



**Dominion Hospital**

*HCA Virginia Health System*

**Reflections**  
An Eating Disorders Treatment Center

# **REFLECTIONS TREATMENT CENTER**

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**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**

## 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 guide individuals on the path to recovery and into an improved state of being. We understand that this can be a time of great stress and many questions or concerns about admission at Dominion Hospital may arise. 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.

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 the Reflections Partial Hospitalization Program (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 attending PHP 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 absences may result in an administrative discharge from the program and will be discussed with your treatment team.

## BATHROOM MONITORING

1. Upon admission, your attending physician will order the initial bathroom restrictions.
2. Patients are prohibited from using the bathroom for at least one hour after each meal and snack.
3. Staff will monitor all patients closely during this time to make sure they are not engaging in exercise or any unnecessary movement (i.e. pacing, standing, leg shaking, or moving furniture).
4. Bathroom use during meals, snacks, and between scheduled bathroom breaks will not be permitted unless it is an **emergency**. Emergency bathroom breaks will require counting aloud for the duration of the time in the bathroom to help staff monitor your behavior.
5. Physicians may order additional bathroom restrictions. Otherwise, there is one emergency bathroom break permitted per day.
6. Patients are not to flush toilets after use. Staff will check contents of toilet and observe each patient flushing.

## BILLING

Individuals who are currently enrolled in the Reflections Inpatient or PHP 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

Dominion Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.

We are in a constant state of quality improvement and strive to provide the best care possible. Feedback is always welcome regarding individual patient experiences.

We 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:

### **Mail:**

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

**Email:**

complaint@jointcommission.org

**Fax:**

630-792-5636

### 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 **not permitted** 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;
- 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;
- 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);
- Pencil pouches, unless completely clear or mesh; or
- Any item deemed unsafe/hazardous by the charge nurse, treatment team, 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 permitted 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 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 nurse will have the patient remove all clothing and wear a double gown.
5. Staff will ensure that patients do not drink excessive amounts of fluid 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 Clinical Therapist may help individual's 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 item 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 must adhere to the dress code, or it will be returned home.

We encourage individuals to not bring expensive clothing or items with particular monetary or sentimental 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/revealing (i.e. extremely short shorts, tube tops) and extremely loose fitting clothing is not permitted. Hooded sweatshirts, sweatshirts, and/or cardigans with or without pockets are not permitted during meals. Pajamas must be worn at night (no nudity).

### **EXPOSURE THERAPY**

A regular part of treatment in the Reflections Program includes exposure to situations that often have become uncomfortable. Inpatients are exposed to many challenges such as cooking, order-in meals, birthday celebrations/meals, the cafeteria, and candy/popcorn. In addition to the above challenges, off site experiences occur at the PHP level of care.

### **FAMILY THERAPY**

At Dominion Hospital, family involvement in treatment and recovery is highly encouraged and valued. Having a strong support system has been shown to improve treatment and strengthen recovery. Your assigned Clinical Therapist will contact your 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.

### **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**

At Dominion Hospital, we believe that 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. 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, which are located in the laundry closet.

### **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

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.

Ordering packages online for delivery to the hospital is discouraged. Packages received during an individual's stay must be opened in the presence of staff.

Floral arrangements are not allowed in patient rooms, therefore these are not encouraged.

## MEALS

1. Patients have 30 minutes to complete meals, plus 5 additional minutes if needed.
2. Meals are eaten at the table in the dining room with a staff member present. Feet will remain on the floor and patients will refrain from leg shaking for the entire meal.
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, 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.
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 one provided 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 one (1) 8oz cup of water is allowed during each meal. Staff will pour this cup and set it with plate at the beginning of meal.
11. Hooded or pocketed sweatshirts, cardigans, jackets, long sleeves, and outer garments are not to be worn during meals. Patients are to only wear one layer of clothing, long sleeves rolled up, and no boots.
12. If a patient is unable to be redirected by staff to refrain from use of food rituals, staff may choose to move the patient to the observation room at staff discretion. If patient is unable to complete their meal in allotted time, they will be supplemented with Ensure.
13. No excessive cutting, stirring, or mixing of foods.
14. No dunking of foods into beverages or yogurt.
15. Only one side of a piece of bread should be buttered.
16. No blotting of oil, gravy, sauces, or other condiments.
17. Spoonfuls of items- like yogurt, peas, etc. should be full spoonfuls, not small amounts.
18. 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.
19. Salads must be ordered with dressing.
20. Patients cannot burn their rolls, bread, etc. in the toaster. If a roll is burnt, a new one will be provided and the patient will not be allowed to toast it.
21. The toaster will be used for breads only-patients may not toast sandwich bread, hamburger buns, etc. Items that already have something on them (peanut butter, butter, cream cheese, etc.) will not be allowed in the toaster.
22. Patients may not microwave peanut butter, peanut butter sandwiches, or margarine. Once butter is put on vegetables, rice, etc. they may no longer microwave that item.
23. Utensils will not be used for foods which are meant to be eaten with the hands, such as sandwiches, pizza and bagels. Patients cannot use their spoons for their beverages- including Ensure.
24. 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.
25. 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. Silverware and Menus are to be left on the table.
26. 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.
27. Staff will record the percentage that was eaten at each meal for every patient.
28. The patient will be expected to drink a prescribed amount of nutritional supplement (i.e.: Ensure) if 100% of the meal is not consumed.

**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, sauces, 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 entrée.

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 patients do not like items in salad or vegetable medley (tomatoes, etc.) they must specify so on their menus. They will be expected to eat the entire serving otherwise.
10. Patients cannot mix cereal with Ensure, Carnation Instant Breakfast, or water- only with milk. Bananas are the only fruit to be added to cereal.
11. 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.
12. Staff will determine percentages completed immediately following the meal.
13. Patients will not be permitted a supplement prior to the end of meal time.
14. Patients will be required to complete any ensure supplement as soon as possible.
15. Patients who do not complete 100% of their meal or who refuse Ensure supplement will be automatically excluded from the daily recreation time, and are at risk for losing computer privileges as well.
16. 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.
17. Food rituals will not be allowed during meal times. Staff will redirect behaviors as needed.
18. Sandwiches: Patients can cut their sandwiches and burgers into halves, no more. Patients cannot trim burger or sandwiches to fit the bun, and they cannot tear them apart either. Sandwiches are to be eaten as a sandwich – patients cannot pull meat or other items off and eat them separately. Sandwiches must be ordered and written on menus; patients cannot make a sandwich out of their meal, except during breakfast.
19. 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.
20. Failure to continuously eat 100% of the meal may result in other unit restrictions which will be determined by the staff.
21. Ensure may not be refused. Patients who refuse treatment cannot be successfully treated. Repeated refusal of Ensure will lead to reevaluation of treatment plan.
22. This list is not all-inclusive and changes remain up to staff discretion.

### **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 effects that their eating disorder has on their dining out experience.
3. 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.)
4. Salad is not an acceptable substitution for an entrée.
5. 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.
6. 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.

### **Snacks**

1. Patients must eat 100% of their entire snack; this includes all of the peanut butter in the container.
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. For fruit exchanges: each snack must contain a different item- fruit juice or a piece of fruit.
4. Patients have 15 minutes to complete snacks, plus an additional 2 minutes if needed.
5. Patients who do not finish 100% of their snack will receive Ensure unless otherwise specified by their physician.
6. Patients will follow the same clothing protocol as outlined for meals.
7. Patients must eat all cereal with a spoon- even if it is dry.
8. Snacks must be chosen from what is available from the unit pantry. Special requests cannot be made. If snack choice is not available, staff will choose a snack of equal exchange. Patients are to be compliant with chosen snack, and use this as an opportunity to practice flexibility.
9. Friday afternoon during PM snack is candy challenge/ movie time. Patients may chose candy, popcorn, or one soda for this snack.

### **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 PHP 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. Inpatients will receive all medications from hospital supply.

## 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).

**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.

### 15 Minute Checks

One of the main components of safety precautions on the unit are 15 minute checks. A staff member must observe each individual every 15 minutes during their stay. This will require that the staff member 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 the inpatient unit, they will be restricted to the unit until cleared by their 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, is 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.

## 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.

## PROPERTY DAMAGE

If an individual destroys hospital 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 caused if appropriate. We will offer other ways of dealing with stress, frustration and anger. Aggression, even directed at objects, can lead to violence and intimidation, thus potentially negatively impacting the progress and well-being of others.

## **RECREATION**

1. The Registered Dietician (RD) will provide orders outlining the level of recreation you are permitted to participate in. This will depend on your percent ideal body weight, behavior at meals, and/or medical status.
2. All recreation time is supervised by staff.
3. The unit provides daily structured blocks of time for physical activity and recreation. This is once daily for 30 minutes.
4. Recreation Level 1 includes light stretching only.
5. Recreation Level 2 includes light stretching and slow walking.
6. Recreation Level 3 includes light stretching, slow walking, and additional outdoor activities provided by the hospital.
7. Please be advised that the dietician can modify your patient's fitness allotment as necessary.
8. Patients must have all Ensure completed prior to recreation time to engage in recreation time activity.

## **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. Braiding hair and sharing clothes is also not permitted. 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 encourages individuals not to give out personal information to other individuals, including telephone numbers, email, and social media information.

## **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. Rooms on the Reflections Unit remain locked during the day and open up one hour after bedtime snack.

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. No cups are allowed in rooms at any time.

### **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. Lights are to remain on during the duration of the PHP day (7a-7p), except during movie time on Friday afternoons.

### **Environmental Rounds**

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

### **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 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.

**1-2** 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. Safety levels under 5 require



individuals to complete a safety contract and may need additional staff interventions.

**3-4** 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. Safety levels under 5 require individuals to complete a safety contract and may need additional staff interventions.

**5-6** Frequent suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts.

**7-8** Some suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts.

**9-10** No suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, committed to safety and agreeing to come to staff before acting out unsafe thoughts. Considered completely safe.

### 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

Dominion Hospital is a “smoke-free” facility. Therefore, all smoking/vaping is prohibited on hospital grounds and in the building. If you currently use tobacco products of any kind, smoking cessation options will be discussed with you by 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 your first few days at Dominion Hospital, a team of professionals, including a psychiatrist, registered nurses, Clinical Therapists, 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. All patients are assigned a Treatment Team upon admission. The Treatment Team meets Monday through Friday and is responsible for making decisions around restrictions (Unit, Sharps, or Falls) based on an individual’s behavior. Your Assigned Clinical Therapist will review your treatment plan with you and incorporate individual preferences into the treatment plan.

The members of your Treatment Team include:

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

**Clinical Therapist:** Provides individual, group, and family therapy, case management, and arranges for family meetings to address discharge planning goals. Your Clinical Therapist will normally be assigned the morning after your admission.

**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.

**Expressive Therapists:** Provides arts and crafts, recreation, music, drama, 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 Dietician:** 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.

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.
- 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.

\*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.

## 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 the time of 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. Upon 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.

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; and
- Jacket or sweater based on the weather.

The following items are permitted after coming off Sharps Restriction:

- Make-up (three pieces at a time may be signed out);
- Hairdryer (only 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; and
- Jewelry-rings, bracelets and earrings. Necklaces are never allowed (only three pieces are allowed to be signed out).