

***Patient :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Psychiatrist:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Social Worker:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Medical Doctor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***PATIENT HANDBOOK***

Welcome to R. J. Blackley ADATC. We want you to find the help you need, receive support and ensure that our community has the structure and content that provides you with the opportunity for change.

We understand that substance abuse treatment can be a very emotional and challenging time. Learning to express your emotions and needs in a respectful manner is a valuable part of recovery. We want to help you address your feelings and issues related to recovery so please reach out to us if you have any questions or concerns.

We want to make sure that your time here is well spent. In order to maximize the treatment experience and decrease outside stressors, we do not allow personal electronics (radios, televisions, cameras, personal computers, etc.). We will secure your cell phone for you and return it to you upon discharge.

In the interest of promoting good health, we are a no smoking facility. This includes but is not limited to cigarettes, smokeless tobacco, e-cigarettes, and snuff.

We will support you in completing your treatment. We will work with you. However, challenges in following the guidelines may result in transfer to a higher level of care or discharge.

We believe that your successful completion of treatment will be an important step in your recovery journey!

**Personal Belongings:**

You will be provided with toiletries during your stay.

A secured area is provided for each patient’s personal belongings (cell phone, cell phone charger, keys, credit cards, etc.). Your personal belongings will be returned to you upon discharge.

Your room is personal space for you and your roommate. Please respect each other’s personal space and belongings.

 Please do not visit other patient’s rooms.

Your personal items, clothes, towels, shoes, etc. are to be placed in your assigned wardrobe space.

 Please place your toiletry items back in your wardrobe space after using them in your bathroom.

**Laundry:**

Laundry facilities and supplies are available for your use. Please follow the instructions posted on your unit.

**Personal Appearance:**

Therapeutic change and recovery are enhanced by limiting distractions to create a respectful environment. We recommend wearing comfortable and machine washable clothing. Patient safety and respect of self and other patients is of utmost concern.

Some general dress and personal hygiene guidelines are offered below. This is not an all-inclusive list. Seek assistance from staff for clarification on appropriate clothing.

Due to limited space, patients will be allowed 5 appropriate outfits for daytime and 2 appropriate outfits for bedtime.

For safety reasons, belts, shoelaces, and clothing with strings/ties may not be permitted on an individualized basis.

**Please do:**

* Wear ID bracelet always.
* Wear clothing that covers all undergarments and provides adequate coverage.
* Wear shirts, pants/shorts/skirts, and shoes always.
* Wear comfortable and practical shoes. No slipper socks, flip flops or slides. Sneakers are recommended for recreation activities.
* Wear nightclothes (e.g., pajamas, robes) and shower shoes in bedroom areas *only*.
* Maintain personal hygiene, general cleanliness, and a neat appearance.

**Please do not:**

* Borrow or lend clothes, personal hygiene equipment, or other personal possessions with other patients.
* Wear clothing suggestive of drug, alcohol, profanity, sexual or gang activity.
* Wear muscle shirts, spaghetti straps, mesh garments, see-through tops, and halter or bare midriff tops.

**Clothing items may be dropped off at the reception desk from 8:00 A.M. to 4:30 P.M. Monday – Friday.**

**Nutrition:**

We seek to meet your nutritional needs while you are staying at our facility. Outside food items are not permitted. If you feel your dietary needs are not being met let nursing staff or advocacy know. Also, you may speak with the dietician.

**Meal Times: Snack times:**

**Breakfast 7:30 A.M. 9:15 A.M**.

**Lunch 12:00 P.M. 3:00 P.M.**

**Dinner 5:00 P.M. 8:00 P.M.**

Vending machines are available for your use during designated times for each unit.

**Mail Call:**

Your mail is delivered to you between 3:00 P.M. and 5:00 P.M. Monday through Friday.

A staff member will be present when you open your mail.

**Money:**

You may keep up to $20.00 in your possession. Any personal funds over $20.00 will be deposited at the cashier’s office. You may obtain funds from your personal account Monday – Friday at 4:00 P.M. at the cashier’s window. Cash, cashier’s checks, or money orders may be left for you at the reception desk from 8:00 A.M. – 4:30 P.M. daily to be deposited in your account.

**Telephone Use:**

You can make a phone call upon admission. Phones are available for your use. You have 10 minutes for your phone calls. The phone may not be used during treatment and programming time. No calls (outgoing or incoming) are allowed between the hours of **11:00 P.M. and 6:00 A.M.**

**Searches:**

Staff may perform random searches which may include your room and/or a personal search. You will be informed of the search. Please know we may do a search for safety reasons, contraband and/or if ordered by your doctor.

**Bedtime:**

Lights out at 11:00 P.M.

**Linen change:**

We provide 1 bedspread, 2 sheets, 1 pillowcase, 2 towels and 2 washcloths. If you need clean linens, please bring your dirty linens to the linen room for exchange.

**Reporting Absences and Illnesses:**

We encourage you to participate in all scheduled activities. If you feel you are unable to attend scheduled activities, you are responsible for talking to your **nurse** before the activity starts.

**Accessing Psychiatric/Medical Care:**

If an urgent medical issue arises, please see your nurse. If necessary, your nurse will collaborate with psychiatric or medical staff regarding appointments.

**Day Room:**

The dayrooms are shared areas, therefore your personal items need to be kept in your room.

Please be respectful and refrain from activities that disturb others or damage property.

**Visitation:**

Prior to scheduled visitation times you will need to complete a visitation list with your social worker. Patients may have up to two visitors per visitation day. Your treatment team will determine on an individual basis when you are ready for visitors. Additional times for visits may be arranged with treatment team approval.

Visitation occurs two times per week.

 Wednesday Saturday

Registration 5:45 P.M. to 6:00 P.M. 9:15 A.M. to 9:30 A.M.

Orientation 6:00 P.M. to 6:45 P.M. 9:30 A.M. to 10:30 A.M.

Visitation 6:45 P.M. to 7:45 P.M. 10:30 A.M. to 11:30 A.M.

All visitors are required to attend the orientation. Therefore, visitors must arrive during the registration time or they will not be able to visit.

Visitation is limited to individuals ages 18 and older. Special arrangements must be made with your Social Worker for visitors under the age of 18. Visitors age 12 to 17 must be accompanied by an adult.

All visitors must show a photo ID. Visitors must leave all personal items in their vehicle. R J Blackley will not be responsible for any lost or stolen items.

**Discharge Planning:**

Discharge is a process to ensure your successful treatment and continued recovery. Prior to discharge staff from various disciplines will meet with you. You will actively participate in your discharge and aftercare to ensure success in your recovery.

If you wish to leave prior to the completion of your treatment, member(s) of your treatment team will meet with you within 24 hours. Your treatment team will review with you the benefits of completing treatment and the risks of not completing treatment. It may take up to 72 hours to safely complete your discharge.

**PATIENT RECOVERY GUIDELINES AND RESPONSIBILITIES**

You are required to observe these guidelines. They make the treatment setting safe and effective for your recovery. They maintain a safe and structured treatment environment that enhances your recovery.

Our program is designed to help you connect with peers, find help, receive support, and provides opportunities for change. Your treatment team will support you in making changes to develop a recovery plan. This will include helping you address behaviors or issues that interfere with your treatment goals.

**Attendance:**

You are required to participate in all scheduled activities. Groups, treatment team, and appointments with your treatment team members are important parts of your treatment and recovery process. Arriving on time for all scheduled activities is expected. Please be prepared to complete assigned homework related to your treatment planning goals and objectives.

**Confidentiality:**

For you to feel comfortable sharing feelings and experiences, you need to know the information you share will go no further. During any treatment activity, maintain confidentiality regarding information shared by other community members. Do not reveal information about patients to others outside of the treatment center including their names or any personal information. Confidentiality must be maintained after you are discharged.

**Intimate Relationships:**

Relationships of a romantic or sexual nature interfere with the treatment process. Therefore, sexual activity or romances with other patients while in treatment are not permitted. Please be mindful of others personal space and do not touch others without their consent. Inform your social worker and/or treatment team when questionable or problematic situations occur.

**Bartering and Trading:**

Bartering and trading in any form is not allowed.

**Gambling:**

Gambling in any form is not allowed.

**Safety Risks:**

The following behaviors are safety risks. They interfere with treatment and recovery. **Any infraction is extremely serious.** A meeting with your treatment team will occur. You will be required to comply with the recommendations of your treatment team. Failure to change a behavior may result in discharge.

**Alcohol and Other Drugs:**

Possession, distribution, solicitation or use of alcohol or other drugs is prohibited. You may be asked to submit to a urine drug screen as part of your treatment and recovery.

**Violence and Aggression:**

We have a **“no tolerance”** policy regarding violence, fighting, and/or threats of harm. Sexual aggression, stalking, and harassment are also prohibited.

**Other Unacceptable Behaviors:**

* Theft or destruction of property.
* Possession of weapons.
* Leaving grounds without permission.
* Removing or tampering with patient identification bands.
* Lighters and matches are prohibited. Igniting any item/object is strictly prohibited.

Staff and/or your treatment team may add other behaviors on a case by case basis.

**Patient Rights**

**Note:** some rights cannotbe restricted, and some can be restricted.

Rights that cannot be restricted:

Basic Civil Rights, Protections and Freedoms. You Have the Right:

1. To receive services provided with dignity, privacy and humanity
2. To be free from harm, mental and physical abuse, neglect, exploitation and corporal punishment. Also, you should be protected from harm, physical or mental abuse and exploitation by other patients.
3. To be free from discrimination of any type, including but not limited to race ethnicity religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
4. To be considered legally competent unless a court has decided you are incompetent. If a court has decided you are incompetent, you have the right to participate as fully as possible in all decisions that will affect you and to be restored to legal competency as indicated.
5. To retain your civil rights even while at RJ Blackley ADATC, you should be allowed to buy and sell property [such as real estate], enter into contracts, register and vote, bring civil actions, marry, and get a divorce, unless not allowed because of incompetence.
6. To have treatment information handled in a confidential way and not be disclosed unless required or permitted by state or federal law.
7. To live as normally as possible while at the hospital and receive treatment in a safe and sanitary environment.

Rights Related to Care and Services Provided

1. Receive a full physical and mental status exam, including laboratory evaluation where appropriate, within 24 hours after admission.
2. To receive prompt, adequate and necessary medical and dental care and treatment based upon your length of stay. If the hospital cannot provide the service you require, you may be transferred or discharged to another facility.
3. To have major physical injuries or illness reported to a family member of your choosing or your legal legally responsible person if you have granted appropriate consent.
4. To be informed in advance of the potential risks and benefits of treatment choices.
5. To agree to or to refuse any treatment and to withdraw consent at any time, except in an emergency situation or if involuntarily committed, under specified circumstances. Also, please know, if you are at the hospital voluntarily and you refuse treatment, you may be discharged.
6. To not be a participant in research, except for minimal risk research, without having received a full explanation of the purpose, potential benefits and risks of participation and granting your consent.
7. To be free from unnecessary or excessive medication.
8. To receive a nutritional diet that meets your needs and preferences, to the extent possible. Meals are to be served at morning, midday and evening times and will be served in an attractive way. If you need help with eating, you will receive assistance and special utensils as needed.
9. To clothing that is seasonal, of proper size, in good condition and comparable to what is worn by individuals in the community. The hospital will provide you with facilities to wash your clothes. If you do not have clothes or money to purchase clothing, the facility can provide you with a limited amount of emergency clothing and you may keep the clothing upon discharge.

Rights Related to Your Treatment and Discharge Plan.

You Have the Right:

1. To have an individualized treatment plan that is established within 30 days of admission. (It is RJ Blackley’s policy to have your individualized treatment plan established within three (3) business days.)
	* To meet with your treatment team and be included in developing your treatment plan. You may also invite a family member/significant other, or legally responsible person, if you desire, to attend your treatment team meetings. Your treatment plan will include the steps needed to help you reach your treatment goals. If you have concerns about your plan, you can request an “in-house” review or discuss the plan with other outside professionals at your own expense.
	* Your treatment plan will be reviewed with you and the other team members at least weekly for the first 2 months of your hospitalization and at a minimum monthly thereafter.
	* You may request a copy of your treatment plan and staff will provide you with a copy.
2. To have an individualized, written Continuing Care Plan (your discharge plan). It will contain recommendations for further services. A copy of the Continuing Care Plan shall be given to you or your legally responsible person upon discharge.

Rights Related to Communication You

 Have the Right:

1. To send and receive sealed mail. (However, staff will monitor the opening of mail to help ensure no contraband is received.) You can also have access to writing materials. A limited amount of postage, if you do not have funds for stamps, will be provided free of charge at your request. RJ Blackley ADATC staff will help you with sending mail if needed.
2. To contact and consult with legal counsel, private physicians and private mental health, developmental disabilities or substance abuse professionals of your choice. Note: outside contacts are at your expense and the hospital will not pay for outside evaluations.
3. To contact and consult with a patient advocate. Patient Advocates are available to ensure your rights are protected while you are a patient at RJ Blackley ADATC\*

\*You have the right to talk with a patient advocate if you have any questions about your rights. The patient advocate will respond to your request, depending upon the nature of the request, usually within one business day. You and/or your family are welcome to write or telephone the patient advocate, or you may ask any staff member to call an advocate for you. Advocacy phones are available in each unit dayroom.

Internal RJ Blackley ADATC Patient Advocates

1003 12th Street

Butner, NC 27509

(919) 575-7485

Please note that the Patient Advocate cannot assist you with discharge issues. Questions about discharge should be directed to your doctor and/or discharge planner. Clinical care issues, such as medication questions, should be discussed with a member of the nursing or medical staff.

1. To file a grievance or voice complaints and receive a timely response from the hospital without being subject to discrimination or reprisal. (Usually responses are sent out within 5 business days of receipt.)
2. To present concerns to the Human Rights Committee at any time.

Rights related to dignity and privacy.

You have the right:

1. To privacy and humane care.
2. To bathe on an individual basis. You will be allowed to bathe daily, or more often as indicated. Showers and toilets will allow for privacy. If you need special toilet or bathing equipment, the hospital will provide such items.
3. To linens, toilet paper and soap. If you do not have money to purchase other necessary personal hygiene products, the hospital will provide them.
4. To prearrange your funeral at **no** expense to the State.
5. To have an autopsy performed on the body but only when permission has been given by the appropriate person as specified or permitted by law.
6. To be provided a humane environment that helps you develop a positive self-image and preserves human dignity. This includes: being addressed by staff in a respectful manner; warm and cheerful furnishings; flexible and humane schedules, to the extent possible; provision of a quiet atmosphere for sleep during sleep hours; scheduled times to be taken outside for fresh air; reasonable access to entertainment equipment that is in working order; and an opportunity to decorate your room or a portion of a multi-room (with respect to choice and physical structure).

Rights that can be restricted

You have the right

1. To be out-of-doors daily.
2. To make and receive confidential telephone calls.
3. To receive visitors.
4. To maintain or access personal items (including money, clothing, driver’s license, toiletries, etc.). Any items that are sealed for security at admissions are only returned to the patient at discharge and are not available during their stay.
5. To have access to confidential information from your medical record. This access may be denied if the attending physician determines that the information may be injurious to your well-being. You can request that the reason for denial be explained to you by your physician.

If some of your rights **are restricted,** the restriction must be reviewed every 7 days, and reasons for the restriction must be explained to you and written in your chart. If you have a court-appointed legally responsible person, your legally responsible person has the right to be told when any of your rights are restricted. If you have questions about your rights, please contact a staff member, treatment team member or the Patient Advocate for assistance.

Formal Grievances

If you have a complaint about a situation or the way that you are being treated, you are encouraged to talk with your nursing staff, physician and/or treatment team to try to work out a solution. If you are still not satisfied you may file a formal grievance. This formal grievance can be either verbal or written.

To file a verbal grievance, call or ask to speak with a patient advocate. The number for the Advocacy Department is: **(919) 575-7485. Phones with direct access to the patient advocacy office are located on each unit.** If you are not comfortable contacting patient advocacy in the day room and require more privacy to share your concerns, staff can make accommodations.

If you wish to file a written grievance, your nursing staff or a patient advocate can give you a "Patient Grievance Form" form to complete. This completed form should be submitted to an advocate. If you prefer to mail this form, send it to:

Patient Advocacy Department

300 Veazey Drive

Butner, NC 27509

The patient advocate can explain the patient grievance procedure to you. This information is also included on the "Patient Grievance Form.”

You may choose to have someone else file a grievance on your behalf. This individual can be a family member, guardian, legally responsible person, hospital employee or any other competent adult. Except in the case of legally responsible persons, you will have to give individual written consent for them to take this action on your behalf.

If you prefer not to follow a formal grievance process and you have not resolved the issue with your treatment team or unit staff, you have a right to address your complaints directly to the RJ Blackley ADATC Director by calling 919-575-7619.

**All reported complaints about quality of care issues are reviewed by the Quality Management Department.**

You also can choose to go outside the facility to file a complaint with the NC Division of Health Service Regulation in addition to or instead of using the RJ Blackley ADATC grievance process. The address for the Division of Health Service Regulation Services is:

DHSR Complaint Intake Unit

2701 Mail Service Center Raleigh, North Carolina, 27699-2711

Telephone: 919-855-4500

800-624-3004 (toll free)

Human Rights Committee

Like the patient advocates, the Human Rights Committee helps protect your rights. The members of the Human Rights Committee are interested in improving the mental health services that are available to all North Carolinians. They have been appointed by the Secretary of Health and Human Services to see that your rights are protected.

You or your family may write the Human Rights Committee if you have questions about how RJB is working to protect your rights contact the Advocacy Department listed above

Disability Rights

Disability Rights is a private, tax-exempt, non-profit corporation that serves to protect the rights of, and offer legal representation to, children and adults with mental illness and developmental disabilities. If you have concerns about your rights or feel you are being discriminated against because of your disability, you may contact:

Disability Rights North Carolina

1-877-235-4210 (toll-free)

919-856-2195

or send correspondence to:

Disability Rights North Carolina

2626 Glenwood Avenue Suite 550

Raleigh, NC, 27608.

RJB staff can assist you in making these contacts.