



**HarborCrest**  
**Behavioral Health**

# Patient Handbook



# Welcome to Your HarborCrest Family!

As you embark on this journey with us, know that you're not just entering a treatment program – you're joining a community dedicated to your wellbeing.

## Your Path to Wellness Begins Here:

**A Nurturing Environment:** We offer a supportive and safe space where you can openly address your challenges and start transforming your life.

**Collaborative Care:** Our team is committed to working with you to tailor a care plan that suits your unique needs and goals.

**Empowerment Through Understanding:** We believe in empowering you with knowledge. Every step of your journey will be clearly explained, ensuring you feel confident and informed.

We understand that the decision to seek help is a courageous one. Our promise to you is simple: we are here to offer unwavering support, positivity, and commitment to your health and recovery.

## A Few Tips for Your Journey:

**Stay Engaged:** Actively participating in your treatment plan is key to your recovery.

**Keep a Journal:** Many find it helpful to write down thoughts, progress, and questions during their treatment.

**Open Communication:** Our team is always ready to listen and address any concerns or questions you may have.

Remember, this is your safe haven for healing and growth. We're not just a treatment center; we're a family committed to walking alongside you every step of the way.

## Together, Towards Recovery:

We're excited to be a part of your journey to wellness and look forward to celebrating every milestone with you.

With warmth and support,  
The HarborCrest Family

## **Confidentiality**

HarborCrest staff guard your health information and follow all applicable laws and regulations regarding confidentiality. We in turn ask that you never talk about other patients. The only exceptions to talking about other patients are in groups with those patients or to a staff member in the case of an emergency. What is heard/seen here, stays here.

## **Recovery Begins Here...**

At the beginning of your stay you will be in Special Care. You have an entire treatment team which consists of Substance Use Disorder Professionals, Registered Nurses, Physicians, and Certified Nurse Assistants who will be caring for you.

Your treatment will begin with a thorough assessment. Please be honest, open and direct during your assessment. The more we know about you, the faster we can develop an effective plan of care that addresses your individual needs. For your safety and confidentiality, we will take your picture as part of our two part identifier for medication administration. Laboratory testing of urine and blood specimens is necessary for quality medical care.

HarborCrest's treatment program is specially designed to meet your needs. When you are out of Special Care, you are required to be on time and participate in all activities in order to get the most out of your stay. Your treatment team will meet to communicate and set goals for your Individualized Service Plan, and your involvement is vital to your success in the program. If you have any questions or concerns about your individualized plan, please feel free to talk to any member of your treatment team.

## **Community Meeting:**

Community Meeting is held each morning at 8:50am. This meeting is to review community rules, group participation and scheduled activities as well as to set daily goals. Staff will address specific behaviors at this time. It is then your responsibility to be open, honest, and accountable for your behaviors.

## **Closure:**

Closure is held at the end of the day to close out the day's events and discuss any concerns.

**Mail:**

Mail is both picked up and distributed Monday through Friday. For your safety, mail is to be opened in front of staff.

**Phones:**

As part of our commitment to maintaining a therapeutic environment, we would like to inform you that, during your stay at HarborCrest, access to phones for patient use will not be available. Upon arrival to the unit, you may notify a friend or family member of your admission and give them the front desk number to speak with staff regarding your care. HarborCrest strives to protect your confidentiality and will only provide information to parties you have signed specific Releases Of Information (ROI) to.

**Dress Code:**

We ask that you be neat and clean during your stay with us. Out of respect for our peers in recovery, please refrain from wearing clothing that is see through, revealing or skin tight. Shirts and footwear are required, sunglasses may be worn outside, not in the building. For your safety, high heels, flip-flops or shoes without a heel strap are not allowed. Clothing that endorses substance abuse, violence, provocative words, phrases or pictures will be securely stored for you until discharge.

**Valuables and Belongings:**

For your safety, all personal items are searched and certain items are removed for therapeutic and safety reasons. We request that no valuables be brought to the hospital. If needed, we will secure your valuables until discharge.

**\*\*HarborCrest is not responsible for lost/misplaced items\*\***

For your safety, electrical appliances are permitted after they are checked and cleared by maintenance.

Personal hygiene products containing alcohol in the first three ingredients will be stored for you until discharged and may be used under staff supervision. Due to Hospital Policy, the use of perfumes, colognes, aftershave and scented body products, including body sprays and lotions, are not permitted. For your safety, the use of talc powder is strictly prohibited.

**Food:**

Nutritious meals and snacks are served to you daily by Three Rivers Cafe. For your safety, food may not be kept in your room. There is a vending machine available to you with a variety of both salty and sweet snacks. We also have sandwiches and other snacks available - Just ask any staff member.

**Note:** Food is not allowed in the Group Room at any time. Any violations of the rules may result in loss of privileges. Also No beverages during Process Group or Step presentations.

**Housekeeping:**

You are responsible for making your bed daily, changing your sheets as needed, keeping your room neat, and keeping the floor clear of personal items. There is a housekeeper available who will empty your garbage, clean your floors, sinks, and bathrooms. Please let any staff member know immediately if the cleanliness of your bathroom is unsatisfactory.

**Guidelines for Community Living at HarborCrest:**

Community living can be challenging at times. Our goal is to provide a place of safety and respect for both patients and staff. Substance Use Disorder treatment can bring up feelings you may not have felt in a very long time and some of your peers' personalities may get on your nerves. For the duration of treatment, your side of the room is your personal space. Visiting with your peers (other than your roommate) is to occur in the common areas and not in your room. Patients may not enter another peers' room under any circumstances.

**Hand Washing:**

Handwashing is the single most effective method of preventing the spread of disease and infection. We expect each person to wash their hands after, toileting and prior to eating. When doing so, please wet your hands with warm water and apply soap. Work up a lather by rubbing hands (including nails, knuckles, and jewelry) vigorously for at least 20 seconds. Rinse your hands well and dry thoroughly with a paper towel.

**Personal Hygiene/Body Fluids:**

We appreciate that you are keeping yourself showered and clean and brushing your teeth regularly. Cover your mouth with your arm while sneezing, or coughing and for your safety, do not share personal hygiene items such as razors deodorant or make up. We practice Universal Precautions, which means we assume all body fluids are potentially infectious. HarborCrest staff will wear gloves and other protective equipment if indicated when we come into contact with body fluids.

**Process Group:**

Process Group has several purposes: to work on specific treatment goals, to engage you in a therapeutic process and to encourage you to continue therapy after discharge. Process Group allows members to work on similar issues at the same time and receive support. It is a safe place to try out new behaviors, is goal-directed, concentrated in the present, builds on strengths and focuses on solutions. It can help you change how you think, feel, and what you do.

**Educational Groups:**

Numerous topics are offered during your treatment stay including relapse prevention, medical lecture, infection control, co-dependency, anger, denial, parenting, boundaries, and many more.

**12-Step Meetings:**

We believe having the support of others who are in recovery is an integral part of a healthy recovery program. You will experience 12-Step meetings including Alcoholics Anonymous, Narcotics Anonymous, and Grapevine meetings.

**Medications:**

Only medications ordered by your physician will be taken while you are a patient. Medications are dispensed by Registered Nurses. If you brought any medications to the hospital, they will be safely secured for you until you are discharged.

**Pain Management:**

Pain control after eliminating opioid medication is a concern for most people. Pain management without opioid medication is part of our treatment

program. You can expect nursing staff to respond quickly to your report of pain and we are committed to both pain prevention and management. A pain assessment will be conducted and pain relief options discussed with you.

### **Smoking:**

Harbor Regional Health is a Tobacco-Free campus. Smoking cessation is highly encouraged, however, outside breaks are provided thorough out the day. Smoking anywhere inside the facility or on hospital grounds is prohibited, and doing so is grounds for immediate discharge.

### **Sleeping:**

Sleep is an important part of health, safety, and recovery and many people are challenged with insomnia, nightmares, and other sleep disturbances. The physicians and staff will work tirelessly with you to help you be able to sleep. In an effort to achieve the best results, we ask you to observe the following:

- Avoid caffeine and chocolate
- Avoid sleeping in the daytime
- Be in bed with lights out at 10 PM, but not before 9 PM.
- If unable to sleep after going to bed, patients are encouraged to journal or get up and inform the staff on duty
- If you are awake and hear the nurse rounding quietly, please say something so we know you are not sleeping.

### **Leisure Time Activities:**

Board games, puzzles, and coloring pages are available during free time hours. In order for patients to focus on their treatment needs we schedule free time periods and schedule recreational movies. Gambling is not allowed.

### **Laundry and Bed Making:**

We provide the laundry room and laundry soap while you are here. When changing your sheets, or doing your laundry, please do not flap, shake or carry them uncovered down the hall. Please gently fold or roll up soiled sheets and place them in a blue hamper provided by the staff. Please place your personal laundry in the hamper provided in your closet. Please do not mix your laundry with another person's.

## **Discharge Planning:**

Discharge planning begins on the day of admission. Your discharge plan is formalized with the treatment team under the direction of your attending physician and is part of your Individualized Service plan. Your involvement in discharge planning is essential.

Unfortunately, some people make decisions that are not respectful or safe, and by their actions are asked to leave treatment prior to completion. The following activities are some of the reasons for immediate discharge

- Any use or possession of alcohol, un-prescribed medication, illicit drugs or drug paraphernalia
- Engaging in sexual activity.
- Smoking anywhere in the facility or on hospital grounds
- In addition to immediate discharge, any threat or act of violence may result in criminal prosecution.

Our goal is for you to successfully complete treatment and discharge to a lower level of care on a continuum that best supports your needs. Discharges are based on successful completion of individual plans and this decision is made by the entire treatment team.

We hope this handbook is helpful as you begin your treatment. We want the best for you and will work with you during your stay. Please let us know if you have any questions or concerns.

**THANK YOU FOR CHOOSING HARBORCREST**