

# TVBH

**TWIN VALLEY  
BEHAVIORAL HEALTHCARE**



***PATIENT & VISITOR HANDBOOK***

***TIMOTHY B. MORITZ***

***FORENSIC UNIT***

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**

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**Twin Valley Behavioral Healthcare  
Timothy B. Moritz Forensic Unit  
2200 West Broad Street  
Columbus, Ohio 43223**

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

**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 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.

## **INTRODUCTION**

Welcome to the Timothy B. Moritz Forensic Unit (TBMFU). The address is 2200 West Broad Street, Columbus, Ohio 43223. The Phone Number is (614) 752-0333 or Toll Free 877-301-8824.

The Timothy B. Moritz Forensic Unit is a maximum-security facility, which is part of the Twin Valley Behavioral Healthcare – (TVBH). You have been sent to TBMFU for one of several reasons. You may be here to be restored to competency so that you can stand trial. You may have been probated until your psychiatric condition is stabilized further. You may have been found Not Guilty by Reason of Insanity. You may have been sent from jail as an emergency admission. You may need a competency evaluation. Although the legal reasons for admission may vary, you all have one thing in common: you are in need of a maximum-security psychiatric facility. There are certain rules and procedures here which you will be expected to follow to safely promote your recovery.

This part of the handbook will answer some basic questions that will help you with your orientation to the facility. If you have any questions, please do not hesitate to ask the staff - they are here to help you in your recovery.

## **ADMISSION PROCESS**

Upon arrival at TBMFU, 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 safekeeping. 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 designed 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 players 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 and provide treatment and other services. The team consists of your Psychiatrist, Psychologist, Registered Nurse, Adjunctive Therapist, Social Worker and Psychiatric Attendant. 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.

### **DIETETICS AND FOOD SERVICE**

The hospital provides three (3) meals a day, and 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**

An adult education program is available to forensic patients at TVBH that offers one to one tutoring in reading, writing, and math to assist the student with improving basic skills and preparation for the GED test.

### **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.

## **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 here, 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 within your first day at the hospital. It is important that you cooperate with having the physical 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 does not 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 one of our pharmacists 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 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 Ext. 5140.

## **CONSUMER RECOVERY COUNCIL**

This Group is composed of staff and patients that meet on a regular basis to hear patient concerns and requests and try to resolve them.

The Council is similar to a “community meeting” where problems and issues can be discussed and resolved.

To further help ensure that your rights are protected, the Hospital has a grievance procedure for patients to follow should they have complaints about their care or treatment. If you have questions about the procedure, contact your Client Rights Specialist.

## **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 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, 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 Ext. 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.

Please talk with your treatment team members if you have problems controlling anger. Let us know how we can help you to remain calm. 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 other patients. Do not 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 do not possess contraband or restricted items. Your unit staff will provide you with more specific information on each of these areas.

## **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 doctor's order. You can raise questions or issues at unit community meetings.

## **BEDROOM**

You will have your own bedroom. Other patients are not permitted to enter your bedroom at any time. It is your responsibility to keep your room neat and clean.

The housekeeper will assist you by mopping and cleaning your sink and toilet, but you must assist by keeping your clothes picked up and stored in your dresser.

Accumulation of excessive amounts of paper (newspaper, magazines, etc.) is not permitted. You may keep one (1) book and one (1) magazine (from the library or your own property) in your room at anytime. Your room should be in satisfactory condition before you use your courtyard movement.

You may personalize your room. Please do not put pictures on your walls with toothpaste or chewing gum; staff will provide you with tape. Please choose pictures that would not be considered offensive or sexually explicit.

## **COMMISSARY AND PATIENT ACCOUNTS**

When you arrive, all cash or checks will be directly deposited into your new patient account. Since you are not permitted to carry money, you will do your spending by ordering commissary items on the commissary slip which acts as a charge account. Commissary slips may be completed by the nursing staff on any shift prior to commissary delivery days. However, the RN must sign them before they can be processed. Items which are dispensed by the nursing staff from the office need to be on a separate ordering form such as batteries, shaving lotions, and some hair products, etc.

## **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.

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.

### **GENERAL RULES FOR THE COURTYARD**

There are general guidelines for being in the courtyard, which are simple to follow. Full contact sports and horse playing are not permitted (play boxing, fighting or wrestling); shouting or calling for staff or patients across the courtyard is discouraged; excessive profanity or “rapping” words with racially offensive or sexually explicit content, sexual misconduct, or intimidating/threatening behavior will not be tolerated. If you are observed engaging in any of the above, you may be returned to your unit.

You are not permitted to cross the yellow lines in the courtyard unless you are being escorted by staff, or the correction officer has given you permission.

We encourage you to be active and shoot baskets, play Frisbee, football, whiffle ball, etc. Remember to ask staff or wait for control room clearance before chasing sports equipment beyond the yellow line.

Doorways are considered loitering zones.

## **GIFTS**

You are not to purchase or supply other patients or staff with gifts, e.g., jewelry, clothing, food, shoes, etc. Gifts between patients are viewed as “negotiable items.” Corrections officers will not accept gifts for patients that are from the family/friends of other patients, when both patients reside in the facility.

## **HONORS ROOM**

An “Honors Room” is located on each unit. No more than three (3) patients are allowed in the room at one time. Use of the room is at the discretion of the unit nurse. The radio/T.V. should be played at a reasonable level. Food and drink are not permitted in the room.

## **JEWELRY**

Jewelry, (with the exception of a watch that meets safety guidelines and wedding ring) is not permitted in TBMFU. Jewelry is considered a “negotiable item,” the same as cash or credit cards. If you were admitted with jewelry or if it is sent to you during your admission, it will be stored for you in the safe until you are discharged.

## **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 these 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.

## **LAUNDRY**

Washers and dryers are available on every unit for your convenience. Patients are to do their own laundry. The staff will 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 that 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 - SECURITY PROCEDURE**

All incoming mail/packages must be opened in the presence of a corrections officer so that it can be searched for contraband. The staff will not read your mail when checking for contraband. Any money sent to you will be taken to the Patients Account Office and deposited. Letters to be sent outside the facility can be deposited in the outgoing mailbox inside the unit nurses station. All outgoing mail must be stamped.

The hospital will furnish four stamps per week if you are indigent, otherwise, stamps may be purchased in the commissary. Any item that you receive by delivery or mail that is not permitted in TBMFU will be sent to the property room until your release.

The mail clerk will notify your unit RN if you receive property. Remember that you are assuming responsibility for property which you choose to keep in your possession. Please keep in mind that occasionally property is damaged or stolen on the units. You are advised to put your name on your property.

## **OFF-UNIT CLOTHING EXPECTATIONS**

The same guidelines apply to off-unit clothing as to on-unit clothing. It is important that you are dressed appropriately for the season - coats and sweaters during the colder temperatures and no excessive layers in the warmer months. Pants must be worn at waist level. T-shirts and athletic shirts that are clean and in good repair may be worn.

Shirts must be kept on. Nursing staff will check you before you leave the unit to make sure you are dressed appropriately and according to the weather. Wearing gang-related paraphernalia in any form will not be permitted. Any clothing related issues will be reviewed by your treatment team. Headphones are not permitted in treatment activities.

## **ON-UNIT CLOTHING EXPECTATIONS**

We recognize the importance of being comfortable while you are here. However, the unit is a living space which is shared by many people - other patients, male and female staff members, visitors. Certain guidelines have been established in order to maintain a therapeutic environment. You may wear shorts and T-shirts, sweat suits, etc., throughout the day.

You are only permitted to wear your robe in your room, and to and from the shower room. You must wear a shirt and pants/shorts when lounging or moving about the unit. Wearing your pants pulled down below the waist is not permitted. Only intended head-gear may be worn (no towels, rags, etc., allowed on the head).

Wearing gang-related paraphernalia will not be permitted. Excessively ripped or sexually provocative clothing will not be permitted. Wearing sunglasses indoors is not permitted unless you have medical approval from your doctor.

## **PATIENT WORKER PROGRAM**

TBMFU has a Patient Worker Program in which you may be able to participate. Patients who are psychiatrically stable and active in their treatment programs may be recommended by their treatment team for participation. Patients in the program are paid an hourly wage for their work in various types of positions.

## **PERSONAL ITEMS**

You are responsible for the personal possessions that you wish to keep on the unit. You are not permitted to sell, trade, barter, or give them away. Personal possessions are viewed as negotiable items; if you choose to engage in trading personal items, your

courtyard movement level may be placed on hold until reviewed by your treatment team the following work day. Your personal property will be inventoried quarterly by the nursing staff. You may request the use of hospital provided clock radios and MP3 players during your hospitalization.

Because storage is limited, you are permitted seven (7) complete outfits, in addition to a coat, exercise clothing, and sleepwear. If your clothing exceeds this amount, you may choose to send the clothing to a designated individual or store it in the property room. If you are in TBMFU for an extended stay, you may choose to store your clothes seasonally in the property room.

Linens, toiletries, and hygiene items are provided for you by TBMFU during your hospitalization. For safety and security reasons, these items may not be provided to you by any outside source.

## **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. 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. 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.
7. If staying up late interferes with your ability to participate in your treatment program, your treatment team will address these issues with you.
8. TV channel selection should be negotiated among the patients. Staff will only become involved if problems occur.
9. Staff will respect your privacy by knocking on your door before entering your room.

## **ROOM AND UNIT INSPECTIONS**

Since you now reside in a maximum-security psychiatric facility, it is important that you, as well as others, are SAFE at all times. Room inspections will occur randomly and ANYTIME there is suspicion that you may possess a restricted or contraband item. Any item which is found that is not permitted will be confiscated.

Food items are not permitted in your room; items which are found will be confiscated and not returned. You may keep up to four (4) packs of decaffeinated coffee and one (1) pack of gum.

## **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 also 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**

There are unit telephones for your use between 8:00 A.M. and 10:30 P.M. when you are not scheduled for treatment groups. A charge phone is available for your use in the unit dining room. You may make up to five (5) long distance calls a week. We also ask that you limit phone calls to fifteen (15) minutes out of courtesy for the other patients who may wish to make a call.

If you are without funds (indigent), you may use the state phone which is located in the treatment team room. The staff will place the call for you.

Your social worker will monitor the list of approved numbers for your phone usage. All patients may use the state phone to call your attorney or Ohio Legal Rights Service (OLRS) representative.

If you are unable to successfully complete a call (i.e., you get an answering machine rather than the person you are calling, etc.), please hang up and notify the staff immediately so that the call will not be counted toward your daily/weekly allotment of calls.

## **UNIT TELEVISIONS**

Unit televisions should not be watched during scheduled treatment times; this will be monitored by the unit nurse. Please ask the unit staff to change the channel and adjust the volume on the televisions.

Televisions may be watched in the evening but should not interfere with your getting an adequate amount of sleep. Be sure to keep the volume at a level that does not bother others. Any issues in these areas will be addressed by your treatment team.

## **THE TBMFU LEVEL SYSTEM**

In order to facilitate all patients' recovery and to maintain safety and security, TBMFU has a system of two (2) movement levels:

### **Full Movement**

You have full, courtyard movement and may attend your scheduled treatment groups. There are no special limitations placed on your movement or visitation.

### **Special Movement**

You have a special individualized plan which addresses your clinical and behavioral needs and outlines your movement level with any specific restrictions and limitation. This plan will include the steps for you to follow to achieve full movement and will be reviewed by your treatment team at least weekly.

These plans will be monitored regularly by the clinical nurse manager and program director.

Movement levels may be changed based upon your psychiatric condition and your behavior.

Your movement will be placed on hold for behaviors such as, but not limited to, the following: assault, property destruction, use of restraints, escape attempts, safety violations, self-injurious behaviors.

When your movement is placed on hold, you will meet with your treatment team to review the situation and determine how and when you will return to your previous level of movement. These plans will be monitored by the clinical nurse manager and program director.

## **COMMUNITY MEETINGS**

Community meetings are regularly scheduled. This is your opportunity to talk about unit issues, share ideas for improvement, plan special unit activities, and learn about changes occurring in the hospital.

We urge you to attend your community meetings.

Occasionally patient surveys are passed out about the treatment you are receiving or the food you get daily. The results of the surveys are reviewed carefully, so your input is important.

## **VISITATION**

**General Visitation hours are:**

- ◆ **5:30 PM - 8:00 P.M. Monday through Friday**
- ◆ **1:30 PM - 4:30 P.M. Weekends and Holidays**
- ◆ **5:30 PM - 8:00 P.M. Weekends and Holidays**

No more than three (3) visitors per patient are allowed to be in the visitor's room during general visitation hours. Prior to entering and leaving the visitor's room, you will be searched by staff. Visitors may not bring food into the visitor's room.

Please remember that unruly or inappropriate behaviors will result in the immediate termination of your visit.

Persistent problems in the visitor's room will be addressed by your treatment team and could result in restrictions to your visitation.

Visitation is viewed as therapeutic. When a visit(s) begins to have negative effects on you or your treatment, your team will review the situation.

Your visitor may buy snack items for you from the vending machines in the visitors' room. However, you are not permitted to handle money or operate the vending machines.

Your social worker will monitor the list of approved visitors.

Special visitation can be arranged through your social worker, for visits outside of general visitation hours. However, a special visit is reserved primarily for your children under the age of eighteen (18) years old, or families traveling long distances.

The Hospital Does Not Encourage The Visitation Of Young Children or Infants. Children must be accompanied by adults at all times.

The following process will occur PRIOR to the approval of any special visit which includes a child/infant:

1. A special visitation request must be made to the social worker at least 48 Hours In Advance Of the Desired Visitation Time.
2. A clear, direct relationship between you and the child must be evident, (for example, your child or grandchild).
3. The therapeutic benefits of the visitation with the child will be assessed before a visit is approved.
4. The risk of potential harm to the child will be considered before a visit is approved.
5. A Doctor's Order must be written in your chart prior to the special visit.

A special visit cannot be "scheduled" on a regular basis. Special visitation hours are primarily reserved for attorneys, case managers, and visits with your own children or family who travel a long distance to see you. All other visitors are encouraged to come during general visitation times.

Immediately upon your arrival, you may receive visits from your attorney, case manager, and clergy.

Your treatment team will determine the appropriateness of visits based upon your condition and movement level.

## **PROGRAMMING TIMES**

9:00 A.M. - NOON, 1:00 PM – 4:00 P.M. daily, and evenings, Saturdays, and Sundays as scheduled. Evening programming is offered throughout the week. Weekend programming is conducted by available, assigned staff on duty.

Within the first week of your arrival, you will be given a copy of your treatment schedule which has been determined by you and your treatment team. Groups are announced hourly. The nursing staff will assist you with getting to group on time. If you are uncertain where a group is located, please ask the staff. Staff will escort you to and from all off-unit groups and activities.

You have been admitted to TBMFU for treatment and are encouraged to attend the treatment activities for which you have been scheduled. However, if you persistently refuse to attend your treatment groups, the problem will be addressed by your treatment team.

A reminder - all movement from TBMFU to a less restrictive setting is dependent in part upon your participation in and attendance at treatment activities.

## CONTACT

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

Forensic Program Administrator	5690
Client Rights Specialist	5140
Director of Patient Services	5215
Chief Executive Officer	5203
ODMH-Client Rights Specialist	(614) 466-2297
Ohio Legal Rights Services	(614) 466-7264 TDD (614) 728-2553 <a href="http://www.olrs.ohio.gov">www.olrs.ohio.gov</a>
(Use for TDD also)	or 1-(800) 282-9181
Joint Commission	1-800-994-6610 <a href="http://www.jointcommission.org">www.jointcommission.org</a>

### **\*\* 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**

