

# Reflections

An Eating Disorders Treatment Center

A graphic element consisting of a central grey circle with numerous thin lines radiating outwards to smaller grey circles, resembling a sunburst or a network diagram.

## **REFLECTIONS TREATMENT CENTER**

**2960 SLEEPY HOLLOW ROAD  
FALLS CHURCH, VA 22044**

**703-531-6121**

*REFLECTIONS DIRECT LINE*

**703-538-2886**

*REFLECTIONS ASSESSMENT & REFERRAL*

**703-536-2000**

*HOSPITAL MAIN LINE*

**Dominion Hospital**

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## PHILOSOPHY

The goal of treatment is to provide quality care in a safe and nurturing environment. Using the principles of recovery, Dominion Hospital will support each individual in taking an active role in their treatment while various members of the staff help teach and guide individuals into an improved state of being. We understand that this can be a time of great stress and may result in many questions or concerns about admission at Dominion Hospital. The purpose of this handbook is to provide the guidance necessary to ensure a therapeutic stay at Dominion Hospital.

For some, this may be their first admission to a behavioral health facility, while others may have had previous admissions here or elsewhere. The structure and activities on the unit are deliberately designed to imitate life outside of the hospital. That means that while there are various types of therapy, there is also structured leisure and free time to emulate daily life outside of the hospital.

Please know that we are in a constant state of quality improvement and strive to provide the best care possible. Any feedback is welcomed about each individual's experience here.

Finally, while here, we invite you to envision yourself *well*. We hope that we can provide the guidance necessary to restore each individual to a state of recovery. It is not an easy journey, but the reward is great.

***A tip for navigating the handbook:*** The handbook is divided by topics and arranged alphabetically.

## **ATTENDANCE**

Attendance is expected at all unit activities. All individuals in PHP start off in the program 7 days per week from 7:30am-7:00pm. PHP begins at 8am on weekends. After your first week, your treatment team will assess what the best course of treatment is for you.

If an individual is a partial patient and needs to call in sick, please contact the nursing station at 703-531-6121. We expect that you will arrive on time each day and stay for the duration of the program. Should you arrive late and miss meal planning, the unit nutritionist will pick out your menu. Repeated tardiness or absence may result in a premature discharge from the program and will be discussed with your physician.

## **BATHROOM MONITORING**

1. The Physician will order the initial bathroom restrictions upon the patient being admitted to the unit.
2. Bathroom use during meals and snacks will not be permitted unless is it an emergency.
3. Patients are prohibited from using the bathroom for at least one hour after each meal.
4. Staff will monitor patients closely during this time to make sure they are not engaging in exercise or any unnecessary movement (i.e. pacing, standing, or moving furniture).
5. Physicians may order additional bathroom restrictions.
6. Patients are not to flush toilets after use. Staff will do so after observation of toilet contents.

## **BILLING**

Individuals who are currently enrolled in Reflections inpatient or partial program should contact the Billing Manager at 703-531-6103 with billing inquiries.

For individuals who are no longer enrolled in any program, billing inquiries should be directed to RPAS at 866-823-7612.

## **CONCERNS/COMPLAINTS**

Program staff strive to provide high quality and safe care in a dignified fashion. Should a concern arise, the staff will attempt to solve the problem at the program level. If you feel your concern is not resolved or you would like to voice your concern directly please feel free to contact the Hospital Patient Advocate at 703-538-2882. After hours, a nursing supervisor is on duty to assist with concerns and issues and can be reached by calling 703-538-2875. Individuals receive a copy of the Patient Rights form at admission. Please see the unit staff should another copy be needed.

Additionally, Dominion Hospital is accredited by The Joint Commission (TJC). If you have any concerns about individual care or safety which have not been addressed by the hospital, you may contact the TJC for general questions at 800-994-6610 or for complaints:

**Via email at** [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**Via fax at** 630-792-5636

**By mail at:**

Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

## CONTRABAND

At Dominion Hospital, safety and comfort are important to us, as is the comfort and safety of the community within the unit. All items not allowed on the unit reflect items that are safety issues and/or items that could potentially cause a breach of privacy.

**Please note that this is not an all-inclusive list.**

The following items are never allowed on the units:

- Items made from glass or ceramic (i.e. mirrors, vases)
- Metal items such as aluminum cans, metal lids, metal hair clips, metal barrettes, bobby pins, paper clips, pens with metal caps, etc.
- Toiletries with metal pieces (i.e. lotion pumps)
- Floral arrangements
- Blankets, towels, pillows, or other linens from home
- Disposable/straight razors
- Spiral notebooks or 3 ring binders
- Aerosol products (i.e. hairspray or spray on deodorant)
- Plastic bags and plastic shower caps
- Strings, shoe laces, cords
- Knives or weapons of any kind
- Electrical devices such as MP3 players, CD players, stereos, computers/laptops, cameras, etc.
- DVDs/movies
- Musical instruments
- Belts, necklaces or scarves
- Thumbtacks, safety pins, sewing/crochet needles
- Tweezers or nail clippers
- Nail polish or nail polish remover

*Contraband (cont.)*

- Feminine products from home
- Lighters and matches
- Toxic materials including spray paint and markers not labeled non-toxic
- Alcohol or narcotics including street drugs or drug paraphernalia
- Weapons or potential weapons
- Pornography
- Reading material about substance abuse, sexual activity, Satanism, or violence (books and puzzle books are normally allowed but content must be reviewed by staff)
- Pets
- Valuables such as wallet or cell phone
- Luggage
- Medications from home, including “over the counter” (OTC) medications (unless requested by staff)
- Any item deemed unsafe/hazardous by the charge nurse or the unit director

## **CUBBY TIME/LOCKERS**

All inpatients will be provided with a cubby for their toiletries and other personal items. A staff member will allow you to have access to the items in your cubby as long as they are safe to be out on the unit.

All individuals in the Partial Hospitalization Program will be provided with a locker to secure their permitted belongings. Items that are not allowed on the unit will be secured in an individual locker behind the nurses’ station. Access to items in the locker will be at the discretion of the staff.

## **DAILY WEIGHTS**

1. Patients will be weighed daily.
2. Patients will empty their bladder before being weighed.
3. Patients will be weighed in their undergarments, facing away from the scale.
4. If there is concern that an accurate weight cannot be obtained this way, then the RN will have the patient remove all clothing and wear a double gown.
5. Staff will ensure that patients do not water load before weighing-in or use other methods of altering their weight.
6. Patients will not be told their weight at this time. Only the physician or dietician may elect to tell a patient their weight.

## **DISCHARGE**

Prior to discharge, each individual will receive a discharge packet that includes their individual discharge plan and a patient satisfaction survey. The individual's Social Worker will help each individual make their discharge appointments and complete the necessary elements of the discharge packet. Outpatient appointments must be made before discharge. The date and time of the next appointment as well as the provider and their telephone number must be included on the form.

On the day of discharge, staff will return all personal belongings, including sharps and valuables. Individuals will be asked to review each items returned to them and inform staff of any missing items. Individuals are responsible for packing up their rooms for departure; however, staff can assist if needed.

Individuals must arrange for transportation on the day of discharge. Individuals should remain on the unit while waiting for their transportation.



## **DRESS CODE**

Casual, comfortable clothes and shoes (without shoe strings) should be worn. Space is limited. Individuals should not bring more than a one week supply of clothes. Clothing which does not meet our dress code will be sent home. We encourage individuals to not bring expensive clothing or items with particular monetary or sympathetic value. The hospital will not reimburse patients for lost or damaged personal belongings

We ask that individuals do not exchange clothing with other patients. Please wear clothing that fits appropriately. Tight fitting (i.e. skinny jeans, leggings, tube tops) and extremely loose fitting clothing is not acceptable. Hooded sweatshirts and sweatshirts with pockets are not permitted during meals.

Pajamas must be worn at night (no nudity). All patients must be out of pajamas by community meeting at 7:45am. Pajamas are not permitted during the day.

## **FAMILY THERAPY**

Individuals make better progress when their families are involved. The individual's assigned social worker will contact their family to set up an initial appointment within 72 hours of admission. Adolescents will have two family sessions during the week for about an hour per session. Adults will have one weekly family session.

## **FITNESS**

1. The RD will provide orders outlining the amount of fitness the patient is permitted to participate in. This will be dependent on their percent ideal body weight, behavior at meals and/or medical status.
2. All fitness is supervised by staff.
3. The unit provides daily structured blocks of time for physical activity and recreation. These times are provided daily in half hour blocks of time.
4. In order to participate in physical activity, a patient must be able to eat their required percentage at meals for the day, as well as snacks. Consumption of a dietary supplement such as Ensure to replace the meal will not count as meeting the necessary percentage.
5. Patients who fall below 70% of their Ideal Body Weight will not be permitted to participate in fitness.
6. Patients between 70-75% of their Ideal Body Weight will be able to participate in light stretching.
7. Patients between 75-90% of their Ideal Body Weight will be able to participate in light stretching and gentle yoga.
8. Patients above 90% of their Ideal Body Weight will be able participate in light stretching, gentle yoga and walking.
9. Please be advised that the dietician can modify the individual patient's fitness allotment as necessary.

## **INDIVIDUAL RESPONSIBILITIES**

1. You have the responsibility to cooperate with all hospital personnel caring for you during your stay. You have the responsibility to ask questions if you do not understand directions or education that is provided to you.
2. You have the responsibility to be considerate of other individuals and to see that your visitors are considerate as well.
3. You have the responsibility to be respectful of others, of other people's property, and of the Hospital's property.
4. You have the responsibility to abide by hospital rules and regulations.
5. You have the responsibility of minding your personal items that are not stored in the hospital safe.
6. You have the responsibility to disclose all medications you are taking to the hospital staff and physicians.
7. You or your guardians/ legal decision makers have the responsibility to provide to the hospital staff any advanced directives, or legal documents such as custody agreements, etc...
8. When you leave the hospital, you have the responsibility to maintain the treatments recommended with medications, your safety plan, and after care appointments.

## **LENGTH OF STAY**

There is no preset length of stay. Each patient's journey is unique. Your progress in treatment will determine how long you are with us. For patients diagnosed with Anorexia Nervosa, the primary treatment goal will be to restore the patient to 90-100% of their Ideal Body Weight (IBW). This number is determined by the dietician and physician. Best practices have shown that patients who restore to this weight have the most successful recovery and are less likely to relapse.

*Length of Stay (cont.)*

For patients diagnosed with Bulimia Nervosa the primary treatment goal will be to stop the bingeing and purging behavior.

Individual circumstances will determine the extent to which goals are achieved in the Inpatient or Partial Hospital Program.

**LINENS AND LAUNDRY**

Sheets, blankets, washcloths, and towels are kept by nursing staff and will be provided to individuals upon request. Individuals are responsible for making their own beds and keeping their areas organized. There is a laundry room located on the unit. Staff can provide laundry detergent. Evening and weekend staff will assist with laundry. Soiled hospital linens, such as bed sheets and towels, are to be placed in the hampers. Please see staff regarding the hamper's location.

**MAIL/PACKAGES/FLOWERS**

Individuals are free to send and receive mail. Stamps will not be provided by the hospital. Mail must be opened in front of a staff member but can be read privately.

The mailing address for individuals is:

Dominion Hospital  
C/O Reflections  
Individual's Name, Patient ID #  
2960 Sleepy Hollow Road  
Falls Church, VA 22044

*Mail (cont.)*

Due to privacy concerns, Dominion Hospital will not forward individual mail after discharge. It is the individual's responsibility to advise family, friends and business contacts of their forwarding address.

Packages received during an individual's stay must be opened in the presence of staff.

Floral arrangements are not allowed on the unit.

## **MEALS**

1. Patients have 30 minutes to complete meals.
2. Meals are eaten at the table in the dining room with a staff member present.
3. Patients are expected to be on time for all meals.
4. Staff will put the patient trays on the table. Patients are expected to sit where their meal tray has been placed. Changing seats will not be acceptable.
5. Patients are not to begin meals before a staff member is present, has removed tray cover and checked to make sure patient has appropriate items, and has given an end time. (Patients may request a 10 minute warning).
6. Patients must remain at the table with their tray for the entire meal time. Therefore, patients may not receive Ensure supplement before 30 minute meal time has elapsed.
7. No food, diet or body talk will be permitted during meal times. If a member of the group begins to engage in such conversation a peer or staff member will state "Red Light" or other agreed upon word/phrase.

*Meals (cont.)*

8. No substitutions may be made to menu/tray at meal times. Patients are expected to eat the items which arrived on their tray. Concerns regarding trays and food items will be redirected to the dietitian. The only exception to this is to request a cold milk if the provided one is warm.
9. Patients may request to heat up their food one time, and only at the start of the meal. This will be permitted at staff discretion.
10. Only two (2) 8oz cup of water is allowed during each meal. Patients may only fill water cup prior to start of meal and may not get up during the meal for water.
11. Hooded or pocketed sweatshirts, jackets, long sleeves and outer garments are not to be worn during meals. Patients are to only wear one layer of clothing.
12. If a patient is unable to be redirected by staff to refrain from use of food rituals, staff may choose to remove the tray and provide patient with a required amount of liquid supplement to complete the meal or be moved to the observation room at the discretion of staff.
13. No excessive cutting, stirring or mixing of foods.
14. No dunking of foods into beverages.
15. Only one side of a piece of bread should be buttered.
16. No blotting of oil, gravy, sauces or other condiments.
17. A maximum of four condiments will be allowed per meal. Condiments include: salt, pepper, sugar, ketchup, mustard, sugar, tartar sauce, cocktail sauce, lemon juice and honey. No more than two of the same kind of condiment will be allowed. Only condiments ordered during meal planning will be provided. Light or fat free items and sugar substitutes will not be allowed.
18. Salads must be ordered with dressing.
19. Utensils will not be used for foods which are meant to be eaten with the hands, such as sandwiches, pizza and bagels.

*Meals (cont.)*

20. Only one napkin is permitted per meal. Only if a napkin becomes soiled or no longer usable will a second napkin be provided at the discretion of the staff.
21. Staff must check patient trays at the end of meals before trash can be thrown away. Patients are expected to throw away trash in the kitchen on the unit at the end of meal time.
22. Hiding food will result in the following meal being eaten 1:1 or Close Observation, separate from the community. An Ensure supplement will be offered.
23. Staff will record the percentage that was eaten at each meal for every patient.
24. The patient will be expected to drink a prescribed amount of nutritional supplement (i.e.: Ensure) if 100% of the meal is not consumed.
25. **Food rituals of any kind are not permitted. Staff will remind and redirect behaviors as needed.**

Guidelines for Eating 100%

1. Patients are expected to complete all meals including apple peels, potato peels, gravy when on food, and crumbs of food on plate. When butter, salad dressing, cream cheese, or peanut butter are on a tray they must be finished entirely.
2. It will be up to the discretion of the staff to determine whether a food is not edible due to bruising, spoiling, etc.
3. Patients will not be allowed to add items to the menu that are not being offered that day (i.e. potatoes, vegetables not offered, etc.) unless approved by dietician.
4. Patients will not be allowed to order half of an item.

*Meals (cont.)*

5. Patients will not be allowed to modify an item on the menu and must order items as they are made.
6. The alternative menu may only be used for one meal a day.
7. Staff will encourage patients to order a dessert once a week to help challenge their eating disorder.
8. Salad is considered a vegetable and must be completed as part of the meal.
9. If less than 100% of meal is completed, patient will be expected to drink a predetermined number of Ensure supplements to provide adequate calories and nutrients for that meal.
10. Staff will determine percentages completed immediately following the meal.
11. Patients will not be permitted a supplement prior to the end of meal time.
12. Patients will be allowed 10 minutes per can of Ensure to complete required amount.
13. Patients who do not complete 100% of their meal or who refuse Ensure supplement will be automatically excluded from the daily exercise/fitness group.
14. If patient is found hiding food, Ensure will be offered, and the next meal will be eaten in 1:1 or Close Observation away from the community.
15. Food rituals will not be allowed during meal times. Staff will redirect behaviors as needed.
16. The use of Ensure is discouraged. Nutritional rehabilitation means compliance with normal eating patterns. Supplements are intended as a last resort to provide nourishment to patients unable to complete the prescribed meal.
17. Failure to continuously eat 100% of the meal may result in other unit restrictions which will be determined by the staff.



*Meals (cont.)*

18. Ensure may not be refused. Patients who refuse treatment cannot be successfully treated. Repeated refusal of Ensure will lead to reevaluation of treatment plan.

Cafeteria Challenges

1. Cafeteria Challenges allow patients to have hands-on experience of cafeteria style eating.
2. These challenges are also an opportunity for patients to see the negative effects that their eating disorder has on their dining out experience.
3. Cafeteria Challenges are a privilege and patients who do not follow the guidelines below may be excluded from the challenges:
  - a. Completing 100% of meals and snacks while they are on the unit (This does not include drinking Ensure supplements in place of meals.)
  - b. Demonstrating any Eating Disorder behaviors while on the unit.
4. Patients are expected to follow the same meal plan and eating guidelines in the cafeteria that they are assigned in the unit (i.e. if they eat two meat exchanges in the unit, then they will need two protein exchanges in the cafeteria.)
5. Salad is not an acceptable substitution for an entrée.
6. Those patients who show that they are not meeting at least 75% of their needs during cafeteria challenges will not be allowed to continue participating until they are able to demonstrate compliance of meal plan. The amount of meal consumed will be determined by the staff.
7. Those patients that do not eat at least 100% of their needs, will be expected to drink a predetermined number of Ensure supplements to provide adequate calories and nutrients for that meal.

*Meals (cont.)*

Snacks

1. Patients must eat 100% of their entire snack.
2. Patients must be on time for snacks.
3. Patients must choose different items for each snack. Patients cannot choose cereal for more than one snack per day or two cereals at the same snack.
4. Patients have 15 minutes to complete snacks.
5. This includes all of the peanut butter in container.

*Snacks (cont.)*

6. Patients who do not finish 100% of their snack will receive Ensure unless otherwise specified by their physician.
7. Patients will follow the same clothing protocol as outlined for meals.
8. Snacks must be chosen from what is available from the unit pantry. Special requests cannot be made.
9. One soda per patient will be provided on Friday and Saturday evenings during movie time. Additionally, patients will be able to choose to participate in a special snack selected by the staff at this time.

## **MEDICAL RECORDS/ RELEASE OF INFORMATION**

Continuing care is important to us and we will be happy to provide an individual's Healthcare Providers with copies of their medical record. Individuals may also need copies for insurance purposes, legal purposes, and for their own individual use. Unit staff will provide an "Authorization for Release of Written Protected Health Information."

This form must be completed in its entirety and signed by the individual (for ages 14 or older) and parent (unless individual is 18 or older).

The request will be processed by the Health Information Management (HIM) Department according to the instructions on the form. Under law, the HIM department has 15 days to comply with a request for records but we make every effort to have the requests completed within one week. If you have any questions about your records and obtaining copies, please call the HIM Department at 703-531-6105.

## **MEDICATIONS**

All Partial Hospitalization Patients should give their medication to the unit nurse immediately upon entering the unit. Please only bring medications in their original bottles. You will be returned the bottle at the end of each day.

## **PATIENT IDENTIFICATION PASSCODE**

The privacy of individual's information is second only in importance to patient care itself. All information about individuals is confidential. In order to better protect each individual's privacy, a four (4) digit passcode will be assigned for individuals to provide to family members or friends with whom the Hospital can share personal health information (PHI).

*Patient Identification Passcode (cont.)*

**Family or friends seeking information will need to provide this passcode to the nurse or other hospital employee that they are speaking with, in order to receive any information.** The passcode will serve as authorization to disclose PHI for purposes such as communication results, findings and care decisions to family or friends. The facility is not responsible for distribution of this passcode and will assume that the individual is taking reasonable measures to protect their passcode.

For more information, please contact the Facility Privacy Officer at 703-531-6106.

## **PATIENT SAFETY/OBSERVATION**

One of Dominion Hospital's most important goals is to ensure that all individuals receive treatment in an environment that is safe and secure. Upon admission and during the course of hospitalization, there will be ongoing assessments of an individual's safety. All individuals require varying levels of structure and support in order to maintain safety. The following precautions are instituted for safety:

- Unit Restriction (UR): See description to right.
- Sharps Restriction (SR): May not check out items on the sharps list. All individuals are on sharps restriction for at least 24 hours after admission but may require more time due to various treatment reasons.
- Falls Risk (FR): The treatment team will determine if an individual is a falls risk. An individual may require a falls alarm at night or additional interventions as ordered by the treatment team.

*Patient Safety/Observation (cont.)*

15 Minute Checks

One of the main components of safety precautions on the inpatient units are 15 minute checks. A staff member must observe each individual every 15 minutes during their stay. This will require that the staff member open your door and look at the individual throughout the day and night.

More frequent monitoring may be instituted if an individual is assessed to have the potential to harm themselves or others or if their behavior is such that it may potentially be harmful or disruptive to others.

Unit Restriction

When a new individual arrives on an inpatient unit, they will be restricted to the unit until cleared by their attending psychiatrist, the internist, clinical manager and other members of the treatment team. This is normally accomplished within the first 24 hours.

If an individual engages in self-injurious behaviors (cutting, scratching, burning, etc.), that individual will be on unit restriction for the next 24 hours. To be able to leave the unit again, the individual will need to demonstrate that they can remain safe by processing the event with staff and by being able to demonstrate safe, effective coping skills in lieu of self-injury. If an individual engages in threatening or aggressive behavior, are unable to follow basic staff instruction, otherwise demonstrates that they are a danger to themselves or others, or poses a severe elopement risk, that individual will not be able to leave the unit until the treatment team determines that the individual is safe again.

## **PATIENT SATISFACTION SURVEY**

At the time of discharge, each individual will be provided an opportunity to complete the hospital's Patient Satisfaction Survey. Individuals are encouraged to take a few moments to rate the services that they received at Dominion Hospital during their stay so that the hospital can continue to enhance and improve the care we provide. All responses are voluntary and confidential.

## **PROPERTY DAMANAGE**

If an individual destroys property or another patient's property, they will be responsible for the damage which could include monetary reimbursement. In addition, individuals may be responsible for cleaning up any damage. For example, if an individual writes on a wall, they will be asked to clean it up. Hitting or kicking objects or walls is harmful as well as the property and well-being of others. We will offer other ways of dealing with stress, frustration and anger. Aggression, even directed at objects, can lead to violence and intimidation.

## **RELATIONSHIPS**

Relationships formed in treatment are for the purpose of treatment. Outside communication may distract individuals from focusing on their treatment or detract from obtaining maximum benefits from treatment. No sexual activity, hugging or handholding is permitted on the units. Hospitalization is a vulnerable time and discretion is strongly advised in developing relationships. Individuals may not visit in another individual's room, even if they are of the same gender. Sexual relations are prohibited at all times, under all circumstances.

Staff encourage individuals not to give out personal information to other individuals, including telephone numbers.

## ROOM ASSIGNMENTS/UNIT LAYOUT

### Individual Rooms

Individuals may share a room with one or two other individuals. Individuals cannot be guaranteed a private room. Each room has two or three single beds, built-in closets, and drawer space. Only members of the same sex will share a room. Toilet and bathing facilities are located in each individual room. Admissions and discharges may require reassignment of rooms.

Individuals are expected to keep their areas organized and their beds made. Self-care is the responsibility of each individual. Individuals will be responsible for attending to their own personal needs, such as hygiene, laundry, and storing their belongings in the drawers and closets provided. No items may be taped to the walls, doors, windows or furniture in the room.

### Common Rooms/Lounges

There are common areas/lounges on each unit for use. Individuals are responsible for straightening up the lounges after use. Tables and chairs must be neatly arranged. Papers, food containers, and other garbage must be disposed of properly. Tipping in chairs or putting your feet on furniture is not allowed.

### Environmental Rounds

Environmental rounds are completed daily by staff to check on cleanliness and overall room condition including the need for maintenance repairs or attention from housekeeping. Individuals are encouraged to report to staff any needed maintenance repairs they observe.

*Room Assignment/Unit Layout (cont.)*

Room Checks

A room check is a more thorough check of individual's rooms and personal belongings. Room checks are done randomly or when staff have a reason to believe there may be restricted items or contraband present. Room checks include the search for food or beverages as well as unsafe items. It is important to note that individuals may not store any food or beverages besides water for infection control purposes. Items found and deemed unsafe will be automatically returned to the Nurses' station or disposed of appropriately. This is done to maintain the safety of the unit.

Alcohol, Drugs, Drug Paraphernalia

Any alcohol, drugs, or drug paraphernalia found during a room or belongings search will be immediately confiscated and the individual's physician will be notified. Additionally, staff are required to notify local police if any illegal drugs are found on the unit.



## SAFETY LEVELS

Throughout the day, individuals will be asked to provide their safety level. A safety level is a number from 1 to 10 that is a self-assessment around how safe the individual feels at the time. Below is a guide to help individuals understand the safety level system. Honesty in reporting safety levels allow staff to better cater to individual treatment needs.

<b>1-2</b>	Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, intent to carry out the plan, not committed to safety, not agreeing to come to staff before acting on unsafe thoughts. <i>Safety levels under 5 require individuals to complete a safety contract and may need additional staff interventions.</i>
<b>3-4</b>	Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, no intent to carry out the plan, not committed to safety, but agreeing to come to staff before acting on unsafe thoughts. <i>Safety levels under 5 require individuals to complete a safety contract and may need additional staff interventions.</i>
<b>5-6</b>	Frequent suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, <u>committed to safety</u> and agreeing to come to staff before acting out unsafe thoughts.
<b>7-8</b>	Some suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, <u>committed to safety</u> and agreeing to come to staff before acting out unsafe thoughts.
<b>9-10</b>	No suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, <u>committed to safety</u> and agreeing to come to staff before acting out unsafe thoughts. <i>Considered completely safe.</i>

## **SEARCHES**

Nursing staff must be certain that no individual is in possession of something that may harm either themselves or others. Safety Searches occur on admission or if a staff member suspects possession of contraband (see “Contraband” list). Individuals will be asked to remove their clothing in a bathroom and change into hospital gowns (“double gown search”). Individuals will then pass clothing to a staff member of the same sex who will inspect them, the clothing and the bathroom for contraband. If an individual refuses to consent to the admission safety search, individuals will not be allowed to come out of the open quiet room until they have complied.

## **SERVICES FOR THE HEARING IMPAIRED**

To ensure effective communication with individuals and their companions who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services free of charge, such as: sign language and oral interpreters, video remote interpreting services, TTYs, written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, and televisions with caption capability. Please ask your nurse or other hospital staff for assistance.

Should there be a concern or complaint about any services related to ensuring effective communication for individuals with special needs, please contact the Patient Advocate at 703-538-2882 during business hours or anytime to leave a message. After hours, a Nursing Supervisor is on duty to assist with concerns and issues and can be reached at 703-538-2875.

## **SMOKING**

Patients in PHP who need to smoke during the treatment day will be escorted outside by a staff member per availability. PHP participants will need a doctor's order to take smoke breaks. Participants in our inpatient program will not be able to leave the unit to smoke. If you are interested in exploring smoking cessation options, please speak with your physician.

## **TELEPHONE/TELEPHONE TIMES**

Cellphones are not allowed on the units at any time. Individuals will have access to the telephone at designated times. The purpose in designating specific telephone times is to reduce the number of interruptions during groups and activities. Additionally, limiting the time on the telephone allows other Individuals to make or receive calls. To make an outside call, please dial "9" prior to the number. If you need assistance with making a call, please see a staff member.

Please limit phone calls to 10 minutes each. In order to allow all patients enough phone time, calls will be limited to two per evening.

Patients in the PHP program will have limited phone availability.

## **TELEVISION/MOVIES/BOOKS**

The unit has a television in the front lounge for use. The television is to be turned off during all scheduled groups and at night. Individuals may decide which television program to watch and courtesy is expected between individuals. Staff may intervene if inappropriate shows are selected.

## TREATMENT TEAM

During an individual's first days at Dominion Hospital, a team of professionals, including a psychiatrist, registered nurses, a licensed social worker, activity therapists, and other specialists will meet. Family members may be asked many questions at the beginning of an individual's stay to assist the team in understanding an individual's particular situation and the best way to help. The Treatment Team meets Monday through Friday. The Treatment Team is also responsible for making decisions around restrictions (Unit, Sharps, or Falls) based on an individual's behavior. Social Workers will review the treatment plan with the individual and incorporate individual preferences into the treatment plan. The members of the Treatment Team include:

Psychiatrist: Directs the treatment team, prescribes medication, and develops a discharge plan.

Therapist: (Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC)): Provides individual, group and family therapy, case management and arranges for family meetings to address discharge planning goals. An individual's social worker will normally be assigned the morning after an individual's admission. If an individual is assigned at the end of the week, an individual will work with a weekend social worker. An individual's assigned social worker will contact a family at the beginning of the following week.

*Treatment Team (cont.)*

Nursing Staff: Provides around the clock nursing care, monitors safety and behavior, coordinates treatment activities, administers medications and provides medication education, assists in the development of goals and achievement skills and individualizes the treatment plan within the guidelines established by the treatment team.

Art and Activity Therapists: Provides arts and crafts, fitness, and leisure education groups and activities.

Utilization Review Coordinators: Works with an individual's insurance company or managed care company to ensure that each individual receives the maximum benefits from treatment.

Registered Nutritionist: Provides ongoing nutrition assessments and education groups. As your treatment progresses, family meals will be incorporated.

## **VISITING**

Due to the relatively short duration of hospital stays, it is essential to focus energy on relationships with close family members. Therefore, visiting is restricted to immediate family only (parents/guardians, siblings and grandparents). Visiting outside of the scheduled times is generally not allowed. Visiting is only permitted for inpatients.

Members of the clergy may visit. Dominion Hospital asks that a call be placed first to the unit to arrange the appropriate time to visit.

*Visiting (cont.)*

Outside therapists or psychiatrists may call or visit only with written consent from the parents and a written order from the attending psychiatrist.

Please help us ensure unit safety and comfort by observing the procedures below:

- Visitors must register at the front desk in the main lobby and obtain a Visitors' Pass, which they must wear during the visit. Our security staff will conduct a search of items to be taken to the Unit at this time.
- When arriving on the unit, visitors must sign in at the nursing station. All belongings brought onto the unit for individuals will be inspected by Unit Staff. *Staff will not accept any restricted items from visitors.*
- Due to the limited amount of space, two visitors per person will be permitted at one time (immediate family only). If more than two immediate family members come to visit, turns will need to be taken so all visitors can spend time with the individual.
- We ask that visitation take place in the lounge and individual's rooms.
- An approved adult visitor must accompany family members under the age of 18 and remain with them throughout the visit.
- If the individual requires intense supervision, visiting arrangements will be organized and monitored by nursing staff.
- Visitors and individuals must say goodbye on the unit. Individuals will not be permitted to accompany visitors to the front desk or the door.

*Visiting (cont.)*

- Visitors may be asked to show their badge when exiting secure areas of the hospital.

Visitor Conduct

- Please leave valuables and electronic devices (cellphones, pagers, etc...) in your vehicle. Our Security Staff will ask you to return these items to your car before leaving the Lobby area to the Units. Do not bring bulky coats or bags on to the unit and do not leave personal belongings unattended.
- Visitors may not bring any food or drinks onto the unit. Health and storage concerns necessitate this restriction.
- Any visitor appearing to be under the influence of alcohol or drugs will not be allowed to visit and may be directed off the premises.

Visiting Hours

Tuesday and Thursday

7:00-8:00pm

Saturday and Sunday

2:30pm-4:30pm\*

\*Please allow for a snack break between 3:45-4:00pm. During this time, all patients will be in the dining room. Visitors will not be permitted.

## **POST DISCHARGE WELLNESS CALLS**

To support each individual's discharge transition, Dominion Hospital offers a supportive telephone follow-up service in the days after they leave the hospital. This service is offered to each individual for their consent (via a signature) at the time of discharge. With an individual's consent, a discharge coordinator will make telephone contact with them at the number they provide within the first three days after discharge. The purpose of the calls is to ensure that each individual understands the medications they are prescribed, when and where their follow-up appointments are to occur, and generally how they are doing. Many individuals take advantage of this valuable service that is provided free of charge. To take advantage of this service, please let a nurse know at the time of discharge.

## **WHAT TO BRING**

Personal items and bags brought in upon admission and during visiting hours will be inspected by staff. Dominion Hospital discourages bringing any personal valuables to the hospital such as wallets, credit cards, money, cellphones, etc. All jewelry must be removed at admission. If these items are brought to the hospital, the items will either be sent home with a family member or friend of the individual's choosing or locked in the hospital safe. No valuables will be stored on the unit. On admission, staff will take an inventory of everything that the individual has brought with them. Individuals will be allowed to keep all unrestricted items with them and those items will become their responsibility.



*What to Bring (cont.)*

Individuals are encouraged to bring the following:

- Three to four changes of casual, comfortable clothes (storage is limited)
- Pajamas or nightgowns, without draw strings
- Shoes
  - One pair of comfortable shoes or slippers with no laces for walking around the unit
  - One pair of outdoor/sports shoes (laces are allowed) to be kept in a closet
- Jacket or sweater based on the weather

The following items are allowed after coming off Sharps Restriction:

- Make-up (three pieces at a time may be signed out)
- Hairdryer (on the unit hairdryer is permitted for use)
- Electrical razor (battery operated only and cannot be shared with anyone)
- Dental floss-must be thrown away at nursing station
- Nail files
- Q-tips-must be thrown away at nursing station
- Jewelry-rings, bracelets and earrings. Necklaces are never allowed (only three pieces are allowed to be signed out)

**Dominion Hospital**

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