

**RJ Blackley CENTER Patient and Visitor Handbook**

**MY NAME IS: \_ MY PSYCHIATRIST IS: \_ MY THERAPIST IS: \_**

**MY DISCHARGE PLANNER IS: \_**

**REV.**  March 15, 2017

**WELCOME TO RJ BLACKLEY CENTER**

Welcome to R.J. Blackley Center! We take pride in the care we offer to our patients, their families, and their communities. The decision to seek treatment takes insight, courage and strength.

We are excited to be a part of your journey to recovery from addiction. Our professional staff includes: Psychiatrists, Medical Providers, Nurses, Therapists, Discharge Planners, Recreational Therapists, Healthcare Technicians, and Dieticians.

We are here to help you with your addiction(s) and if present, co-morbid medical and/or mental illnesses. Our services include crisis stabilization, acute detoxification and acute engagement in recovery therapies. RJ Blackley Center also offers Family Services because we have witnessed the impact addiction has had on the family system. Our family program provides education, therapy and supports long term recovery. We hope that you will use this opportunity to include your family and your significant others in your treatment.

This RJ Blackley Center Handbook has been prepared for you, your family and visitors. Inside you will find information about our staff, our treatment program, rules and expectations, and procedures designed for your protection and safety and for the well-being of all. We hope this handbook will help you and your loved ones learn about RJ Blackley Center and get the most from your hospital stay.

**Mission Statement**

To provide inpatient treatment, psychiatric stabilization and medical detoxification for individuals with substance use and other co-occurring mental health diagnoses to prepare for ongoing community based treatment and recovery.

**Vision Statement**

(Where We Want to Be)

RJ Blackley Center desires to be a national leader in the provision of recovery-oriented, safe, high quality addiction services to our patients.

**Core Values**

|  |  |  |
| --- | --- | --- |
| Safety Integrity Accountability | Cultural Sensitivity Individual Empowerment Stakeholder Participation | Innovation Service Excellence Pursuit of Positive Change |

# ABOUT RJ BLACKLEY

RJ Blackley Center is one of three state alcohol and drug addiction treatment centers in North Carolina. RJ Blackley Center is operated by the Division of State Operated Healthcare Facilities within the Department of Health and Human Services. Currently, RJ Blackley Center primarily serves the following counties: Alamance, Anson, Caswell, Chatham, Durham, Davie, Forsyth, Franklin, Granville, Guilford, Halifax, Harnett, Hoke, Lee, Montgomery, Moore, Orange, Person, Randolph, Richmond, Rockingham, Stokes, Vance, Wake, and Warren.

In order to satisfy RJ Blackley Center’s admission and maintain security and safety for all patients and staff, please be advised RJB is a locked facility.

# Admissions

Patients are admitted to RJ Blackley Center’s Monday through Friday from 8 am to 5 pm through the RJB Screening and Admissions Office. Referrals for admission are arranged through your Local Management Entity (LME), Managed Care Organization, or other community providers. Non-business hour evaluations are available at RJB for emergent addictive crises. Patients have the right to have his or her family and physicians promptly notified of his or her admissions to the hospital.

Patients receive this handbook in screening and admission. The Handbook is also available via website and from the LME.

The telephone number for RJB Screening and Admissions is:

# (919) 575-7000

**Identification Pictures and Wristbands**

When you are admitted, your picture will be taken for identification purposes. This picture helps staff become familiar with you. You will also be given a wrist band with your name and other identifying information. This wristband must be worn at all times as staff will refer to it whenever they administer medications or conduct other treatments or procedures. If your wristband becomes lost or damaged, please let staff know so that we can provide you with another one. If you desire, you may choose to turn your wristband inside out so that others may not read it when you are off RJ Blackley Center’s grounds. We ask that when staff need to confirm your identity for treatment purposes (i.e. medication distribution, diagnostic studies) you readily make the information readable.

# Types of Admissions at RJ Blackley

Patients admitted to RJ Blackley Center are either voluntary admissions or involuntarily committed.

# Voluntary Admission:

The local community mental health/substance abuse provider network screens individuals 18 years and older and makes treatment recommendations which may include a referral to RJ Blackey Center. (Please be aware that RJ Blackley Center does not provide treatment for people less than 18 years of age).

If admission is indicated and appropriate, the local community mental health/substance abuse provider network will contact RJ Blackley Centers Screening and Admissions office to arrange an evaluation.

When you arrive at RJ Blackley Center Screening and Admissions Office, you will be asked to sign a “Request for Admission and Consent for Treatment” form and you will be evaluated by a member of the Hospital Medical Staff.

If you have a court-appointed legally responsible person, you can be admitted on the application of your legally responsible person and with the acceptance by the Hospital’s admitting Medical Staff. In this circumstance, you will have a court hearing within 10 days of your admission where a judge will decide whether or not you will remain at RJ Blackley Center for further treatment.

If you are voluntarily admitted and you feel that you no longer need to receive treatment at RJ Blackley Center, you may ask to be discharged. You will be discharged within 72 hours of your written request unless your psychiatrist believes that you need more treatment and are a danger to yourself or others. In this case, the involuntary commitment process will be started.

# Involuntary Commitment:

(Please be aware that RJ Blackley Center does not provide treatment for people less than 18 years of age).

When you have been admitted on an involuntary basis, someone else has decided that you need to be in the hospital and the Magistrate of District Court has issued an order for a law enforcement officer to take you to be evaluated by a qualified physician/ psychologist in your community. If the physician/psychologist determines that you do not meet criteria for admission, you will be released. If the qualified physician/psychologist finds that you are mentally ill or a substance abuser and dangerous to yourself or others, you may be sent to RJ Blackley Center, another substance abuse facility or a psychiatric facility.

Once at RJ Blackley Center, you will be examined by a psychiatrist who further evaluates your status. If the examining psychiatrist concludes you require commitment to a mental health or substance abuse facility you will be committed to RJ Blackley Center or another facility. If it is the clinical opinion of the RJ Blackley Center psychiatrist that you do not meet involuntary commitment criteria, you may be offered voluntary admission or you will be released.

Within 10 days of admission, you have the right to a court hearing to decide whether or not you need to remain at RJB for treatment. This hearing is held in Granville County unless you request that it be held in your home county. An attorney from the Office of Special Counsel will contact you and represent you at the hearing if you stay the full 10 days. This attorney will help you with the hearing and ensure that the Judge hears your thoughts about being in the hospital. Of course, you may hire your own attorney at your expense. At the hearing, the judge will decide whether you should continue your hospital care or be discharged. If the decision is that you should continue receiving treatment, the judge decides how many days you may be kept at RJ Blackley Center before another hearing must be held. Even though a judge decides how many days you may have to stay, your psychiatrist can discharge you earlier if he/she believes you are ready to leave.

# Assessment, Treatment, and Discharge

After you have been admitted to RJ Blackley Center you will meet various staff who make up your treatment team including a psychiatrist, medical provider, registered nurse, licensed clinical addiction specialist, social worker, discharge planner, recreation therapist, dietitian, health care technicians, and others. You will be specifically assigned a psychiatrist, therapist, and a discharge planner. Medical providers (MDs and physician extenders) are assigned to individual units and provide care for the patients on their assigned units.

Your family and others that you identify are also encouraged to be involved with your treatment team. Treatment team meetings are scheduled so that all members of your treatment team (and when possible, family, significant others and community providers) can work together to help you identify your goals and steps for you to achieve these goals. Because this is your treatment, it is important that you have a central role in identifying goals and interventions that will help you address your addiction(s) and co-morbid illnesses.

Many kinds of services, such as pharmacotherapy; medical therapies; individual, group and family therapy and recreation therapy, are available at RJ Blackley Center to help you on your road to recovery. As a team, you and RJB staff will decide which services can be of most help to you. You will go to classes and attend other activities to help you reach your recovery goals and to learn how to manage your illness.

# Discharge

Your treatment will help prepare you for your return to the community. Your Discharge Planner will work with you and your outpatient provider(s) to make sure you have the help you need when you leave the hospital. When you are discharged, you will be given a Continuing Care Plan which will include your appointments for substance abuse, mental health, medical care, and other services including a list of your medications, if any, with instructions. RJB Center recommends all medications be stored securely in child proof containers and away from children's reach. RJ Blackley Center encourages the patient to give a list to their primary care physician; to update their information when medications are discontinued, doses are changed, or new medications (including over-the-counter products) are added; and to carry medication information at all times in the event of emergency situations.

Patients are encouraged to remain in their treatment for a full course of treatment.

* If you are a voluntary adult patient and you decide to leave the hospital before your treatment team thinks you are ready, you must give them written notice of your decision. You may ask a RJ Blackley Center staff member to give you a request for discharge form. By law, you will be released within 72 hours of the time you complete the written request unless staff believes you meet involuntary commitment criteria.
* If you are an involuntarily committed patient, the length of your hospital stay depends on your condition, how rapidly you improve, what your treatment team and legally responsible person (if applicable) believe is best for you, and what the court has ordered.
* Do not leave until you or your legally responsible person has received a copy of your Continuing Care Plan (discharge plan) and all of your belongings have been returned to you. **Personal belongings left at the hospital after you are discharged will be held for 90 days. In order to claim items left behind, you must appear in person during regular business hours.**
* Discharge transportation plans are made with your discharge planner. The types of transportation available will vary, depending on your own situation, where you live and to where you are being discharged. In most cases, you are expected to provide your own arrangements for transportation at time of discharge. RJB strongly discourages patients from offering or accepting transportation from fellow patients.
* You will be asked to complete a Perception of Care survey prior to leaving RJ Blackley Center. The information is confidential and is used to help RJ Blackley Center improve treatment and practices. Please provide your candid and honest feedback so that we may continue to improve in our efforts to help others in need of recovery.
* Patients are scheduled for follow up appointments and aftercare with their local community mental health/substance abuse provider network. You can address post discharge questions, requests for prescription renewals, and other concerns with your aftercare providers.

# Elopement: (leaving without permission)

If a patient leaves RJ Blackley Center’s without the approval of the treatment team, the patient’s clinical situation will determine RJ Blackley Center’s response which may include but is not limited to:

* post departure discharge;
* notification of referring providers of the patient’s elopement;
* notification of family/significant others;
* notification of law enforcement in applicable counties;
* issuance of a pickup order to law enforcement; and/or
* petition for commitment.

RJ Blackley Center’s strongly encourages patients to work cooperatively with their team members to achieve a planned discharge rather than leaving without permission.

# Once discharged it is essential that you:

* + Follow the Continuing Care Plan (discharge plan) that you and your treatment team developed.
  + Take your medications as prescribed and observe medication precautions carefully.

# Abstain from illicit substances. Keep in mind that your body makes adjustments over time. If you have gone without using a substance (particularly alcohol, benzodiazepines and opiates including heroin and/or prescription narcotics) for a period of time, your ability to tolerate that substance might have changed dramatically, so much so that amounts and frequencies you previously were able to tolerate might now be lethal.

* + Attend and participate in your outpatient treatment as recommended by the treatment team and indicated on your Continuing Care Plan. Contact your local community mental health/substance abuse provider network if you need further assistance.

# Nutrition Services

The Nutrition Department provides meals, snacks, and special diets to all patients at the hospital as clinically indicated. Nutritional assessments and diet counseling services are provided when indicated.

Three meals are served daily. Your meal times and location will depend on which patient care unit you are assigned. The weekly menu is posted on the unit patient bulletin boards located in each day room.

Snacks will be provided by our dietary service. Changes required due to food allergies or special medical conditions will require a clinical provider's order.

If you are placed on a special diet, a dietitian is available to speak with you to explain your diet and answer your questions. As your discharge approaches, the dietitian is available to speak with you and your family (as indicated) to help with understanding your diet. In addition, dietary information can be sent to your outpatient service providers if clinically indicated.

Please feel free to ask to speak with a dietitian if you have questions about your diet.

# Oral Health Program

RJ Blackley Center recognizes the importance of good oral hygiene. It is assessed during the admission assessment process by nursing and medical providers. R.J. Blackley Center provides patients with a toothbrush and toothpaste and encourages all patients to brush after every meal. RJ Blackley Center’s medical providers will assess and treat acute episodic dental conditions with analgesics and antibiotics as necessary. If interventional dental care (extraction, etc.) is needed, you will either be transferred/discharged to have this care provided (if emergent) with return/readmission offered if clinically appropriate or the treatment will be recommended upon routine discharge (if non-emergent). Elective dental procedures/care i.e. dentures, routine cleaning/prophylaxis, crowns, etc. Will be

recommended for you to have completed after discharge.

# Chaplain and Pastoral Services

Chaplaincy Services are provided three times during the week with a non-denominational Worship Service on Sunday and on some holidays. Chaplaincy Services are outlined on your Program Schedule. You are encouraged to speak with your treatment team about any religious or spiritual practices that may require a special accommodation. RJ Blackley Center’s seeks to honor all spiritual preferences, however, the treatment team and/or hospital policies will determine whether or not the requested accommodation can be provided.

# What to Bring and What You Can Keep While at RJ

**Blackley CENTER**

***Vehicles*** Patients who drive their own vehicles to RJ Blackley’s Center will be asked to park in a designated parking area and turn the keys over to staff in the Admissions and Screening Office. The keys will be secured in the Cashier's office with the patient's other valuables. Patients will be denied access to their vehicles until discharge. RJ Blackley Center’s is not responsible for vehicles or their contents.

***Clothing*** When you are admitted, you will be asked to change into state clothing and your belongings will be searched. After admission, you may wear your own

clothes and sleeping garments and use your own toilet articles unless you are on unique precautions. An acceptable number of changes of clothes is at least 3 but no more than 5. We only accept a maximum of 5 changes of clothing because of limited unit wardrobe space. If you bring in less than 3 changes of clothes at the time of admission, your family or friends can bring in (with the approval of the Nursing Supervisor) changes of clothes to get you up to the acceptable number of 3. These items must be brought to the hospital Monday thru Friday between 8:30 a.m. and 4:30 p.m. All clothing brought to RJB must be machine washable and will be laundered upon initial arrival to the patient care unit. All clothing will be machine washed and machine dried. RJB will not be responsible for damage to clothing due to the facility’s washer or dryer.

**Family and friends are not permitted to drop off clothing or personal care items for you without prior approval.** All approved clothing or money not to exceed

$ 20.00 must be brought to the hospital Monday thru Friday between 8:30 a.m. and 4:30 p.m.

# There will be no exceptions regardless of time and distance traveled.

A few comments regarding clothing:

* No neckties or scarves are allowed during your treatment at RJ Blackley;
* All clothing brought to RJB must be machine washable. All clothing will be machine washed and machine dried. RJB will not be responsible for damage to clothing due to the facility’s washer or dryer.
  + A washer and dryer are available for your use, but dry cleaning is not available;
  + If you need assistance with washing your clothes, please ask staff;
  + Please keep in mind clothing should be modest and not provocative or revealing;
  + Appropriate undergarments are required at all times and should not be visible to others;
  + Night clothes must be worn to bed including undergarments;
  + Regular shoes should be worn in all areas outside the bedroom for personal safety; (No shoes with heels out or high heels are allowed due to safety issues).
  + Flip flops and or shower shoes are to be worn in bath and bedroom only;
  + Hats and other head gear may only be worn in the bedroom or outdoors;
  + Sunglasses may not be worn indoors*.*

There is a resource to supply basic clothing articles for a patient in need.

***Money*** You will not be allowed to keep more than $20.00 with you at any one time. Additional funds can be deposited by you or your family/significant others in a personal account in the Cashier's Office. Checks deposited in to your account will be held by the business office but will not be deposited or cashed and will be returned at time of discharge. A record of your funds will be kept, and you will be given a receipt for all money deposited into your account. We recommend valuable property (credit cards, legal documents, expensive jewelry, or large amounts of money) not be brought to RJB, but if necessary they can be locked in the

Cashier’s Office until your discharge. Cashing personal checks is not permitted. RJB does not provide access to ATM machines.

# The hospital is not responsible for the loss, theft or damage of any valuables or personal property you choose to keep in your possession.

**Other Items You May Bring**

***Toiletries:*** You may bring 7 of the following personal care items (all MUST be unopened, non-aerosol, alcohol-free, and in plastic bottles – NO glass allowed):

* mousse or gel,
* body wash,
* deodorant,
* personal razor,
* shaving cream,
* body lotion,
* make-up container (counts as 1 of 7 items and may include: face cream, foundation, facial powder, lip stick/gloss, rouge/blusher, eye shadow, eye liner, and mascara).

The following items may be brought in addition to the 7 toiletries allowed:

* contact lens cleaner (unopened package),
* denture adhesive (unopened package),
* feminine sanitary products (unopened package),
* adult diapers (unopened package),
  + denture cup,
  + contact lens container,
  + tooth brush/tooth paste,
  + shampoo,
  + conditioner.

***Tobacco products*** As of July 1 and thereafter, any tobacco products on RJ Blackley Center’s premises will be collected, secured, and returned to you upon discharge.

To reduce potential conflict and confusion, we strongly discourage any lending, selling, borrowing, or trading of any belongings.

# What to Leave Home

The following items must be left at home during your treatment at RJB:

* + Tobacco or Nicotine Delivery Products: include but are not limited to cigarettes, pipes, pipe tobacco, tobacco substitutes (e.g., clove cigarettes), chewing tobacco, snuff, cigars, e-cigarettes.
  + Tobacco Paraphernalia
  + Hair Dryers
  + Curling irons
  + Flat irons
  + Mirrors
  + Tweezers/nail clippers
  + Toiletry items that contain alcohol or other abuse able components
  + Musical instruments
  + Straight razors
  + Hair shears AND/OR clippers
* Scissors
* Pencils/pens/markers/crayons/drawing tables/paper clips/etc.
* Glass containers
* Aerosol cans
* Cell phones
* Baby powder
* Personal electronic devices
* Matches
* Needles
* Metal nail files
* Pocket knives
* Cigarette lighters
* Books (including holy books. If requested, these materials will be made available to you during your treatment.)

***Cell Phones*** are **NOT** permitted. This is to protect the confidentiality of all patients. Cell phones will be locked up for safe keeping and returned to you at discharge. Please write down list of contact numbers from cell phone at time of admission. Phone cards will be available for purchase to use for the pay phones.

***Personal Electrical Items*** are **NOT** allowed at RJB. Personal Electrical items include but are not limited to: laptops, MP3 players, CD/DVD players, cell phones, PDAs, televisions, stereo equipment, cameras, videocassette recorders, amplifiers, speakers, pagers, computer equipment, hair dryers, electric razors, electric toothbrushes, etc.

Electrical items brought to RJB will be securely stored and returned upon your discharge. Staff will document on the Personal Property Record items to be returned at the time of

discharge.

If you have any of these items, give them to your family prior to your admission or notify RJB staff and staff will lock them up for safekeeping until you are discharged. Some contraband items may not be returned to patients at discharge based on legal issues and/or your treatment team’s recommendations.

**Only Medications** prescribed to you or approved by your hospital physician may be used at RJB. Any medications brought in at admission should be sent home with a family member/significant other. Otherwise these medications will be sent directly to the pharmacy for inspection and safekeeping. These medications, if they pass pharmacy standards (current prescription label, not expired, and in original pharmacy issued packaging/container) and if they are clinically appropriate, will be returned to you upon your discharge based on physician order-otherwise ***they will be destroyed***. Medications that you bring to the hospital (prescription or over the counter) will generally not be used during your stay, except in circumstances where the specific medication is not readily available through our pharmacy formulary.

# Items NOT Permitted on RJB Grounds:

* + alcoholic beverages, illegal drugs and drug paraphernalia
  + firearms
  + Knives and other weapons

# General Information

Patient rooms at RJ Blackley Center are double occupancy. A semi-private bathroom is available for you and your roommate. There are several multi-purpose rooms available for leisure activities; however, these rooms are locked to discourage distraction from recovery opportunities during programming hours and at 11:00pm nightly. A general daily schedule is posted on the unit bulletin boards.

# Medication Administration

The medication nurse on each shift or your physician will answer any questions or concerns you have about your medications. The medication nurse can also give you an information sheet about your medications. If you experience any side effects from your medications, please alert an RJB staff member right away.

* If you are taking medicines while in the hospital and have side effects, report the side effects to the staff.
* If you are taking medicines such as tranquilizers or sedatives, you may not be as alert as usual. If this happens after discharge, do not drive a car, operate dangerous machinery, play a dangerous sport, or work in a job that is hazardous.
* Do not take any medications other than those prescribed by your physician.

Please be prompt when you are called to take your medication. It is important that you know what medications you are prescribed, their intended effects, and potential side-effects.

# Infection Control

**Good Health Habits Can Help Stop Germs\***

Keep in mind that washing your hands is the most effective way to prevent the spread of infectious diseases including respiratory illnesses such as: colds, flu, etc.

# Clean your hands.

* + Use soap and warm water.
  + Rub your hands really well for at least 15 seconds.
  + Rub your palms, fingernails, in between your fingers, and the backs of your hands.
  + Clean your hands before touching or eating food.
  + Clean your hands after you use the bathroom.
  + It is ok to ask your nurse, doctor or dentist whether he/she has practiced good hand hygiene.

# Cover your mouth and nose.

* + Many diseases are spread through sneezes and coughs.
  + When you sneeze or cough, the germs can travel 3 feet or more.
  + Cover your mouth and nose with a tissue or the bend of your upper sleeve (if tissue not available) to prevent the spread of infection to others.
  + You may obtain tissues from unit supplies.
  + Be sure to throw away used tissues and clean your hands after coughing or sneezing.

# If you are sick, avoid close contact with others.

* + When you are sick, let the nurse know.
  + Even though hand shaking is a social greeting, it is best to not shake hands.

# Personal items should NOT be shared.

1. **Get shots to avoid disease and fight the spread of infection.**
   * Make sure that your vaccinations are current— even for adults.
   * Check with your doctor about shots you may need.
   * Vaccinations are available to prevent the following diseases as clinically indicated:

|  |  |  |
| --- | --- | --- |
| Mumps Measles Hepatitis Diphtheria Chicken pox | Tetanus Shingles Meningitis  Flu (influenza) Whooping cough (Pertussis) | Pneumonia (Streptococcus pneumoniae) Human papillomavirus (HPV)  German measles (Rubella) |

*\*Adapted from Joint Commission patient information, Speak Up brochure and the Centers for Disease Control and Prevention Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings 2007 and the CDC accessed online.*

# Smoking

On July 1, 2014, RJ BLACKLEY

CENTER will become a tobacco free facility, both inside and outside.

Please support our commitment to a healthy environment and strong recovery by not using tobacco products at RJ BLACKLEY CENTER.

To support a tobacco free environment, RJB is asking patients to understand the following changes:

* + There will be no use of any type of tobacco products while in or on RJ BLACKLEY CENTER premises. This includes the sidewalks near the facility, parking lots, and state vehicles.
  + Treatment goals specific to nicotine use/dependence may be included in your treatment plans as clinically indicated.
  + Do not bring tobacco products to the facility. Any products brought to RJB will be collected, secured, and returned upon discharge.
  + Violations of RJB's Tobacco Free Environment will be addressed in the treatment team setting.

# Pay phones

Pay phones are located on each patient unit. You must pay for your own phone calls; however, you may make collect calls from the pay phones. Pay phone use is permitted only outside of treatment hours and programming activities.

Other pay phone guidelines:

* + - Designated phone times are posted on each unit
    - Telephone calls are limited to 10-minutes, followed by a one hour waiting period to allow everyone the opportunity to use the phones.
    - Phone calls between units are not permitted
    - Phone cards will be available for purchase at the cashiers office

Designated Staff assist you with initial notification to family of your admission to RJB. If you are without funds and need to contact your probation officer or your attorney, a staff member will arrange for you to have access to a phone to discuss these legal matters.

# Mail

If you send a letter to someone, be sure to put your name and the hospital mailing address in the upper left corner of the envelope. The hospital **cannot** return a letter to you, if the post office sends it back, unless your name is on the outside of the envelope. If you are not sure how to address the envelope, ask a staff member to help you.

**Stamp**

**Your Name Barrett Building 100 H Street**

**Butner, North Carolina 27509**

Send to: Name 123 Street Name

City, State Zip code

Incoming mail arrives on the unit generally around 2pm Monday through Friday. You will be asked to open your mail in the presence of staff to prevent introduction of items which could endanger patients or staff. If you refuse, the unopened mail will be stored in your personal

belongings and will be returned to you at discharge.

Outgoing mail is picked up once a day, Monday through Friday.

You can mail a letter by asking a staff member on your unit to assist. If you do not have money for stamps, a limited amount of postage will be provided at your request. Any mail sent to you at RJB that is received after your discharge will be returned to sender if you do not provide a forwarding address. Please remind anyone that may send you mail to include both your name "c/o RJ Blackley CENTER" and a valid return address. Mail sent without identifying the recipient patient will be returned to the sender.

# All Patients Have Rights

**Note:** some rights **cannot** be 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.

1. 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.
2. To retain your civil rights even while at RJ Blackley CENTER, 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.
3. To have treatment information handled in a confidential way and not be disclosed unless required or permitted by state or federal law.
4. To live as normally as possible while at the hospital and receive treatment in a safe and sanitary environment.
5. To receive payment for work of value to the facility, except limited housekeeping of your personal living space. (RJ Blackley does not offer work with pay options).

# Rights Related To Care and Services Provided

**By RJ Blackley CENTER.**

**You Have the Right:**

1. To 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 have restrictive interventions (physical restraint

or seclusion) used only when there is danger of

injury to yourself or others. You may designate an

individual to receive notification of any occurrence

of a restrictive intervention that involves you, if you

accomplished at the time of your admission by

completing the Consent for Emergency Notification

form. In addition, you may request to complete this

form at any time during your hospitalization by asking

an RJB staff member to assist you.

1. 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.
2. 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. RJB staff will be happy to help you in 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 RJB\*

\*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. Patient Advocate phones are available in each unit dayroom.

# Internal RJB CENTER Patient Advocates

100 H Street

Butner, NC 27509-1626

(919) 575-7485

# Or

**External RJB CENTER Patient Advocates**

North Central Office 205B West E Street Butner, NC 27509-1626

(800) 821-6922

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 shave each day and to have access to a barber or beautician as needed.
4. To linens, toilet paper and soap. If you do not have money to purchase other necessary personal hygiene products, the hospital will provide them.
5. To prearrange your funeral at **no** expense to the State.
6. 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.
7. 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 or smoking; 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. As a reminder, all long distance calls must be paid for by the patient at the time of making the call or made collect to the receiving party.
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 at RJB.
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 Patient Advocacy Department is: **(919) 575-7485. Phones with direct access to the patient advocacy office are located in each dayroom.** 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 a Patient Advocate. If you prefer to mail this form, send it to:

# The Patient Advocacy Department

300 Veazey Dr.

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, legal legally responsible person, hospital employee or any other competent adult. Except in the case of legal legally responsible persons, you will have to give individual written consent in order 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 RJB Director by calling 919-575-7619.

**All reported complaints about quality of care issues are reviewed by the hospital 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 CENTER 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.

Human Rights Committee (Accessed via the Patient Advocate service- Contacts 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 will be happy to assist you in making these contacts if you need assistance.

# Patient Responsibilities

In order to receive the most effective treatment, it is important that you participate as an active partner in your treatment. Listed below are some of your responsibilities in being a partner.

You and your assigned staff (from the fields of psychiatry, nursing, social work, substance abuse counseling, internal medicine, recreation therapy, pharmacy and dietary) together comprise a team dedicated to your addiction

treatment and recovery. In addition to your team, of which you are a significant, and active member, your family and/or legally responsible person; significant others and outpatient providers also play a **BIG** part in helping make your treatment at RJB productive and safe. We strongly encourage patients to be full participants in their care. Studies clearly show that patients who are actively engaged in making decisions about their treatment are more likely to improve and maintain that improvement.

# Listed below are steps you can take to be a responsible team member in your care:

* + Give correct, complete and honest information about your addiction(s), mental illness, health complaints, past illnesses, hospitalizations and medications.
  + Report to your clinical providers how your prescribed medications affect you.
  + Report to staff any unexpected changes in how you are feeling physically, mentally and emotionally.
  + Report any concern you or your family member(s) have about your medical health to the nurse taking care of you. Nursing will complete an assessment in response to your concerns. RJB has psychiatric and primary medicine providers available to assist in your care either in person or by phone 24 hours a day, 7 days a week.
  + Participate in the creation, implementation, and revision of your treatment plan. Come prepared to your treatment team meetings with your assessments, assignments and your input for how we can best help your recovery. Be ready to discuss and strategize.
  + Follow hospital rules and meet hospital expectations

as explained to you by staff or as listed in this handbook.

* Adhere to the hospital’s tobacco free policy
* Remember, ultimately you are responsible for your own actions.

You have many rights while you are a patient at RJ Blackley CENTER, likewise you also have responsibilities. You have responsibilities to yourself and to others. You have a responsibility to follow the rules and expectations of RJB CENTER which are put in place to protect your safety and the safety of all as well as to promote your health and the health of all. Some of these hospital rules and expectations are explained below.

# Responsibilities to Yourself:

Please use this hospitalization to focus on your own treatment and recovery. Recognize that we are here to help you learn, grow and recover from your addiction(s). Some hospital rules are made to give you the best chance to recover. If you do not obey these rules, some of your privileges may be restricted.

Be an active participant in your treatment. Talk with your treatment team and therapists openly and honestly.

* Tell the hospital staff about current problems, past illnesses, hospitalizations, medications and other issues related to your health.
* Report perceived risks in care, feelings of being unsafe, unexpected changes in condition
* Ask questions if you do not understand your care, treatment and services, or what you are expected to do.
* Follow the treatment plan developed and express any

concerns about your ability to follow the proposed plan.

* + Attend and participate in treatment team meetings
  + Follow the hospital’s rules, expectations and regulations.
  + Keep all therapy appointments and attend assigned activities.
  + Maintain good personal hygiene.
  + Take care of your own possessions; do not leave them where they do not belong.
  + Do not lend, sell, borrow, or trade items or money with other patients.
  + Do not gamble with patients.
  + Do not participate in any action which promotes or encourages addictive behavior.

# Responsibilities to Others:

When many people live and work together, they need rules and expectations to keep things going smoothly for the safety and treatment of all.

If you break the rules or fail to meet the expectations for living on your patient care unit, your treatment team may restrict some of your rights. The following activities should be avoided to ensure the comfort and safety of all:

* + Do not hit or hurt other patients, visitors or staff.
  + Do not damage property.
  + Avoid arguments.
  + Avoid saying rude, hurtful or unpleasant things.
  + Do not take things that belong to other people.
  + Do not bring in or accept from others dangerous or illegal things that could cause harm.
* Avoid overly loud talk and laughter respecting that others in your area may be engaged in quieter activities or not feeling well.
* Respect the privacy of others: Let others have time to themselves when they want to; do not read someone else’s mail; do not listen to phone calls or conversations with visitors.
* Do not take financial or sexual advantage of other patients.
* Getting involved in personal relationships while at RJ Blackley CENTER can interfere with the recovery process. Therefore, you are strongly discouraged from establishing personal relationships, and are not permitted to engage in any kind of sexual activity in the treatment setting.
* Do your part to maintain a clean and safe community and environment for everyone by keeping your room and bathroom tidy. Housekeepers work daily on the units, but will not pick up after you. Housekeepers will not sweep or mop if the room is cluttered.
* Do not keep food in your room, as this creates an unsanitary environment. If food is found in your room it will be collected and disposed.
* Room decorations should be temporary, removed easily, and support addiction recovery.
* Personal locks are not allowed on wardrobes.
* Incense and candles are not allowed in the hospital.
* Sleep in your designated bedroom. All bedding should remain inside the room.

# Legal Responsibilities:

State and Federal laws still apply while you are a patient at

RJB. RJ Blackley reminds you of the following in particular:

* + No alcohol, illegal drugs, or weapons of any kind may be brought onto state property.
  + No physical violence, hitting, or hurting other people is allowed.
  + It is illegal to help another patient leave the hospital without permission.
  + You can be held liable for the destruction/theft of state or privately-owned property (property of other patients, employees, or guests). You may be asked to authorize release of funds from your account to pay for any damages caused by your actions.

# Financial Responsibilities

RJ Blackley CENTER is a state-operated, non-profit institution. The charge for care and treatment is based upon the actual cost to the hospital. However, many patients and their families cannot pay the full amount of this cost. Therefore, the Reimbursement Office and you or your family will discuss your individual situation and work with you to arrange a payment plan for your hospital stay.

The Reimbursement Office will file any insurance claims. If you do not give the Reimbursement Office permission to file a claim with your insurance carrier, you or the person who is legally responsible for you will be required to pay the full charge. If you have insurance coverage, please understand insurance does not pay at 100%.

Therefore, a reduced daily rate, based on your income, may be assessed to offset the cost.

Staff from the Reimbursement Office will talk with you or a member of your family shortly after you are admitted to the hospital. If you have questions, please speak with someone from the Reimbursement Office.

# The RJB Reimbursement Office

Open from 8 a.m. to 5 p.m., Monday – Friday (except legal holidays)

Telephone number: (919)-575-7928

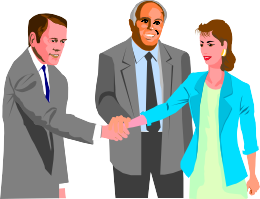
# Likewise, RJB Staff Have Responsibilities

* Staff must treat you with dignity and respect and help you with treatments that will allow you to recover as quickly as possible.
* Staff shall use clear and effective communications and are expected to treat all patients with respect and compassion.
* Staff will report to the charge nurse whenever a patient feels unsafe and must ensure the safety of patients at all times.
* Staff shall protect your right to confidentiality.

There are some times, however, when the hospital is required by law to give information about you to others such as:

* + If you leave the hospital without permission and your physician thinks you may be dangerous to yourself or others, the hospital may tell your family and/or the police.
  + Disclosure of information to someone providing a support service to you or this facility wherein the service provider agrees to safeguard and not re- disclose any information received about you.
  + In response to a court order and/or subpoena.
  + In response to a medical emergency.
  + Where other state laws require that information be disclosed (e.g., suspected child or disabled adult abuse, gunshot wounds, communicable diseases).
  + Disclosure to your patient advocate for monitoring and advocacy functions.
  + Disclosure to the courts and attorneys when applicable (e.g., commitment/admission hearings, forensic evaluations, pending litigation).
  + To establish your eligibility for financial benefits through a governmental agency.

# Family and Friends

If it is your desire and you have given consent, an invitation will be extended to your family members/significant others to participate in your treatment and discharge planning as well as RJB’s family programming. To arrange for family or significant others to participate in your care, please speak with your therapist, and he/she will assist you.

# Visitation Guidelines

Spouses, domestic partners, families and friends are welcome to visit. Your therapist will ask you to complete a visitors list. A maximum of two (2) persons may visit per visitation session. Only visitors whose names are on the visitor list and who are approved by the treatment team will be permitted to visit. RJB strongly discourages former patients from visiting current patients within 30 days of discharge. Visits are by schedule only and visitors who arrive outside of scheduled times will not be allowed to visit, regardless of time or distance traveled.

Sometimes when you visit, you may be asked to wear a gown or mask as well as clean your hands using a hand sanitizer or soap and water to help prevent the transmission of infections.

# Please do not visit if you are sick. Visitation Rules:

* A maximum of two visitors may visit a patient at a time.
* Visitors must check in at the designated visitation area upon arrival and show a valid photo ID.
* Visitors are asked not to bring any purses, backpacks, bags or containers to visitation.
* Visitors may not bring cell phones or pagers into the hospital.
  + No one under the age of 18 will be allowed to visit during normally scheduled visitation hours. Children ages 12 -17 may visit if therapeutically indicated and approved by your treatment team, however these visits will be scheduled during week- day business hours and must be supervised by the assigned therapist. No one under the age of 12 will be allowed to visit.
  + Food, beverages and personal electronics are not allowed to be brought in by visitors or to be left by visitors for patients.
  + Visiting will be limited to designated areas.
  + Sexual encounters or graphic suggestive behaviors are not permitted.
  + As of July 1, 2014, smoking is prohibited on RJB’s campus.
  + Visits may not be interrupted and restarted. If visitor leaves during visitation, they are not permitted to return.
  + Visitors who appear to be under the influence of alcohol or other drugs will not be permitted to visit and/or will be asked to leave visitation.
  + Certain items are not permitted in the hospital during visitation including: tobacco/nicotine products, tobacco paraphernalia, matches, lighters, illegal or prescription drugs, firearms, knives or any other potentially harmful objects.
  + No cameras, video recorders or audio recorders may be brought or used by patients or visitors anywhere on hospital grounds so as to protect the privacy of all patients.
* Visitors may be asked to leave:
* if staff believes they have dangerous or prohibited items,
* if a visitor refuses to comply with visitation rules and expectations,
* if a visitor refuses to comply with the tobacco free campus guidelines
* if a visitor becomes inappropriate or violent, or
* if the patient becomes agitated or uncontrolled.
* If a visitor disagrees with the request of an RJB staff for the visitor to leave RJB campus, a Butner Public Safety Officer may be summoned to escort the visitor from the premises.

# Video Surveillance

For your protection and the protection of other patients and staff, some RJB areas are monitored by video surveillance.

# Searches

To protect you and others from harm, the hospital has the right to search you and your possessions when you are admitted, whenever you return from an off-campus visit, or when there is reason to believe that some dangerous contraband is in your possession or in the facility. If you are suspected of having an item that is not allowed, you and/or your belongings may be searched, and this may include asking you to change your clothes. You may ask to have a Patient Advocate present during the search. Searches are done to keep the hospital, the patients, and the staff safe.

# You may request a copy of the RJB Search and Seizure policy.

**Help With Medical and Mental Health Decisions**

If you are over the age of 18 and have not been declared incompetent by a judge, you can pursue directives that will tell others what you want done if you are no longer able to make decisions for yourself. These are called “Advance Directives”. Advance Directives can be made for both medical and mental health decisions.

* **A Living Will** gives directions about what you want done related to your medical care under certain circumstances.
* The **Advance Instructions for Mental Health** is completed when you are well. You can put information in the advance directive about medications, facilities and treatments that you prefer or do not prefer to receive.
* **A Health Care Power of Attorney** is a legal document appointing someone you have chosen (like a family member) to make decisions for you if you become incapacitated due to poor health and you are unable to make decisions for yourself.

You may request a copy of RJ Blackley's policy on Medical Advance Directives and Advance Mental Health Instructions at any time during your treatment.

Your Medical Staff and therapist can help you with information about Advanced Directives.

If you have Advance Directives (Medical or Mental Health), please provide a copy of these to RJB staff. In rare circumstances, the treatment team may decide not to follow all of the wishes in an Advance Directive for Mental Health Treatment; nevertheless, Mental Health Advance Directives still provide your treatment team with important guidelines on how you want to be treated.

# Restrictive Interventions

If your behavior is considered dangerous to yourself or others, a restrictive intervention may be used to protect you and others from injury. These procedures are only used after less restrictive measures have been attempted or considered ineffective by staff. Currently, the only form of restrictive intervention used at RJB is a manual hold.

**Manual Hold (physical restraint):** A manual restraint is any situation where a staff person places his/her hands on a patient to get the patient to do something that the patient does not want to do.

***Seclusion:*** *the separation of a patient from the group to a confined room.*

***Manual hold:*** *a staff intervention that limits the patient’s freedom of movement.*

*RJB staff is committed to using least restrictive measures such as counseling and verbal reasoning, offering time with a staff member with whom the patient has a good relationship, offering to relocate patient from stress-provoking situation, and/or using medication as clinically indicated to help the patient remain in*

*control.*

# Regulations for the Use of Restrictive Interventions are as Follows:

1. Restrictive Interventions of a patient will only be employed when needed to protect him/her from self- inflicted injury or injury to others.
2. Restrictive Interventions will never be used as a punishment, as a verbal threat to a patient or for the convenience of staff.
3. Only staff trained in the proper use of Restrictive Interventions may use these procedures with patients.
4. A Restrictive Intervention will be used only as long as it takes for the patient to gain control and return to the unit environment without imposing injury to himself/herself or others.
5. Conditions in areas used for Restrictive Interventions are humane, secure and safe. These areas have adequate ventilation, light and consistent room temperature.
6. A staff member will provide continuous supervision of the patient while he/she is in a Restrictive Intervention. During the use of these procedures, the staff pays special attention to the patient’s comfort and physical needs. A patient is immediately removed from a Restrictive Intervention if monitoring indicates health or safety risks.
7. The staff will review the event with the patient and discuss ways the patient and staff can better manage future situations in order to decrease the likelihood of another restrictive intervention.
8. Staff document all incidents of Restrictive Interventions, including the date, time, number of minutes needed, reason for, and signature and title of the staff member documenting the event.
9. Restrictive Interventions are only used after other less restrictive measures have been attempted or considered by staff and proved ineffective.
10. The human dignity of a patient is preserved while in any form of restrictive intervention to the greatest extent possible including prevention of other patients from viewing the intervention.
11. Staff will explain the behavior the patient must display to end the restrictive intervention.
12. The restrictive intervention will be discontinued when the patient no longer displays the dangerous behavior that lead to implementation of the restrictive intervention.

A physician order is required to implement a restrictive intervention. Advance Directives for Mental Health will be followed if possible. Competent adult patients have the right to ask to have someone notified following the use of a restrictive intervention. Patients may indicate this desire on the Consent for Emergency Notification form at the time of their admission, or a patient may request to complete this form any time during his/her hospitalization.

# Precautions and Special Observations

Depending on what kinds of problems you are experiencing, you may be placed on special precautions to assure your safety and/or the safety of others. These

precautions may be for medical reasons (falls precautions or infection control related precautions) or for behavioral reasons (1:1 within eye view or arm's-length). Please note that being on certain precautions or observations may limit your ability to attend groups and other activities. Some levels of observation require patients be in the eye view of staff at all times- even when using the bathroom and bathing. Every effort will be made to work with the patient to limit the intrusion precautions and special observations have into privacy and programming while still protecting the safety of the patient and others.

# The Joint Commission Public Notice

RJ Blackley Alcohol and Drug Abuse Treatment Center is a Joint Commission accredited hospital and is required to make public the following notice:

The Joint Commission conducts accreditation surveys of organizations to determine their compliance with nationally established Joint Commission standards. These standards deal with organization quality, safety- of-care issues, and the safety of the environment in which care is provided.

If you believe you have issues concerning safety and quality of care in this Hospital on a continuous basis, you are encouraged to contact the Hospital's management. If you wish to contact Hospital management, please call the Risk Manager (919-575- 7285) who will be able to help you identify and/or contact an appropriate management representative to discuss and resolve your concerns.

If the concerns in question cannot be resolved at the Hospital level, then the Joint Commission may be contacted. The Joint Commission does not serve as a complaint mediator, however they can use the information provided to identify possible noncompliance with accreditation or certification standards.

To report the details about your complaint to The Joint Commission, use one of the following options:

# Online:

[www.jointcommission.org](http://www.jointcommission.org)

* + Submit an update to a complaint using the link above. (You must have your complaint reference number)

E-mail: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

Fax: 630-792-5636

Mail: Office of Quality Monitoring The Joint Commission

One Renaissance Boulevard Oakbrook Terrace, Illinois 60181

# NONDISCRIMINATION NOTICE STATEMENT

R. J. Blackley does not discriminate against any person on the basis of race, color, national origin, or disability in admission, treatment, or participation in its programs, services and activities. R.J. Blackley serves adults only (18 years or older), and other than this limitation, for clinically appropriate reasons, R. J. Blackley also does not discriminate on the basis of age in admission, treatment, or participation in its programs, services, and activities.

For further information about this policy, contact:

R.J. Blackley Center

Risk Manager

(919) 575-7303