

North Central Health Care Center Behavioral Health Services



North Central Health Care

Person centered. Outcome focused.

Our Mission

The Inpatient Psychiatric Unit is an adult civil unit that provides assessment and treatment of mental health and psychiatric needs. You are here for assessment and evaluation, treatment, and medication management to ensure stabilization of an acute mental health crisis. It is our goal for you to return to a lesser restrictive setting as soon as possible. To ensure you receive the best possible care and treatment during your stay, North Central Health Care utilizes a team approach. Your team members may consist of a psychiatrist, medical health care provider, social worker, occupational therapist and assistant, substance abuse counselor, dietitian, and other team members as needed. If you currently have mental health care in the community, we will work with those professionals as well.

One of our main objectives is safety for all patients and staff. Unit rules/guidelines assist us in ensuring the safety of all. Please carefully review the rules of the unit and let staff know if you have any questions. We are here to work with you.

Guidelines for Community Living

To make this community living as comfortable as possible for all patients, it is important to treat each person with respect and dignity. The following are a few basic guidelines we ask that you follow:

- Do your part to keep your room and the dayrooms clean and orderly. Pick up after yourself, particularly following snack, meal, and activity times.
- TV hours are 6:00 a.m. to 10:00 p.m. TV programs are chosen by the majority vote of the patients. Once people have begun to watch a program, the channel will not be changed until the program has ended. PG-13 movies and programs are acceptable. Television will be turned off during scheduled group times.
- Respect the personal space of others. Do not touch others at any time.
- Allow others privacy when with visitors or using the telephone. You may not visit with the visitors of others.
- Communicate in a respectful manner. Verbal aggression toward others will not be tolerated. Please do not yell or scream at others.
- Borrowing or lending of any kind (including food) is not permitted.
- Patients may not enter other patient's rooms.
- Violence or physical aggression toward self or others is not acceptable. North Central Health Care has a Zero Tolerance for Violence policy.
- If at any time you do not feel safe, please let staff know immediately.

Admission

Upon admission, a photograph of you will be taken. This picture is solely for use by North Central Health Care as an identifier. It will be placed in your chart, and will allow staff to assure your identity. This photo will only be shared outside of North Central Health Care Center if needed by Law Enforcement. You may have questions regarding your admission, and you will be given an opportunity to speak with nursing and technician staff. You will be evaluated by a medical professional within 24 hours of your arrival. Your belongings will be inventoried, and items identified as contraband will be stored in a locker assigned to you. In order to ensure your safety, staff will need to assess your person for contraband items, as well as any wounds, scars, or distinguishing marks. We will ensure your privacy as much as possible during this time.



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Routine

To provide a safe environment for everyone, we ask that you keep your bedroom door closed at all times. You are asked to sleep in your room. If you are on increased monitoring (safety/ security or suicide precautions), your door may be kept open to ensure safety.

Unit quiet hours during the week (Sunday – Thursday) begin at 10:00 p.m. Quiet hours during the weekend begin at 11:00 p.m. We ask that you minimize noise during the nighttime hours out of courtesy for others who are trying to sleep. If you need to speak with staff, please do so quietly.

Showers may be taken throughout the day. You are encouraged to shower/bathe daily. Some personal items are available for use with staff supervision, such as electric razors. Razor blades or not allowed on the unit.

Groups are held daily in the morning and afternoon. Mental health patients will see the psychiatrist daily, patients with strict detoxification needs will see the medical provider on a different schedule. Please discuss this further with your nurse or technician.

Visitation and Visitors Guidelines

Monday – Friday	5:30 p.m. – 7:00 p.m.
Weekends and Holidays	5:30 p.m. – 7:00 p.m.

All visitors must register with Crisis Center staff prior to coming onto the unit. Personal property must be kept in lockers located outside of the unit. A key to the lock will be provided to the visitors. Visitors will be asked to show a current form of identification, empty all of their pockets, and will have a wand passed over their person to ensure safety. Purses, bags, and wallets must be kept locked in the visitor lockers provided. Visitors who bring contraband onto the unit will be asked to leave the unit, may have criminal charges pressed against them, and will not be allowed to return to the unit to ensure safety of patients

Visitation by children under the age of 12 requires that special arrangements be made through your assigned Social Worker. We ask that you arrange these visits at least one day in advance. Children under the age of 18 must be supervised by an adult at all times.

Visitors are asked to only visit one person at a time; they may not visit with other patients. For security reasons, visitors may not enter patient rooms without staff permission and staff supervision. Visitors are expected to display appropriate behavior and follow instructions of staff. Discreet affection is acceptable. Visitors who choose not to follow basic policy and staff instructions will be asked to leave. Please arrange your visitation outside of your scheduled treatment groups. Visitation outside of the above listed visitation hours, must be arranged through your Social Worker.

Any items brought to the unit must be evaluated by staff for safety and security reasons. Snacks, drinks, or food brought to the unit must be in the original, unopened, sealed, store-bought container. Foods must also be non-perishable, caffeine-free, and not require refrigeration. Fast food is not permitted. Food may be consumed during the visit or placed in patient storage for snack time. Staff are not able to cook or prepare food for clients. Any special requests or diet accommodations can be made through the nurse manager.

Money

You are responsible for all money in your possession. You may keep up to \$20 on your person or in the money box which is kept in the nursing station. North Central Health Care is not responsible for any money kept in your possession. We encourage you to keep your money for your own use.



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Clothing

Upon admission, staff must inventory all of your belongings, including clothes. A limited amount of personal clothing may be kept in your possession, and a washer and dryer are available. Please schedule a time to do laundry with your tech. It takes approximately one hour to completely wash and dry one load of laundry. We ask that you complete your laundry at least weekly.

Stuffed animals, personal bedding and pillows are not allowed on the Inpatient Unit for safety and security reasons. Please do not bring these items with you upon admission.

Appropriate dress is required on the unit. Appropriate dress includes pants/shorts, shirt, undergarments, and socks/shoes. Tops that expose the midsection, short shorts/skirts, and low-cut or tight clothing are inappropriate and will not be permitted. Belts, clothing with ties or shoestrings, or clothing that promotes the use of alcohol/drugs are not permitted. Clothing that contains sexually graphic or inappropriate comments may be restricted. You are strongly encouraged to change your clothing daily, and to wear daytime attire during daytime hours. At bedtime, appropriate bed clothing is encouraged. Clothing with drawstrings (hooded sweatshirts, drawstring pants) are not permitted. With your permission, drawstrings will be removed.

We encourage you to wear your own clothes. In the event that you do not have enough clothes, clothing may be provided for you. Please request any clothing needs from your assigned tech. We ask that you return clothing given to you, if you are able to do so.

Spiritual Needs

If you would like to meet with your personal spiritual advisor, please make arrangements for visits through the Social Worker or physician. Church services on campus may be attended with a staff worker if you are on a privilege level which allows you to leave the unit. Check with staff regarding specific times.

Phone Calls and Mail

Patients are able to use the phone located just off the dayroom from 6:00 a.m. – 10:00 p.m. We ask that you do not use the phone during scheduled treatment groups and meals. There is a 10-minute per hour limit so that everyone has a chance to use the phone. This gives all family members and other patients' time to talk with others.

Mail is delivered to the unit Monday – Saturday. Outgoing mail is picked up once per day. Patients who do not have funds (indigent) are entitled to send two letters per day without postage. These letters must have your full name and address in the upper left-hand corner of the envelope. Incoming mail received is subject to inspection (in your presence) for contraband.

Patients may receive faxed legal documents from outside sources. However, outgoing faxes are not permitted for security reasons.

Patient Rights

The following Patient Rights materials are available on the unit for use by the patients, staff, guardians, or other interested persons and can be accessed by asking the Unit Clerk or other staff:

- Wisconsin Administrative Code Patient Rights Rule, Section 51.61
- Wisconsin Statutes, Section 51.30
- Wisconsin Statutes, Grievance Decision Digest, Division Directives.

A complaint may be filed by requesting paperwork from any unit staff. If you are unable to complete the paperwork, staff will assist you. Complaints are submitted to a Client Rights Facilitator who can meet with you personally upon request. You may meet with the Director of Behavioral Health Services to discuss any concerns you have during your stay.



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Snacks and Meals

Meals are served three times daily. Special diets and additional portions are authorized through a medical provider. Please notify staff immediately of any food allergies or intolerances you may have. Trays may be saved for one hour if you are sleeping, however, they will be disposed of after this time.

Meals are served on the unit. Breakfast is 8:00 a.m., lunch at 12:00 noon, and supper at 5:30 p.m. Many patients have different and special diet orders. We ask that you sit in the dayroom and wait for the staff to deliver your meal tray to you. For safety reasons, sharing or trading food is not allowed. On weekends and holidays, breakfast is served from 8:00 – 9:00 a.m.

Snacks are provided every afternoon and evening. There are vending machines located on campus. Patients may request staff to purchase items for snacks out of their personal funds. Staff will be available to make vending machine purchases at 3:00 p.m. and 8:00 p.m. Patients may store factory-sealed packages of food on the unit in the cupboards or refrigerator. No opened or partially consumed items are allowed.

Contraband

North Central Health Care considers the following items to be contraband and will not allow them on the unit:

- Glass/mirrors.
- Weapons of any kind.
- Electronic or recording surveillance devices.
- Cameras, cell phones.
- CDs, DVDs, cassette tapes, MP3 players.
- Alcohol and other drugs or drug paraphernalia, any medication not prescribed by NCHC.
- Bath/body products (shampoo/body wash will be provided for you).
- Personal hygiene products. (These will be provided to you by North Central Health Care).
- Food or beverages without a factory seal.
- Tobacco products, cigarettes, lighters, electronic smoking materials.
- Belts
- Razors
- MP3 players
- Clothing with drawstrings (hooded sweatshirts, drawstring pants). With your permission, drawstrings will be removed.
- Necklaces and bracelets. (Rings may be worn per staff discretion. You are responsible for any valuables you keep in your possession).
- Canned soda or soda with caffeine
- Sexually explicit materials/photos; publications containing nudity

