

# GERIATRIC SERVICES

## WARD RULES

Southwestern Virginia  
Mental Health Institute  
340 Bagley Circle  
Marion, Virginia 24354



## INTRODUCTION

Welcome to Geriatric Services. The following guidelines are intended to help promote a speedy recovery for all patients, while emphasizing patient rights. To ensure that the rights of all the people we serve are properly recognized, these guidelines have been developed with the participation of the Human Rights Advocate and have been approved by the Local Human Rights Committee. If, at any time, you or your family have questions about any of these guidelines, feel free to speak to any nursing staff member or any member of your Treatment Team.

Please keep in mind that the safety and security of all patients and staff members are our highest priorities. Scheduled times and routines noted in these guidelines may be altered to accommodate this priority.

The program consists of various scheduled therapeutic activities that will assist you in making a successful change with your living, learning, working, and/or leisure environment. We ask that you make a commitment to participate in the treatment program and to assume responsibility for your conduct and behavior during treatment. We also ask that you and your family abide by the Institute's rules and regulations concerning patient care and conduct as well as being considerate of other patients and staff. Everyone is expected to respect the rights of others. A copy of your rights will be provided to you.

A treatment team will be assigned to you upon admission to the program. The treatment team consists of a psychiatrist, a nurse practitioner, a psychologist, clinical social workers, therapeutic activity staff, a team nurse, and other members of the nursing staff which will include a primary nurse and a primary psychiatric aide. One of the team members will also be designated as your treatment coordinator. You and your treatment

coordinator will discuss any issues, requests, or situations that arise and together make decisions or recommendations for consideration with the treatment team regarding your care and treatment.

These ward rules will be reviewed with you soon after your admission to Geriatric Services, and staff will assist with your orientation to the program. The treatment team will meet with you to assist you in developing your individual recovery program as well as providing you with information regarding your activities and your therapeutic schedule. Group and individual activities are conducted in the unit as well as off the unit in the Centralized Rehabilitation Services area. We encourage continuing discussion of your recovery plan with your treatment team who will be very happy to answer any questions.

These Geriatric Services Ward Rules have been approved by the Geriatric Program Management Committee and SWVMHI leadership, by the Local Human Rights Committee and are in conformity with Joint Commission standards, Medicare Intensive Psychiatric Treatment regulations, and the Medicaid Intermediate Care regulations.

## **TREATMENT PROGRAM**

Each patient will have an individualized recovery plan which is designed by you and the treatment team. If an authorized representative is identified, they will also be involved with you in the development and subsequent review of the recovery plan. Each patient, and their respective family, is expected to support the individualized treatment plan.

The interventions in the recovery plan may include medication, one-to-one interactions, group interactions, and therapeutic activities. Each patient is responsible for taking medication as prescribed by the physician and/or nurse practitioner. Medication will be prepared by the nurse to be given to you at the designated times. Each patient will receive medication education to better understand the medicines received. The individual, group, and therapeutic activities are designed according to your needs and preferences. These activities are reviewed regularly with changes made as needed.

Representatives from various community agencies visit the Institute on a regular basis. During such visits, each patient is encouraged to meet with the community representative from their home area to ensure a more successful transition back to the community.

### **DAILY SCHEDULES**

Because of the number of patients in the program, many of which require assistance with their personal care needs, we need to keep a daily schedule for arising, bathing, dressing, and meals. This schedule includes a wake-up time of 5:30 a.m. Meal times may vary slightly, but patients need to be prepared to leave the ward promptly at 7:00 a.m., 12:00 noon, and 5:00 p.m. to go to the cafeteria. Routine bath times are available in the mornings starting around 8:30 A.M. and in the late afternoon or evenings. Recovery-oriented treatment activities occur throughout the day, and everyone is expected to attend and participate in their scheduled activities. All patients are expected to be up and out of bed during the

day unless otherwise ordered by the physician/nurse practitioner or directed by the nurse in charge of the ward. All patients are expected to be up until at least 8:30 p.m. each night.

## **GENERAL CONDUCT**

Each patient, and their family, is responsible to conduct themselves with respect and courtesy toward others and their property. Any behavior that could pose a potential danger to your or others or that interferes with another patient's recovery or safety is not acceptable. This means there should not be swearing/cursing, name calling, vulgar gestures, intentional unsanitary behavior (spitting or soiling on the floor, etc.), loud or disruptive behaviors, tantrums, overt sexual behavior (masturbating in public, exposing breast, buttocks, or genitals), interference in the care and recovery of others, property destruction, or verbal/physical aggression. These behaviors violate the rights of others. If any behavior constitutes immediate harm to self or others, then appropriate intervention in accordance with Institute policy will be implemented. In the event that property is damaged or destroyed, the patient responsible may have to pay to have it repaired or replaced. Interventions for unacceptable behavior will be implemented on an individual basis congruent with the patient's functional ability/capacity and the nature of the behavior.

Interventions associated with behavioral issues shall constitute the least restrictive action necessary to effectively resolve the situation in a safe and therapeutic manner. Patients shall remain on the ward for 24 hours for close observation following any incident which results in seclusion or

restraints. All temporary episodes of seclusion or restraints will be reviewed by the treatment team for further disposition.

In order to ensure the protection and health of the general population within the program, each patient is expected to cooperate with the provision of services such as bathing, blood work, lab procedures, testing, etc. Recovery treatment alternatives will be discussed with each patient/authorized representative who has concerns about a particular service.

Patients are expected to use their own personal resources and are not to buy, borrow, sell, or trade items with other patients or visitors. These actions may violate the rights of others.

### **GROOMING AND PERSONAL HYGIENE**

Each patient is responsible for maintaining good personal hygiene and cleanliness. Assistance with personal care will be provided as needed. Each patient is required to bathe at least two times weekly. An opportunity for bathing on a daily basis is available upon request. A beautician is available by appointment and, when necessary, may come to the ward.

Patients are expected to dress appropriately for the occasion and season. For example, a coat, hat, and socks may be necessary during cold and/or rainy weather. Shoes with soles are to be worn when going off the ward. Staff are available to advise you and help obtain appropriate clothing.

Patients not dressed appropriately for the occasion may not leave the ward.

## **PERSONAL BELONGINGS**

Patients may wear their own clothes, watches, and jewelry unless otherwise specified by the treatment team. The Institute cannot be responsible for any personal belongings which are lost or stolen if the choice is made for the patient to wear or keep them in their possession. Expensive and/or important personal items need to be placed in the Institute safe or, preferably, returned home with your family for safekeeping.

Laundry services are provided by the Institute on a daily basis, Monday through Friday. Soiled clothing which goes to the laundry on Fridays are returned to the ward on Mondays. If your family desires to do your laundry, then a small fire retardant clothing hamper with a lid must be provided by you or your family and kept in your bedroom. Laundry services provided by patient families must be provided at least weekly and more frequently if sanitation and/or infection control issues are present. Clothing is to be labeled/marked for identification purposes. If you choose not to have your laundry marked, the Institute cannot assume any responsibility if the clothing is lost or stolen.

No glass containers, sharp objects, ceramic items, coat hangers, or other such items are permitted to be kept on the ward.

## **PERSONAL FUNDS**

Each patient has or may have a patient fund account (PFA) in the Institute Cashier's Office where you or someone may deposit personal funds. Personal funds may be used to purchase snacks, stamps, calling cards, and/or other personal items which you may need during your stay at the Institute.

The treatment team and you/your authorized representative will decide if you are capable of managing these funds. If a determination is made that you cannot manage these funds, permission will be requested from your authorized representative for assistance in the management of these funds on your behalf.

Weekly withdrawals (routine withdrawals of \$7.00) from your account may be requested when these funds are available. To minimize the risk of loss or theft of large sums of money on the ward, you are to limit your funds on the ward to \$10.00 at any one time. In addition to weekly (routine) withdrawals, arrangements may be made to get additional available funds from your account to pay for special needs. The treatment team will assist you in making these arrangements.

## **MEALS/SNACKS**

Meals are served in the cafeteria or on the ward, depending on patient and/or administrative needs. Those patients going to the cafeteria are expected to go as a group for meals and return as a group. Patients are not required to eat, but no food or beverages may be taken from the

cafeteria or kept by the patient for later use. Taking, trading, or giving of food by patients is not allowed because of the need to maintain proper nutritional and special diet (diabetic, low-salt, low-calorie, etc.) compliance. All patients are expected to follow their special diets, as it is a part of their individual recovery plan. Unless otherwise specified by the physician/nurse practitioner, trays will not be brought back to the ward for any patient who is determined to be able to go to the cafeteria for meals but chooses to stay on the ward.

Snacks are provided by the Institute to all patients in the morning, afternoon, and at night (usually 10:00 a.m., 2:00 p.m., and 8:00 p.m.). Vending machines and the Canteen are also available for those patients who have funds and are authorized to go. All purchases by a patient must be consistent with their individually prescribed diet and consumed during regular snack times if consumed on the ward. Due to space considerations and pest control concerns, we are not able to keep any food or beverage items at the nurses' station nor stored or consumed in patient bedrooms. If visitors bring any food or beverages, then the amount needs to be limited to that which may be consumed during that visit. Any items not consumed during the visit are to be taken by the visitor upon their departure from the ward. All items brought by visitors are expected to be consistent with the respective patient's diet.

### **USE OF TOBACCO PRODUCTS**

The Institute is a tobacco-free environment for all patients and staff. Tobacco products are viewed as being highly addictive in nature as well as posing health and safety concerns. To promote the health and well being

of our staff and the recovery of our patients, tobacco use will not be permitted in any buildings or on the grounds. No tobacco products may be stored, and therefore will be disposed of upon admission to the facility. If you would like to try a tobacco cessation method, please discuss this with your treatment team.

### **BEDROOM AREA**

Bedroom areas are the personal living areas of each patient, and it is each patient's responsibility to keep their area neat and clean. This may include the making of your bed on a daily basis. Assistance is available for those who need it. Personal items from home may be kept in your bedroom as long as they meet fire/safety codes and do not infringe on the space and rights of your roommate. The bedroom may also be utilized for you to receive visitors as long as it does not infringe on the rights of others.

### **TELEPHONE CALLS**

There is a telephone located on the ward for patients to have the opportunity to make and receive calls. If it is determined that you and/or your family do not have funds for long distance calls, arrangements will be made for you to make one phone call per week. Out of consideration for all patients wishing to make and receive calls, all telephone calls are to be limited to ten (10) minutes. Exceptions may be made by the treatment team. Cell phones are prohibited on the ward.

## **MAIL/PACKAGES**

Each patient has the right to send and receive mail. Assistance with reading and letter-writing will be provided by staff upon request and need. Patients without funds for stamps or writing materials may request these articles to provide for up to one letter per day. Staff shall be present when a patient opens a package to ensure that it does not contain anything harmful to the patient or others.

## **CONTRABAND/PROHIBITED ITEMS**

To maintain a safe and therapeutic environment, we must prohibit patients and visitors from using or possessing several items, including but not limited to the following:

- Alcohol (including products containing alcohol)
- Drugs/medications (including over-the-counter medications)
- Matches/lighters
- Glass containers
- Weapons/knives/sharp objects
- Objects which could be used as a weapon (such as large rings or belt buckles, etc.)

Determination of dangerousness will be made by the charge nurse.

## VISITING RULES AND RESPONSIBILITIES FOR VISITORS

Visiting hours are from 1:00 - 4:00 P.M. and from 6:00 - 8:00 P.M. daily. Centralized therapeutic activities are scheduled Monday through Friday. Visitation may not interfere with assigned recovery programs and activity schedules. Exceptions may be made by arrangement with the treatment team, Nurse Coordinator and/or Programs Director. A visiting room is available on the ward but may also occur off the ward in designated areas. Visits are not permitted in the game room, gym, or other areas where therapeutic/leisure activities are occurring.

Family and friends are encouraged to visit during regularly scheduled visiting hours. On-ward visitation is limited to visitors age 13 and older unless arrangements are made in advance with the treatment team and approved by the Programs Director (or designee). Visiting hours are posted on the unit, or you may ask any staff person on the unit. We request that you limit visitors to two at a time. Visitors are required to sign in with the switchboard at the front entrance of the hospital, and visitors are expected to comply with all ward and Institute rules.

Special arrangements can usually be made for visitation by clergy. Please see your treatment team to make arrangements for such visits.

Please inform your potential visitors of the visiting hours and tell them what items are not permitted in the hospital. These items include, but are not limited to, cigarette lighters, matches, knives or other sharp objects, any drugs or medications (including over-the-counter), alcohol, items in

glass containers, and any other item that may hamper the safety of the environment. Visitors may potentially be searched to ensure such items are not brought to the ward. There are lockers with a key available for visitor's use at the hospital entrance.

Nursing staff are required to routinely check on all patients and may need to knock and briefly interrupt to complete these checks.

Patients visiting with patients on other wards and visits by former patients discharged from this facility within the previous 30 days are discouraged as they potentially may have a negative impact on recovery. Such visits may only occur after approval of the Programs Director and Nurse Coordinator after consultation with the treatment team.

Visitors who are under the influence of alcohol or drugs will be denied visitation privileges, and the matter will be referred to the Security Office for appropriate action.

## **RELIGIOUS SERVICES**

The Institute is served by a spiritual coordinator and several volunteer chaplains who may be accessed through the treatment team. Non-denominational religious services are provided in the auditorium on Thursday evenings. Patients unable to attend may request a videotape of a religious service. Sunday School is held on the wards on Sunday mornings. Individual personal ministers are welcome to visit patients here. If your minister cannot visit during regular visiting hours, the treatment team, the Nurse Coordinator, or Programs Director can arrange for a visit. Gospel singing is available via the closed-circuit television on weekends

for interested patients. Services at local churches may be attended if consistent with your privilege level approved by the treatment team and you are able to arrange for transportation.

## **PRIVILEGE LEVELS**

Patients are approved for privileges based on the facility's Patient Privilege Level System by the treatment team pursuant to clinical condition, symptoms, behavior, and the assessment of health and safety risks. The use of the Institute campus may be included as a part of a patient's recovery plan. Decisions about privileges will be made at the Comprehensive Evaluation and Recovery Planning Conference. This treatment team conference will occur within seven (7) days of your admission. Privilege status will also be reviewed at each subsequent recovery planning review conference. Patient responsibilities for privilege levels will be explained by your treatment coordinator.

Privileges may not be utilized during scheduled therapeutic activities or other planned events. Routine privilege hours which may be available each day are as follows:

1. 9:00 a.m. to 11:00 a.m.
2. 1:00 p.m. to 2:30 p.m.
3. 3:00 p.m. to 4:30 p.m.
4. 6:00 p.m. to 7:00 p.m.

Outdoor courtyards are available and considered extensions of the ward environment.

## **PASSES**

Passes are an important part of the therapeutic process as they give the opportunity to spend time with those people who will be a big part of your support system when you leave the hospital. All passes to go home, town passes, and off-grounds passes are to have specific goals which are consistent with your recovery plan. Passes home may range from one (1) to fourteen (14) days and may include requirements for community mental health visits.

For Forensic/Special Management patients, privileges and passes must be approved by the Forensic/Special Management Committee.

## **COURT ORDERED AND FORENSIC PATIENTS**

Patients who are admitted to SWVMHI under certain legal status may have additional rules or restrictions to follow depending on the court order for admission. This is due to DBHDS policies and Virginia law. The specific differences will be discussed with you and included in your individual recovery program.

## **SPECIAL MANAGEMENT PATIENTS**

Other patients who pose particular management risks are designated as Special Management. The Special Management Committee works in conjunction with the treatment team to establish particular levels of activity and privileges for these patients. Final authority rests with the Special Management Committee.

## **PHOTOGRAPHY AND AUDIO-VISUAL TAPING**

To ensure the confidentiality of all patients and to protect the rights of patients, there are specific guidelines regarding photography and audio-visual use (SWVMHI Policy #8700). Portable cassette recorders may be used to play tapes. However, to ensure confidentiality of all patients, there is to be no recording of patients or anything else. Geriatric Services staff will ensure that all tape cassettes of patients have the tabs pulled out to ensure inability to record. SWVMHI Policy #8700 permits family members to photograph their loved ones, while ensuring that no other patients are included in the photograph. Patients/families are to consult with the charge nurse. Institute policy requires specific consent and authorization for photographs/recordings for supervision purposes or for any other outside groups or other use.

## **TELEVISION/RADIOS**

The television and radio in the dayroom and the televisions located in the alcove areas down each hallway are provided for leisure purposes and are not intended as alternatives to involvement in the recovery program. Normally, the televisions can be on during waking hours, when no other treatment programming involving the whole ward is going on. The volume and programming needs to help maintain an appropriate ward environment.

The charge nurse may limit volume or viewing altogether depending on the situation on the ward. Personal VCRs and televisions are not allowed.

Patients who own portable radios may use them during leisure time only. Portable radios are not to be taken to Centralized Rehabilitation Activities, meals, or used on

the ward during scheduled recovery activities or community meetings. The volume is to be low and not disruptive to others. All radios are to be turned off at bedtime. Batteries are to be purchased by the owner. Earphones may be used based on the clinical assessment by the ward's charge nurse of the patient's ability to use the earphones appropriately (volume and safety). When not in use, earphones are to be kept at the nurse's station. Nursing staff will supervise radio use and any inappropriate use of radios will be addressed by the nursing staff in conjunction with the treatment team.

### **AUTHORIZED REPRESENTATIVE**

There are patients who cannot understand the need for treatment, manage their personal funds, or give permission to release information from their records to other individuals, family, or community agencies. In order to protect the rights of these patients, it is necessary to appoint an authorized representative.

If the treatment team believes that you may require an authorized representative, this will be discussed with you, your nearest relative, or other designated person. In most cases, your nearest relative may be appointed as your authorized representative to be involved and to give informed consent to decisions about your treatment, the management of your personal funds, and to help plan for your discharge from the Institute. If you disagree with the appointment of an authorized representative, you have the right to appeal to the Local Human Rights Committee.

### **MEDICAID RECIPIENTS INFORMATION LISTING OF COVERED AND NON-COVERED SERVICES**

The Medicaid program is designed to meet the cost of patient care, support, and maintenance. The facility's daily basic rate is designed to include the following items and services. The facility will not charge you (except for applicable deductible and

coinsurance amounts) for the following:

- Nursing Services
- Dietary Services
- Activities Program
- Medically Related Social Services
- Room and Bed Maintenance Services
- Ancillary Services
- Routine personal hygiene items and services as required to meet the needs of patients, including, but not limited to, hair hygiene supplies, brush, bath soap, disinfecting soaps or specialized cleansing agents when indicated to treat special skin adhesive, denture cleaner, dental floss, moisturizing lotion, tissues, cotton balls, cotton swabs, deodorant, incontinence care and supplies, towels, washcloths, hospital gowns, over-the-counter drugs, hair and nail hygiene services, bathing and basic personal laundry.

Note: The facility may impose a charge to you for items or services you request that are more expensive than or in excess of covered services.

The Social Services Department Medicaid Technician will determine the amount of patient pay you are required to contribute towards your care on a monthly basis for the above services.

The following listing provides general categories and examples of items and services, if requested by you or your Authorized Representative, for which the facility may charge you:

- Telephone calling card or radio for personal use
- Personal comfort items, including lotion and novelties
- Cosmetic and grooming items and services in excess of those for which payment is made under Medicaid or Medicare
- Personal clothing, personal reading matter, gifts purchased on behalf of the patient

- Non-covered special care services such as privately hired nurses or aides
- Private room, except when therapeutically required (for example, isolation for infection control)
- Specially prepared or alternative food requested instead of the food generally prepared by the facility
- Premiums on life insurance or burial policies on the recipient and from which the recipient's expense (e.g., for burial) can be expected to be paid
- Travel funds for the recipient to visit home or family

## CONCLUSION

It is our mission to promote mental health in Southwestern Virginia to assist people in their recovery. We strive to excel in providing quality psychiatric services to our patients. If you have any questions or concerns, please feel free to discuss these with a staff member.

If you have any questions about the safety or quality of care provided at SWVMHI, you may contact the:

- Patient Advocate at Extension #219 or 1-877-600-7434
- Facility Compliance Officer at Extension 152
- Local Ombudsman at 1-800-541-0933
- Joint Commission at 1-800-994-6610

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