



CAROLINA DUNES

Behavioral Health

ADULT PATIENT HANDBOOK

Visitation Times

Wednesday & Thursday: 9:00am – 10:00am

Saturday: 1:00 pm – 3:00pm

All visits limited to 30 minutes

*****No visitors under the age of 18 allowed*****

Carolina Dunes Behavioral Health

2050 Mercantile Dr.

Leland, NC 28451

910-371-2500

www.carolinadunesbh.com



WELCOME!

Dear Patients and Families,

Welcome to the Adult Services program at Carolina Dunes Behavioral Health. We look forward to working with you and your extended support systems. We will make every effort to ensure that you experience a treatment outcome that is successful and cost-effective.

Please take some time to read this Handbook; it will assist you in becoming familiar with our program which offers a safe, structured environment. It will also define the roles and responsibilities/expectations you as patients and caregivers will have in order to make this a successful journey.

At Carolina Dunes Behavioral Health, you will work to achieve specific goals. These goals will be individualized to meet your needs and be created by you with the assistance of our caring and supportive team. The treatment team will be composed of the patient, a psychiatrist, a master's level therapist, a team of nurses, CNA's, recreational therapists, mental health technicians and other staff members. The treatment team may at times also involve other outside support systems. **The therapist is the primary staff member who should be contacted with questions related to treatment and programming.**

If you have any questions, please do not hesitate to speak with our staff. We appreciate the opportunity to work with you. We take pride in being a part of your success!

Sincerely,

The Carolina Dunes Behavioral Health Team



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Confidentiality and Your Code Number

Carolina Dunes Behavioral Health makes a sincere effort to guard the confidentiality of your information. We follow all applicable federal laws and regulations regarding confidentiality. Per these federal laws, you are not permitted to talk about other patients to persons outside of our treatment team members. Every patient is assigned a code number to protect confidentiality. **It is your responsibility to give the Code Number to those people you permit to know you are here.**

Please Note: For the protection of the patients, the staff will **not** authorize communication without this code number.

Family involvement is important to the success of each resident. CDBH has some guidelines in place to help ensure the safety of all patients. We ask that visitors keep ALL purses, cell phones and other personal items locked in their vehicle. Any alcohol, illegal drugs, weapons, or sharps are not permitted on the premises.

Family and friends may bring approved personal items for you at this time. All items must be inspected and inventoried by staff prior to your receiving them. Please be patient. Staff will attend to your belongings as soon as they are able.

Visitors must be 18 or older

Only 2 visitors, per patient, at a time.

All visitors must present a picture ID

Please remind family and friends to be on time.

Visitors will be issued a Visitor Badge and asked to sign a confidentiality statement at the Lobby Desk. The Visitor Badge must be worn and visible at all times while within the facility.

Visitors who are disruptive or violate the contraband policy will be asked to leave and forfeit their access for future visits.

Unit Dress Code

Patients are to wear their own clothes.

- No halter tops, tank tops, or shirts revealing your midriff.
- Slogan shirts will be monitored for appropriateness.
- No bare feet or chests in public areas.
- Clothing is to be changed in the patient bathroom.
- Staff may request you change clothes if the attire is not appropriate.



Belongings/Restricted Items/Valuables

In order to maintain the safety of our patients, their belongings, and our staff, the following guidelines for patient property have been made.

For safety reasons, we ask that you only have with you:

- One pair of shoes (laces are not permitted)
- Four of each of the following:
 - shirts
 - pants
 - shorts
 - underwear/bras (no underwires)
- Two sets of pajamas
- 1 jacket or sweater (no hooded sweatshirts)

If you require the use of a CPAP or oxygen, please bring machine and supplies from home to use while here.

All hygiene and toiletries will be provided by the facility unless prescribed by an MD then bring that with you.

We will supply toothbrushes, soap, and toiletries. Due to safety concerns, we generally ask for our patients to utilize the toiletries we supply. While they may not be of the same quality you are used to, they will be sufficient enough for the brief time you are here with us. CDBH is not responsible for lost or missing items on the unit. We ask that you to send your restricted items and valuables home, including money, jewelry, and your purse or wallet.

Valuables: If you are unable to send valuables home, we will lock your valuables in the facility safe. Wedding rings are permitted if unable to remove but CDBH is not responsible for any lost or stolen jewelry that is not removed prior to or upon admission.

Restricted Items are to be kept in patient storage. These include glass and sharp objects and anything the staff deems to be potentially dangerous. Patients may **not** have access to these items until after discharge.

Shaving razors are accessible. Staff must be available to observe patients shaving.

Personal medications from home may be brought to the facility and will be given to the on-site pharmacy to check and dispense if the medication is not available in our pharmacy. Medications will be given back to the patient upon discharge.

The following is a list of restricted items. They include but are not limited to:



- ❖ Belts / Robe Ties / Draw Strings in clothes
- ❖ Hats, Hooded sweaters
- ❖ Money
- ❖ Drug Paraphernalia, or Illegal Substances
- ❖ Jewelry of any kind – including watches
- ❖ Aerosol Spray Cans
- ❖ Bottles or Containers of any kind. Toiletries will be supplied by our facility. We ask patients to go without their preferred “Name Brand” items for a brief time.
- ❖ Hygiene Products
- ❖ Hairdryers or Curling Irons
- ❖ Headsets / Radios / Walkman’s / CD Players / TV’s / PDA’s / Cell Phones
- ❖ Lap Top or Hand Held Computers
- ❖ Purses, Handbags
- ❖ Metal Eating Utensils or Plastic Knives
- ❖ Wire bound notebooks or books
- ❖ Clothes hangers
- ❖ Stuffed Animals/Toys
- ❖ Lighters/Matches - We have unit wall lighters on the patio
- ❖ Food and Beverages from outside sources
- ❖ Pens / Full Length Pencils (with or without metal eraser holder) or Colored Pencils / Markers (We can provide golf sized pencils)
- ❖ Inappropriate Clothing: Alcohol Logos, Inappropriate Words, Pictures Depicting Death (Skulls) or Sexual Innuendos; revealing clothing of any type. Use your best judgment.
- ❖ Reading material will be monitored by Therapist.

***Staff may restrict any items they find questionable, at any time.
(Again, this is for your safety, as well as the safety of others.)***

Telephones



Refer to the Unit Schedule for designated phone call times. Telephones are available for your use when groups are not in progress. As a courtesy to others, please limit your calls to 10 minutes.

Family members and loved ones who wish to speak with a patient should have the patient code and call...

910-371-2500

There will be times when the patient is not available to speak on the phone, since use of phone during group times is discouraged.

Smoking

Smoking is not permitted. We offer smoking cessation techniques and nicotine patches.

Television

Television is available in the day rooms when groups are not in session. Educational material, movies, and recreational games are available on the TV. The TV is turned off at 9:00 p.m. so that the unit is quiet to encourage rest.

Housekeeping / Personal Hygiene

Every patient is expected to shower daily.

Everyone is asked to clean up after activities. The common areas are put back in order for the next activity.

Inform the staff of any spills or special cleaning needs.

Patients are expected to keep their rooms neat and orderly. There is no food allowed in patient rooms or on the patio.

Meals, Food & Beverages

Refer to the Unit Schedule for designated meal times. No outside food or beverages are to be brought to the unit by visitors. This includes candy, gum and soda.

Commented [JM1]: How will we know they are calling only those people they should be calling?



Family Involvement & Support

Your family is an important part of your recovery, and will be involved in your treatment at your request. Concerns or questions that you or your family may have about your treatment can be discussed with the treatment team members. Your family may be involved during the assessment, family therapy, educational sessions, discharge planning, and continuing care. Please know that we do welcome letters and cards, but gifts should **not** be delivered during treatment.

Relationships *(a word of caution)*

While at CDBH, be supportive of your fellow patients. However, this is **not** the place to develop intimate relationships.

This is your time to concentrate on your healing.

CDBH believes in heartfelt handshakes. Hugs can be misinterpreted and some patients find that action too invasive.

Be respectful of everyone's boundaries & space.

Patients are not permitted to enter another patient's room at any time.

Please refrain from loaning or giving personal items to other patients.

If you have any questions, talk to a staff member.

Treatment Team

Psychiatrist

Your Psychiatrist will meet with you within the first 24 hours of admission and will work with you to determine if medications may be helpful. If so, your Psychiatrist will make recommendations about these medications. Be sure to ask questions about these medications, so that you know what you are taking, what benefit is expected, and if there are any side-effects to monitor.

Nurses

A Nurse will review your health information when you first get to the hospital. The Nurses will review your medications with you when they are first prescribed. They will dispense your medications, and can answer questions about your health.



Mental Health Technicians

Commented [JM2]: CNAs

The Mental Health Technicians (MHT) are the people on the unit you should first go to if you have a question. They will help you find the answer. If you have any concerns, please let your mental health technician know. MHTs facilitate goal groups, community groups, topic groups, and are responsible for the safety of the milieu.

Recreational Therapists

The Recreational Therapists will work with you to develop a holistic program of recreational and physical activities that promotes health and well-being. Daily, recreational therapy provides you opportunity to perform physical exercise to help release energy, express feeling, and promote relaxation.

Therapists

One of our Therapists will meet with you within 24 hours of admission to review your Comprehensive Clinical Assessment. He or she will work with you to explore other things occurring in your life. Daily groups are run by our Therapists and cover a variety of topics and skills that are effective in bringing back your health. Our Therapists also provide family and individual therapy. Our team will work with you to ensure we address these aspects to ensure your best chance of success in improving your health. Our Therapists will make recommendations for your care here, which may include specific groups to attend, individual therapy, family therapy, or other recommendations.

Your therapist will ask about the following:

- ❖ Current Living Situation
- ❖ Marital Status/Children
- ❖ Education, Employment, Military Service
- ❖ Religion/Spiritual/Ethnic/Cultural Beliefs
- ❖ Legal History (arrests, probation, etc.)
- ❖ Recent Stressors
- ❖ Social Support System
- ❖ Past Psychiatric Care (outpatient, inpatient, self-help groups, medications)
- ❖ Substance use and Gambling
- ❖ Relationships with caregivers and significant others in the past
- ❖ Significant issues from childhood
- ❖ Abuse - physical/sexual/emotional/financial
- ❖ Psychiatric and/or addiction history in your family



- ❖ The strengths you see in yourself
- ❖ Any weaknesses you see in yourself
- ❖ Your goals for yourself during treatment

Group Therapy

We know that group therapy can be very powerful in supporting patients' healing. Patients are expected to attend group sessions. If you choose not to attend groups, you are not permitted to loiter at the nurses' station. Smoking patios and day rooms are closed, TV's are off, and phone calls are discouraged during group times.

Goal Group

Goal groups allow patients to prepare for your day, meet and greet the staff working with you, review the schedule for the day, and develop goals related to your personal treatment plan.

Wrap-up Group

In Wrap-up Group, you will assess how things went for the day. Did you meet your goals? Likewise, you will begin to make plans for the following day.

Topic Groups

These groups are designed to enhance the themes of the days through activities and discussion. Topics may include stress management, social skills, life skills, coping skills, and goal setting.

Psycho-Education Group

These groups are led by your therapists and are designed to teach skills related to the theme of the day. Therapists will lead the group in a discussion or activity about topics that relate to the theme of the day and the needs of the group.

Process Group

These groups are led by your therapist and are more discussion based. The therapist will lead the group in in-depth discussions on presenting problems, relapse prevention, triggers, and other issues related to recovery.

Commented [JM3]: Where are the themes coming from?



Recreation Therapy Group

Recreation Therapy groups are designed to assist patients in developing positive, healthy leisure activities and skills to assist in the healing process. Recreation Therapy is an active group that engages patients to explore a variety of modes of self-expression.

Nursing Groups

Nursing Groups are led by a nurse, or designee, to further teach patients about medications, good health and hygiene, and nutrition choices.

Additional Information

Treatment Team Meetings

After the initial assessments, several members of your team will meet to help you set goals and create your plan of care. The staff will review the treatment plan with you. Developing your plan of care is vital to your success in the program.

Seclusions and Restraints

Sometimes illness can get the best of anyone. Non-physical interventions are our first choice for action; please help us keep you and others safe. Seclusion or restraints are used only when there is imminent risk of a patient harming themselves or someone else. Let us know in advance what techniques help you calm and regain control.

Grievances/Concerns

CDBH's goal is to provide a positive and valuable treatment experience for all patients. If you have a concern or problem with this experience, there is a procedure to register a complaint by notifying any treatment team member. The staff will take action to resolve the concern. The complaint/concern will be taken to the House Supervisor, and if still unresolved, a member of management will be notified and will meet with you to help resolve your concerns. If this action is not satisfactory, you may contact the Patient Advocate by calling the number posted on the units for further help.

Discharge Planning

Together, you and the treatment team develop your discharge plan. A well-designed plan is the key to your success. Proper discharge planning starts at the beginning of your stay. Therefore, your input is essential. Before discharge, you will receive a copy of your discharge plan. You may take this with you to your appointments after discharge.



Please be sure to prepare for your discharge by gathering all your belongings. Please be sure to acquire contraband and medications from home that were stored upon admission. Please keep in mind, some medications may not be returned to you at discharge. Your physician will discuss medications not to be returned. At discharge, we ask that you complete and turn in a patient care survey. The survey assists us in recognizing the areas we are doing well in and address areas we are not.

Aftercare/Continuing Care

It is important to know that your treatment does not end at time of discharge. As part of the discharge process, the nurse will review with you your discharge instructions and go over any medications that you will continue on as well as any upcoming appointments you will have in the community. You will also be given the option to provide feedback about your treatment experience at CDBH. Our staff is committed to providing the highest quality of care to its patients and genuinely want to know how we can better meet the needs of patients. Your feedback is essential to this process and we hope that you will feel comfortable providing this valuable feedback.

With your consent, CDBH staff would also like to follow up with you after your discharge to see how you are doing and to assist you with any needs you might have. Our follow up calls occur at 72 hours post discharge, one month post discharge, and again at 6 months post discharge. These calls are intended to provide additional support to you as you reintegrate back into your day-to-day life.

Summary

We hope you find this Handbook helpful. We understand this can be a lot of information. We are here to help answer your questions. Please let us know how we can help better serve your needs and contribute to a healthy future. *Thank you!*

