instruments (i.e. credit cards, checks, etc.) Safety pins, hair pins Clothes hangers Emery boards Scissors Umbrellas Personal computers Fingernail polish remover Gang paraphernalia/attire Glass-including glass mirrors Cameras Matches/lighters	Recording devices Antennae (external to device) Metal or hard plastic hair picks Nail clippers/nail files Aerosol containers Musical instruments Extension cords Shoes with metal shanks, metal toes or metallic pieces. Plastic Bags Notebooks or Calendars with metal spirals Pens containing metal pieces Plastic CD Cases No item with a cord longer than 36"
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This is not a complete list. Some of the items listed above may be used under staff supervision (i.e. disposable razors, nail clippers).

Please discuss with unit staff which items they can store for you to use under supervision.

ITEMS REQUIRING TREATMENT TEAM APPROVAL:

CDs, DVDs (maximum of 20) and must be kept in a soft case

Items with an electrical cord.

ITEMS WHICH MUST BE STORED IN A LOCKED AREA WHEN NOT IN USE:

CDs/DVDs

Belts (maximum of 2)

Neckties

These must be locked in your wardrobe.

WEAPONS

Possession of any kind of weapon is not permitted on the hospital grounds.

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 having legal problems because of patients' 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 of the Hospital.

TELEPHONE USE

There is a unit phone for outgoing calls and a pay phone for outgoing calls on each unit. We ask that you limit phone calls to fifteen (15) minutes out of courtesy for the other patients who may wish to make a call and for outside 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 are also available to assist you in making necessary phone calls during regular business hours.

UNSUPERVISED GROUNDS MOVEMENT

Unsupervised grounds movement, hereafter referred to as “movement,” is times you may be allowed off the unit for leisure time.

For patients in certain legal categories, movement is not allowed by the court.

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 (AWOL), 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.
2. Visiting hours are from 1:00 P.M.-4:00 P.M. and 6:00 P.M.-8:00 P.M. daily, unless special arrangements are made in advance with the unit social worker to visit at other times.
3. Visiting may be done in the visiting area on the unit. If you have unsupervised grounds movement, you may see visitors off the unit, with treatment team approval. Visitors are not permitted in patient rooms.
4. All children under the age of eighteen (18) years, must be accompanied by a responsible adult at all times
5. For their safety, children under 18 may not come on the unit. Special arrangements with staff may be made for children under 18 to visit by contacting the unit social worker.
6. 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.

If you are having visitors from out of town, arrangements can be made for you to reschedule a treatment activity.

7. Anything that visitor(s) bring must be checked at the visitor's desk and/or nursing office. Visitor(s) are not to give other patients money, food or other items while they are here.
8. We try to provide as much privacy as we can for your visits, but ask that you stay in the visitors' area.

CONTACTS

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

Client Rights Specialist.....5140

Director of Patient Services5450

Chief Executive Officer5203

ODMH-Recovery Rights Advocate(614) 466-2297

Ohio Legal Rights Services(614) 466-7264
TDD (614) 728-2553
www.olrs.ohio.gov

(Use for TDD also)or 1-(800) 282-9181

Joint Commission.....1-800-994-6610
www.jointcommission.org

**** 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.

TVBH

TWIN VALLEY BEHAVIORAL HEALTHCARE

The Ohio Department of Mental Health/
Twin Valley Behavioral Healthcare
is an Equal Opportunity Employer and
provider of mental health services



Update 9/2012