

Central Receiving Facility Patient Handbook

Charlotte Behavioral Health Care



Behavioral Health Care



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Just for Kids

Below is kid-specific information for children and parents.

Dress Code

Appropriate clothing and proper footwear must be worn at all times. No clothing with strings, revealing clothing, etc.

Physical Contact

Engaging in horseplay, intimate acts, or sexual activities is prohibited. Sexually suggestive behavior or remarks are prohibited. Passing of secret notes is also not allowed.

Personal Property

Exchange or borrowing of personal items (including clothing) is not allowed.

Telephone Use

Parents must provide a list of approved persons who patient may call. Staff is to initiate all outgoing phone calls. Time spent on the phone will vary (at discretion of staff), however the abuse hotline may be called at any time.

Activities

Children are expected to participate and be fully engaged in therapeutic/group activities while on the crisis unit.



Unit Rules

This booklet will provide you with some information about the Central Receiving Facility. If you have any other questions or need additional information please feel free to contact ANY staff member for assistance.

Telephone



Patient Phone (on Unit): 941-347-6486 Adult
941-347-6487 Children

- A phone will be available in the Day Room for use between 8 a.m. and 10 p.m. (when not in group). After that time, please contact a nurse or BHT to assist you with calls.
- All long distance calls must be made with staff assistance.
- Calls are limited to five minutes each.

Access to Your Belongings

- Upon your request, valuables over \$200 may be placed in a drop safe and will not be accessible during your admission. Items placed in the drop safe may not be available to you if you are discharged on a weekend, but our staff will arrange for your belongings to be returned to you.
- You will receive a list of the items inventoried and will be given a copy of this list.

Food and Drink

- No food and drink are to be brought into the unit.
- You will be provided with three meals a day and three snacks (special diets may be ordered by RN/doctor).
- Juice, milk, and water (as well as decaf coffee for adults) will be provided during meal & snack times.
- No food and drink should be taken from the dining area.

Hygiene and Personal Grooming

- Each patient is responsible for their own hygiene, including daily showers, changing clothes, etc.
- No personal hygiene products are to be brought on to the unit. Hygiene products will be provided to you.
- Shoes or slippers must be worn at all times.

Smoking

Charlotte Behavioral Health Care is a smoke-free facility.



Unit Rules

Sexual Misconduct

Sexual misconduct is prohibited in all Central Receiving Facility Programs. Sexual misconduct may occur between any two individuals and is defined as (but not limited to) physical touching, suggestive or explicit body movements or motions, intimate or sexual activities or contact, sexually explicit or suggestive remarks.

Patients who feel severely violated by unwanted sexual advances of others may pursue legal charges, as is the right of any person. Patients who exhibit these behaviors or language may be subject to increased levels of observation or may be subject to restricted levels of independent activity for their protection and for the protection of others.

Visiting Hours and Rules

Visiting hours (adults and children):

- Monday-Friday: 6 p.m. - 7 p.m.
- Saturday/Sunday: 10 a.m. - 11 a.m. and 6 p.m. - 7 p.m.

Visitor Rules

- Visiting is allowed only in the community area.
- Visiting children under the age of 18 are NOT allowed on the unit.
- Two visitors per patient are allowed on the unit at one time.
- Items brought for patients by visitors must be given to staff to inventory before patient may have it.
- Visitors are asked to leave all their personal items in their car.
- Visitors must wear appropriate clothing attire (no low cut shirts, short shorts, too tight clothing, etc.).

Bedrooms and Bed Checks

- Patients should be out of their room from 8:30 a.m. - 8:30 p.m. and actively participating in groups.
- To ensure the safety of all patients, staff members will check each room every 15 minutes.

Discharge

- Family meetings are highly encouraged for all children.
- Clinician must have collateral contact from your supports prior to discharge (adults).
- Discharges take place throughout the day, except during the hours of 2 p.m. and 4 p.m. Several staff members will need to meet with you before you are able to discharge.
- The clinician will arrange a time for discharge with all supports/guardians/parents; please do not arrive before that time.

Restriction of Your Rights

It is our goal that you never have your rights restricted while you are a patient in our facility. However, there are certain actions and behaviors that may lead to a restriction of those rights on a temporary basis.

A few of those behaviors include:

- Actions that indicate an intent to harm yourself
- Actions that indicate an intent to harm another patient or staff member
- Verbally aggressive or threatening behaviors
- Contacting someone that does not want you to communicate with them
- Abusive use/misuse of patient phone

Reinstatement of Your Rights

If your rights are temporarily restricted due to any inappropriate behaviors, our staff will monitor your behaviors in order to determine when your rights may be reinstated. A patient's behavior is consistently monitored so their rights may be reinstated as soon as they are able to control their behaviors; our goal is to have your rights reinstated in the shortest possible amount of time.

Seclusion and Restraint

Our goal is the minimization and elimination of seclusion and restraint. At times, when patients are a danger to themselves or others, the least restrictive method of seclusion and/or restraint may take place. If this happens, CBHC staff works to maintain the dignity and respect of all patients. As soon as patient is no longer a danger to themselves or others, seclusion and/or restraint is discontinued. When this happens, staff debriefs all patients and staff and updates the patient's treatment plan, if needed.



Admission

As a Central Receiving Facility, admission to the unit may be made in one of two ways:

Marchman Act

Voluntary Admission

Involuntary Admission

- Marchman protective custody via law enforcement
- Emergency via physician certificate and application
- Marchman Act court order

Baker Act

- Voluntary Admission
- Involuntary Admission

Financial Information

Charlotte Behavioral Health Care is a non- profit organization. We do not refuse services to anyone based on their inability to pay. CBHC accepts many forms of Managed Medicaid as well as other forms of insurance. Financial arrangements may be established with each family.



Children's Daily Schedule

CHILDREN'S SCHEDULE

TIME	WEEKDAY							SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
600-700 AM	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs
700-730 AM	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST
730-800 AM	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING
800-900 AM	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY
900-930 AM	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME
930-1000 AM	Creativity Time	Creativity Time	Creativity Time	Creativity Time	Creativity Time	Creativity Time	Creativity Time	VISITATION
1000-1100 AM	Learning Time/Education	Learning Time/Education	Learning Time/Education	Learning Time/Education	Learning Time/Education	Learning Time/Education	Learning Time/Education	Learning Time/Education
1100-1200 PM	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time
1200-1230 PM	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME
1230-1000 PM	My 30/ Quiet Time	My 30/ Quiet Time	My 30/ Quiet Time	My 30/ Quiet Time	My 30/ Quiet Time	My 30/ Quiet Time	My 30/ Quiet Time	My 30/ Quiet Time
100-200 PM	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time	Circle Time
200-300 PM	Out n about/ SNACK TIME	Out n about/ SNACK TIME	Out n about/ SNACK TIME	Out n about/ SNACK TIME	Out n about/ SNACK TIME	Out n about/ SNACK TIME	Out n about/ SNACK TIME	Out n about/ SNACK TIME
300-400 PM	Talk Talk Talk	Talk Talk Talk	Talk Talk Talk	Talk Talk Talk	Talk Talk Talk	Talk Talk Talk	Talk Talk Talk	Talk Talk Talk
400-500 PM	Brain Teaser/Family Trivia	Brain Teaser/Family Trivia	Brain Teaser/Family Trivia	Brain Teaser/Family Trivia	Brain Teaser/Family Trivia	Brain Teaser/Family Trivia	Brain Teaser/Family Trivia	Brain Teaser/Family Trivia
500-530 PM	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME
530-600 PM	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY
600-700 PM	VISITATION	VISITATION	VISITATION	VISITATION	VISITATION	VISITATION	VISITATION	VISITATION
700-830 PM	Movie and Popcorn	Movie and Popcorn	Movie and Popcorn	Movie and Popcorn	Movie and Popcorn	Movie and Popcorn	Movie and Popcorn	Movie and Popcorn
830-900 PM	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs
900 PM	BEDTIME	BEDTIME	BEDTIME	BEDTIME	BEDTIME	BEDTIME	BEDTIME	BEDTIME

ADULT SCHEDULE

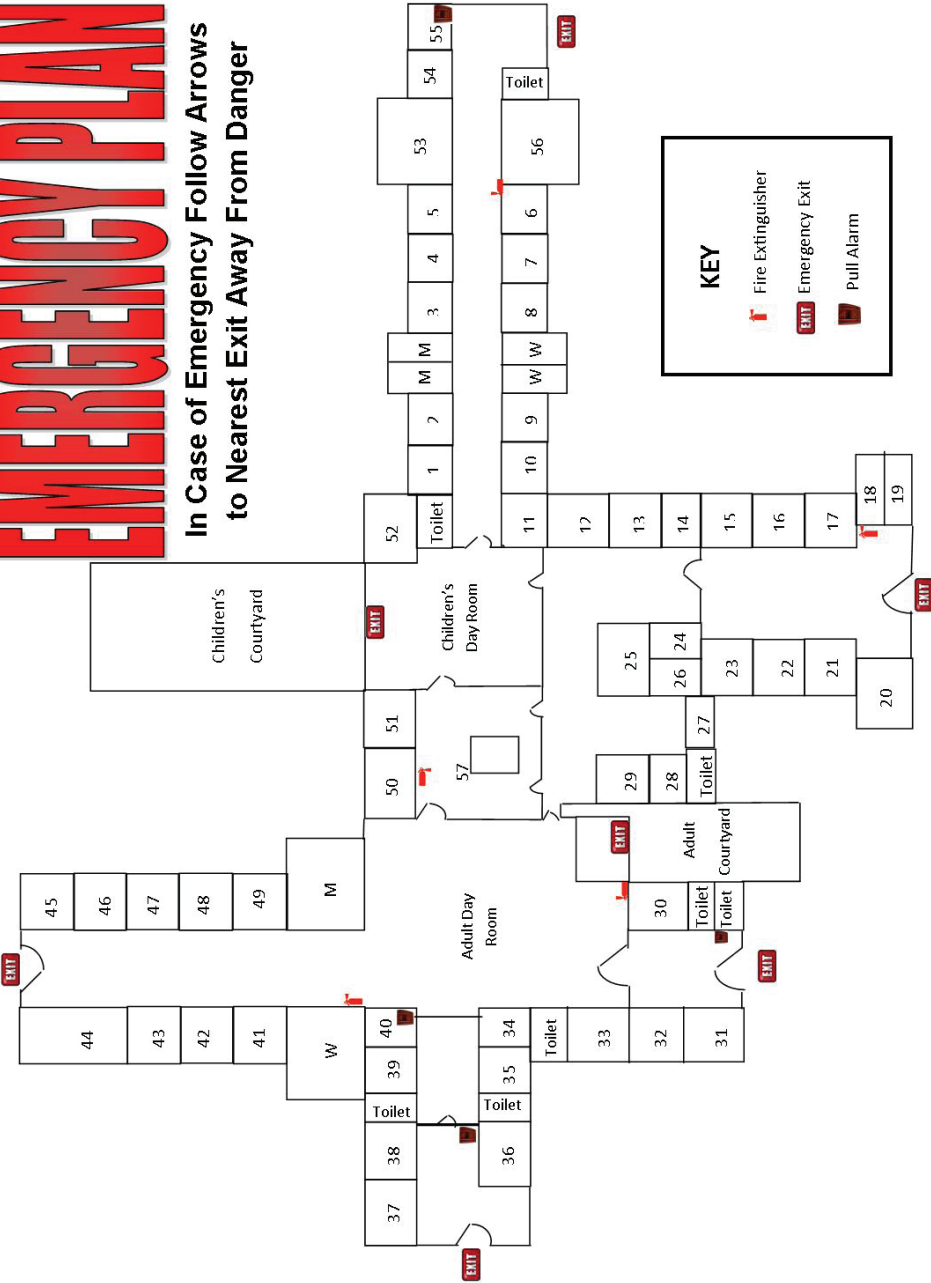
TIME SLOT

Adult's Daily Schedule

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
600-700 AM	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs
700-730 AM	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST
730-800 AM	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING	Goals setting group, COMMUNITY MEETING
800-900 AM	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY
900-930 AM	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME	SNACK TIME
930-1000 AM	Reinforce Goals/Steps to Reach	Reinforce Goals/Steps to Reach	Reinforce Goals/Steps to Reach	Reinforce Goals/Steps to Reach	Reinforce Goals/Steps to Reach	Reinforce Goals/Steps to Reach	Reinforce Goals/Steps to Reach
1000-1100 AM	Building Healthy relationships	Assertive Communication	Smoking cessation	Understanding Emotions	Friday Fun Day	VISITATION	VISITATION
1100-1200 PM	Actively seeking discharge	Actively seeking discharge	Actively seeking discharge	Actively seeking discharge	Actively seeking discharge	Actively seeking discharge	Actively seeking discharge
1200-1230 PM	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME	LUNCH TIME
1230-1000 PM	Meditation Time	Meditation Time	Meditation Time	Meditation Time	Meditation Time	Meditation Time	Meditation Time
100-200 PM	Group	Group	Group	Group	Group	Group	Group
230-300 PM	SNACK	SNACK	SNACK	SNACK	SNACK	SNACK	SNACK
300-400 PM	Out Door Activity	Out Door Activity	Out Door Activity	Out Door Activity	Out Door Activity	Out Door Activity	Out Door Activity
400-500 PM	Arts and Crafts Group	Arts and Crafts Group	Arts and Crafts Group	Arts and Crafts Group	Arts and Crafts Group	Arts and Crafts Group	Arts and Crafts Group
500-530 PM	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME	DINNER TIME
530-600 PM	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY	OUTDOOR ACTIVITY
600-700 PM	VISITATION	VISITATION	VISITATION	VISITATION	VISITATION	VISITATION	VISITATION
700-730 PM	Goals Accomplished/wrap up	Goals Accomplished/wrap up	Goals Accomplished/wrap up	Goals Accomplished/wrap up	Goals Accomplished/wrap up	Goals Accomplished/wrap up	Goals Accomplished/wrap up
730-830 PM	TV Time/ Snack Time	TV Time/ Snack Time	TV Time/ Snack Time	TV Time/ Snack Time	TV Time/ Snack Time	TV Time/ Snack Time	TV Time/ Snack Time
830-900 PM	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs	Vitals, Medications, ADLs
930 PM	BEDTIME	BEDTIME	BEDTIME	BEDTIME	BEDTIME	BEDTIME	BEDTIME

EMERGENCY PLAN

In Case of Emergency Follow Arrows to Nearest Exit Away From Danger



KEY

- Fire Extinguisher
- EXIT
- Emergency Exit
- Pull Alarm



Thank you!

Thank you for taking the time to review your handbook.
Any questions or concerns may be brought to
the staff or Program Manager.



LEARN MORE AT CBHCFL.ORG

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