



**The Strong Hope Military Program
Welcome Packet**

www.saltlakebehavioralhealth.com

The **Strong Hope** Military Program

Strong Hope is a specialized mental health and substance abuse treatment program for service members, veterans, and military families. We provide evidence-based treatment of PTSD, focusing on areas of military sexual trauma, childhood trauma, and combat trauma. In addition, we tailor individualized treatment in the areas of addiction, dual-diagnosis, depression, anxiety and other behavioral health needs.

Both of our military programs are dedicated milieus. Our Strong Hope Women's Program is programmed separately than the male service members in our Strong Hope Men's Program. All of our treatment teams include male and female staff members, and our Program Manager and Military Professional Liaison Specialist are both combat veterans.

Our specialized military program, on average, is a 4-6 week program. Programs for family members and veterans vary. Please call the Military Care Coordinator to determine the estimated length of stay for the program you will be attending.

While in our long-term military programs, service members who are safe to leave the unit "under supervision" may do so as part of planned group therapeutic outings. They must have a physician's order. Permission to participate in outings can be revoked at any time if safety concerns arise.

Our inpatient program is in a locked environment. Most service members are able to focus on their treatment goals in spite of these limitations.

Please make financial arrangements for your bills to be paid during your stay. There is limited access to the web for bill pay purposes only.

For additional information, visit us at: www.saltlakebehavioralhealth.com. Our web site has helpful information for service members along with directions to our hospital. To learn more, please call our Military Care Coordinator at (877) 640-0220.

PATIENT ADVOCACY POLICY ACKNOWLEDGMENT

Dear Military Member:

I would like to take this opportunity to welcome you as our guest to the Strong Hope Military Program.

As you become involved in your treatment program, we are very interested in your feedback about how well we are meeting your needs. In light of this objective, we will ask you to complete a Patient Satisfaction Survey at the end of your stay. Please take the few minutes required to complete this survey. The information you provide is carefully reviewed and analyzed for incorporation into the performance improvement activities of the hospital.

It is the policy of Strong Hope to explain at the time of admission the patient advocacy policy and procedure to the patient and their families and/or significant others.

If you need assistance while a patient at Strong Hope please request assistance first from the Charge Nurse or Therapist, Program Director, and then the Patient Advocate.

We welcome your comments and suggestions to assist us in further improving the quality of care received by Strong Hope.

Respectfully,

A handwritten signature in blue ink that reads "Selba Singer M.A. C.M.H.C. NCC".

Strong Hope Military Programs
Director of Clinical Services
Salt Lake Behavioral Health

Strong Hope House Standards

Upholding the house standards is all staff and Service Member's responsibility. These are not guidelines, but rather rules. They are not to be amended or changed for any reason without consult of administration. Should they not be adhered to, there will be restrictions. Please direct any questions regarding the standards to the Charge Nurse.

General

- This is your current duty station and you are expected to treat it as such.
- Service Members and Staff are expected to be respectful to themselves and each other.
- No glass is allowed on the unit including nail polish.
- No sleeping in the day room.
- Service Members are not allowed to loiter at the nurse's desk or reach over the desk at any time.
- Service Members are expected to shower and exercise a basic level of personal hygiene every day and dress appropriately in clean clothes.
- Lights out on the unit at 2200.

Participation

- All Service Members are expected to actively and appropriately participate in ALL groups unless there is a medical reason with a doctor's order not to go. This means that you show up ON-TIME with your supplies and assignments ready. It is your responsibility to get to group on time. Lack of appropriate participation will result in restrictions including not going on the weekly walks and possible report to your command.
- All Service Members must go to all meals in the cafeteria unless there is a medical reason with a doctor's order not to go.
- Service Members are expected to participate in PT one hour per day/5-days a week, in accordance with their profiles. This includes engagement in yoga. **Staff MUST be present in the gym.**

Outings

- Service Members will be assessed for readiness and appropriateness for each outing. Anyone from the treatment team may restrict someone from going on an outing if safety, behavior or lack of program participation is a concern.
- Service Members must not be on AWOL, aggression, self-harm or suicide precautions within the last 48 hours to be able to attend an outing.
- New admissions may attend therapeutic outings after 48 hours in the hospital if the treatment team deems appropriate.
- There must be no behavioral issues in the 72 hours prior to the outing.
- Service Members who have been on unit restrictions or who have not fully participated in their treatment during the preceding 72 hours of an outing are ineligible.
- Service Members are not required to pay for outings unless there are optional and voluntary purchases at which point these are the Service Members responsibility.
- Service Members are only allowed to purchase items that they will consume at the outing destination. No food or drink will be allowed back in the hospital. No other items may be purchased on outings.
- Service Members not attending the outing must work on therapeutic homework, read or journal while on the unit. They may not watch TV or play video games. Attending scheduled activities such as gym, yoga or Recreational Therapy are appropriate.

- *Therapeutic/Recreational* – Mandatory for all Service Members who are stable, therapist must be present. All outings are weather and safety permitting. Examples: Equine, Climbing, Letting Go Ceremony, Hiking, Archery, Cycling, Ropes Course, Paddle Sports

Rooms

- Service Members are ONLY allowed in their rooms during designated room times. Rooms will be locked when Service Members are not in them, and during all programming times. This is to minimize avoidance and withdrawing behaviors.
- Service Members MUST have their doors open with at least 4 inches/a fist's-space opening at all times when in rooms.
- Room furnishings will be changed only at the direction of the Charge Nurse. Patients on Line of Sight may be required to arrange their bed so that the head of their bed faces out.
- Service Members' rooms will be searched daily. Service Members WILL be given the opportunity to be present for an in-depth ROOM SEARCH. Staff may walk through rooms at any time and take items in plain sight that appear to be contraband.
- Service Members are required to keep their rooms clean and orderly.
- No foods of any kind (including gum) or drinks (other than water) are allowed in Service Members' rooms. This is a health-code regulation.
- Service Members are only allowed to enter their own rooms and are not allowed to enter any other Service Members' rooms.

Phone, Computer, TV, Music, Gaming & Electronics

- Phone calls are allowed **when group is NOT in session and must end 5 minutes prior to group beginning**. Phone calls should be limited to 15 minutes and are not allowed between 2200-0800. (Exceptions will be made for overseas and command calls. Adjustments to length of time on phone varies on number of Service Members on the unit)
- Cable music on the TV is allowed during the day.
- TV and game systems are not allowed during the day. TV and gaming hours are from end of program day to bedtime.
- iPods may only be used in the gym. No other electronic device is ever allowed. iPod cannot have a camera feature.
- Other than iPods as explained above, no other personal electronics (including flat irons and blow dryers) allowed on unit.
- Computer use is limited to an AS-NEEDED basis, only to be used to pay bills, check bank accounts, or for official, required, military business. Computer use must be approved by a therapist and can be managed by the nurse. Computer times are Tuesday and Friday assuming staff are available to closely supervise. Checking personal email is not allowed. Ordering anything online is prohibited.
- Movies and DVDs that are unit property may be watched from end of program day to bedtime. Nothing may be watched with an R rating.
- Staff has the ability to turn off or switch any program/movie being watched if deemed inappropriate for Service Members or milieu.

Food & Drink

- No outside food or drink allowed on unit. All food items purchased on an outing must be consumed prior to return to building.
- Food will only be brought up from the cafeteria when the nurse directs it.
- Service members must eat meals in the cafeteria prior to taking a smoke break, and not use the entire time to smoke. Staff will determine when the smoke break may begin and when it will end during meal periods.

Personal Belongings/Pillows

- Blankets from home and stuffed animals are NOT allowed.
- Service Members are allowed 5 pieces of make-up/facial products. These items are to be stored in their hygiene bin behind the nurses' station when not in use.
- Service Members are allowed a maximum of \$20 on their person or in their room.
- One credit/debit card and an official ID may be kept locked in the Program Managers office. These may be issued only on outings where purchases are allowed.
- If a personal item not on the unit is needed, a personal belonging request needs to be submitted and approved. Personal belongings will be retrieved once weekly.
- Service Members are allowed 5 days of clothing on the unit.
- Dog tags and KIA bracelets will be kept in the safe and are not allowed on the unit.
- The only jewelry allowed on the unit is 1 wedding band/ring.

Visitation/ Mail

- Visits may NOT take place on the unit. Family meetings with a therapist may be held on the Strong Hope Units group room when arranged by the therapist, and, may only happen during regular therapist hours.
- Care packages are not allowed however, you may receive cards, letters, pictures, etc.

Hygiene Runs

- Hygiene runs for critically needed items may happen every two weeks depending upon Service Member need and staffing availability. Up to three items will be purchased. The Charge Nurse approves the items to be purchased and sets this up. Tobacco products may be purchased. Food is not an allowable purchase.

Writing Utensils

- Stubby pencils are the only writing tools allowed the first 7 days after admission. No markers or mechanical pencils are allowed.
- Full-length pencils and pens will be issued after 7 days. Pens and full length pencils must be turned in and accounted for by bedtime.
- Pens and full length pencils are not allowed in Service Members' rooms.

Boundaries

- Service Members are to respect appropriate physical and emotional boundaries. Remember: some people have a hard time saying "no."
- There should be no physical contact between Service Members or Service Members and staff. The exception to this is "appropriate touch" such as knuckles, high fives and handshakes. When a Service Member is departing the program or after a coining, appropriate goodbye gestures such as a neutral hug may be appropriate on an individual basis.
- Gifts are not to be purchased to or from staff. Service Members may not purchase gifts for each other. This includes lending money or purchasing items for each other while on outings.

Signage/Notices

- Service Members may request personal signage or notices to hang on their door; these must be approved by the Charge Nurse.
- Any public signage or decorations in the common areas needs to be approved by the Charge Nurse. Official signs or notices need to be approved and prepared by the Program Manager.
- Rules and policies may be amended based on therapeutic necessity and the needs of the individual Service members.

Tobacco Policy

- This is a Tobacco-free facility. That means that tobacco (including chewing tobacco and cigarettes) may only be used outside during smoke-breaks. It is NEVER allowed in the facility for patients OR staff.
- Service Members will be allowed a 15-minute outdoor break following breakfast, lunch, and dinner. Service Members will also have 2 additional outdoor breaks provided during the day. Smokers may have up to 2 cigarettes per break but must be done within time limits. Chew must be spit-out prior to leaving the designated smoking area. 15-minute breaks **INCLUDE TRAVEL TIME**.
- Service members must supply their own unopened pack/packs of cigarettes.
- Only staff members will be allowed to light cigarettes and must be in possession of the lighter at all times.
- Staff members must be in possession of the cigarettes at all times.
- Staff members must be outside with the Service Members any time that they are outside.
- Smoking is not permitted on the outings.

Day Room Etiquette

- The television should only be on after 1600 when programming is over. The TV is to be turned off at 2130. TV volume should be kept at a respectful level.
- Service members who wake up at night are allowed to relax, read, draw or write, according to their sleep hygiene plan, until they can return to bed. Service members will not turn on TV or video games at night. If the TV is on cable music the channel cannot be changed to a TV program.
- Service members will be considerate of others in their use of chairs and couches.

Programming:

Strong Hope is an inpatient program specializing in the treatment of combat PTSD, Military Sexual Trauma, Childhood Sexual Trauma, Addiction, and Personality Disorders in patients with a history of trauma. Service members with Dual-Diagnosis will have both their addiction and psychiatric conditions addressed throughout the program. Strong Hope utilizes Cognitive Processing Therapy, Dialectical Behavioral Therapy and a variety of experiential modalities as the primary treatment modalities with alternative therapies implemented based upon the individual needs of each patient after assessment.

The Strong Hope Program

Military Packing List

Please use the following information in determining and deciding what belongings you are wanting on the unit with you. Please be aware that the total number of belongings listed includes items that are currently on your person.

Allowed items and amounts:

- 2 Jackets, coats or hoodies
- 3 Pairs of shoes (1 pair athletic with laces and 2 others without laces)
- 7 Pairs of socks
- 10 Underwear or a total of 5 sets of garments tops/bottoms
- 10 Tops (this includes, t-shirts, sweatshirts, pajama tops)
- 10 Pants (this includes shorts, pants, pajama bottoms, sweats)
- Total of 5 bras, sport bras or tank tops (cannot exceed 5 together)(No underwire)
- Hygiene items (can't have glass, metal, mirrors, aerosols, or contain alcohol in the first 3 ingredients), See inventory sheet for list of exact items.
- 2 Books (no spiral notebooks or staples)
- Max of \$20.00 for the vending machine on the unit (additional cash will be stored in program directors office or CFO office)
- Military ID and up to 3 credit cards of choice for outings (will be kept with program director)
- Unopened packs of cigarettes (optional, 1 carton of cigarettes at a time allowed on unit the rest is in lock up and can be removed if needed)
- 1 Ring (SLBH encourages that all jewelry be sent home or locked up and not brought to the unit)
- Items such as glasses, dentures, hearing aids, C-PAP or other medical equipment with physician order.
- **Seasonal items and items for outings such as beanie, hat, gloves, sunglasses, athletic shoes with laces, iPod and or headsets will be kept with nursing staff behind the nursing desk and are only allowed at specific times. Please bring and select clothing that you feel comfortable doing outdoor recreation activities in.**
- Please write down all phone numbers that you will need such as family, friends, therapist and/or ongoing providers.

Please be aware that items not brought up to unit will be locked up and that you will not have access to the belongings until discharged. You will not be allowed to change out clothing during your stay here either. If additional items are brought to you after admission they will not be allowed up the unit if you already have the max amount.

Prohibited items:

No electronic equipment is allowed on the unit. iPods are allowed in gym only.
Phone and other electronic devices will be kept in hospital safe until departure
No drawstrings in any clothing
No underwire bras (sports bras only recommended)
No bobbie pins or metal clips
No spiral notebooks or binders
Outside food/snacks are prohibited

IMPORTANT NOTES:

Please make a list of important phone numbers and addresses prior to arrival as cell phones will be stored away during your stay. You will not have access to your phones during your stay. Please ensure that your bills are paid or that you have an alternative way to pay your bills versus relying on your phone.

Questions regarding the packing list should be directed to 877-640-0220

Safety:

For your safety and the safety of others, certain behaviors and items are not allowed. The following are unsafe behaviors and are not allowed:

- Sexual acts or inappropriate physical contact between patients is not permitted.
- Violence of any sort is not tolerated. This includes verbal threats, physical aggression, or destruction of property.
- Drinking alcohol or using non-prescribed drugs or possession of alcohol or non-prescribed drugs is not permitted.

Unsafe behavior will result in a review of the treatment plan and further recommendations

Also, we have to restrict any hazardous items that could jeopardize your safety or the safety of other patients. The following is a list of items that we either lock up or send home with your family and/or care giver:

- No jewelry (*with the exception of wedding band*)
- Items with sharp edges or points
- Glass within picture frames (*these items will be sent home*) photos/pictures without a frame are permitted
- Makeup will be kept, but made available as requested (*5 items only*)
- Alcoholic beverages
- Flammable contents
- Glass vases
- Glass plates and/or cups
- Knives of any type (*will be locked up but it would be preferred to leave at home*)
- Guns/protection devices (*prohibited on hospital property*)
- Disposable razors (*can be checked in*)
- Cell phones, iPods, DVDs, earphones, beepers, recording devices, e-readers, tablets or electronic games, or any other kinds of electrical devices *Please bring a hard copy list of important phone numbers*
- Any objects that can be used as a weapon (such as under wire bra and shoe strings)
- Shoe laces (*Can be used during gym times only*)
- Pens/pencils
- DOG TAGS, KIA BRACELETS AND MILITARY ID WILL BE STORED IN THE SAFE

Please be aware that Service members are here for different reasons. Some may have additional restrictions. We ask that you do not lend or give out any of your personal possessions.

It is the job of the staff to prevent harm from coming to any patient. You can help and show your concern about others by immediately telling a staff member if you know of someone who is planning to hurt him or herself or someone else; or if you know of someone planning to run away from the facility. Your treatment team will answer your questions about this if the situation arises.