Crisis Stabilization Unit – Client Handbook

**Program Description**

The Crisis Stabilization Unit (CSU) serves adults age 18 and older in Region IV. CSU’s purpose is to divert, prevent, or reduce psychiatric hospitalization for individuals who are experiencing a mental health crisis, or assist them in returning to their community from such a hospitalization. CSU accomplishes this by providing daily program services, assisting individuals to mobilize community resources, and connecting individuals to those around them for ongoing recovery. Service modalities include: psychiatric assessment, medication and symptom management, supportive counseling, mind-body techniques, medically assisted withdrawal management, introduction to mental health recovery concepts, development of individualized Wellness Recovery Action Plan (WRAP), coping skills training, case management, and linkage to community resources.

**Mission/Philosophy**

CSU supports RBHA’s mission by respecting the dignity of individuals in crisis, assuring safety, serving their needs in the least restrictive environment and linking with other community service providers as needed.

We believe recovery is possible for each individual and that having a sense of hope lies at the foundation of recovery. We also recognize that each individual in the program is at a different stage in their own recovery. Knowledge about mental health and access to available resources is critical to the recovery process. In light of this, CSU’s primary goal is to instill hope and safety. CSU strives to assist each individual in identifying their treatment goals while assuring their safety in a thorough, expedient, and professional manner. CSU will make appropriate, individualized follow-up referrals for each individual who completes treatment, to include, follow-up case management appointment and hospital discharge psychiatric follow-up appointment.

**Length of Stay**

You and CSU program staff will evaluate your progress toward your treatment goals on your Individual Service Plan (ISP) that you will develop with our treatment team. When you have met your goals, it will be time to take what you have learned and apply it in the community, knowing that we understand recovery can be a lifelong journey with challenges along the way.

Much of our education and coping strategies are presented in daily group sessions. Attendance and participation in all eight groups offered daily is expected and will be critical to your success at CSU. Your length of stay is dependent on your progress in groups and individual sessions, as well as your overall commitment to your treatment. From the beginning of your treatment stay, you will be working on a Safety Plan for ongoing treatment in the community.

**Facility Information**

107 South 5th Street, Richmond, VA 23219 (located behind RBHA main building via alley)

Clinical Office/Admissions: (804)343-7691

Fax: (804)343-7689

The CSU does not provide parking for private vehicles. If you drive yourself to the CSU, you assume all responsibility for your vehicle. It is highly encouraged, that you do not leave your vehicle parked at CSU/RBHA.

Positive supports, to include family members and friends, may contact you and leave a message at 804-343-7691. Due to HIPPA guidelines, staff will inform the caller “that they cannot confirm or deny your presence at CSU, but if you are present they will relay a message.” Calls and questions directed to staff will only be accepted with your written permission on a consent to release form, which we will discuss during your admission.

**Participation Guidelines**

Individuals grow and resolve crisis best when they feel safe and respected. Living and working closely together can be stressful, especially when individuals are already in a state of crisis. We have developed guidelines to ensure a safe and respectful environment for all. If you need additional assistance resolving conflicts, please let program staff know.

* Communicate respectfully with all. Even if we have opposing points of view, we can strive to understand each other's perspective. We request that you save political, religious, and other contentious discussions and points of view for private conversations.
* Be mindful of each other's privacy and confidentiality within the program and in the community. Avoid gossip, which is a form of violating someone’s privacy.
* Respect individual space and boundaries.
* Detailed incidents or histories of trauma and substance use can be triggering for individuals in recovery. Please discuss your past in general terms and keep your focus on how you are currently progressing. You may, of course, discuss your history in greater detail with program staff.
* If at any time you are feeling unsafe, please clearly communicate this with program staff so that they may assist you as needed.
* If you are aware of another individual having difficulty with their safety or another issue of a serious nature, please notify staff immediately. This is your responsibility to the entire CSU community; reports will be kept confidential.

**Personal Property and Inspections**

To maintain a safe environment, CSU staff will inspect your personal belongings at the time of your admission, discharge, and at any time during your treatment. This will include a screening via a metal detecting Safety Wand. We may ask your assistance in demonstrating that there are no unsafe items on your person or in your belongings. All weapons will be disposed of unless a responsible third party can accept them.

CSU is not responsible for any valuables you choose to keep with or on you. Sharps, razors, and other objects that would be considered a safety risk will be kept in a secured location until discharge. You may request to use disposable razors from staff during designated evening ADL times.

**Smoking**

The CSU is a smoke-free environment. We provide nicotine gum, patches, and other supports, as well as coping skills for staying nicotine-free during treatment and after you discharge.

**Alcohol and Drugs**

Possession and/or use of alcohol or drugs is strictly prohibited and is grounds for immediate discharge.

**Meals and Drink**

* The CSU provides heart healthy catered meals for breakfast, lunch, and dinner at designated times. Please be sure everyone has been served before taking a second helping.
* Two snacks are provided at designated times.
* You are responsible for cleaning up after your meal.
* Outside foods, drinks, or candy are prohibited, and individuals are not allowed to purchase food(s) for the group.
* Food and coffee are only allowed in the designated Dining Room; water may be consumed throughout the CSU.
* Caffeinated coffee is served during breakfast. Decaffeinated coffee is served during dinner. Individuals may consume no more than 2 cups of coffee at breakfast and dinner.
* If you have specific dietary needs, please discuss them with staff during admission. CSU will make reasonable efforts to accommodate individual dietary needs.

**Laundry**

* Laundry facilities are available for your use after 8pm.
* CSU provides fragrance-free laundry products; outside laundry products are prohibited.
* Staff will support you with completing laundry as needed.
* If the CSU has a large number of rooms to prepare for new admissions, we may request that you to wait to complete your laundry at a later time.

**Leaving the Unit**

For safety reasons, you are required to stay on the premise of CSU at all times. Please reschedule any appointments or obligations you may have until after your discharge. [Exceptions are only made when your case manager or primary support provider can take you and stay with you during necessary off-site appointments that cannot be rescheduled].

**Phone Use**

The CSU is a cell phone-free environment. Cell phones will be stored in a secured location during your treatment. The CSU Client Phone is not to be accessed during scheduled group times. We reserve the right to regulate client phone access if any use of the phone is creating a problem for you or other individuals. The CSU Client Phone is available to use for 5 minutes at a time between the hours of 6:30am-8:20am; 11:45am-1:15pm; 4:45pm-5:45pm; and 8:00pm-11:00pm.

**Computer**

There is one computer available for individual use during breaks and at the end of the program day. Use of the computer is prohibited during scheduled group times.

* The computer is intended to assist you in your recovery and in discharge planning.
* You are prohibited from viewing offensive material or download anything to the computer.
* We reserve the right to regulate computer access in cases of misuse or overuse.
* CSU prohibits posting any information that explicitly identifies any other individuals or CSU staff on any social media site (including but not limited to Facebook, Instagram, Snapchat, LinkedIn, etc).

**Television, Wii and Electronic Devices Use**

* Personal electronic devices are prohibited at CSU.
* Television use is prohibited during scheduled group times.
* The TV located in the group room can be utilized for recreational purposes between the hours of 8:00pm-11:00pm and during designated break times.
  + Subject matter may not be sexual, violent, or otherwise inappropriate.
  + Movies must be approved by program staff and agreed upon by those watching.

**Personal Space**

* You are prohibited from entering other individuals’ bedroom.
* Room assignments are made to fit individual needs and program concerns. It is possible that your room assignment will change while you are in the program.
* You are responsible for keeping your space neat and tidy. Please do not keep food or drinks in your room.
* Staff will store items that have been deemed harmful in secured locations.
* The CSU is not responsible for lost or stolen items so please keep your valuables secure.
* Please be mindful of privacy and confidentiality around the medication desk. Please do not interrupt other individuals when they are receiving meds.

**Dress Code**

* We ask that you wear modest clothing with no profanity, drug, alcohol or gang emblems or slogans.
* Shirts with “spaghetti” straps, tops that bare midriff, short shorts, bathrobes or revealing pajamas (outside of the bedroom) and clothing that displays undergarments are prohibited.
* Hats, bandanas, and sunglasses cannot be worn on the unit except for medical or religious reasons.
* You are required to wear shoes or socks at all times.

**Behavioral Guidelines**

Any of the following behaviors are grounds for therapeutic discharge from CSU:

* Aggression, hostility, or threatening behavior;
* Self-injurious behavior;
* Sexual activity;
* Possession or use of illegal drugs/alcohol;
* Stealing;
* Damage to property;
* Exclusive relationships with other individuals whether sexual or not;
* Verbal or physical abuse to staff or other individuals;
* Violations of confidentiality;
* Any behavior that seriously and adversely affects the CSU milieu.

Individuals may occasionally be offered a “*Behavioral Contract*” in situations where their behavior disrupts the milieu but does not meet the threshold for therapeutic discharge. Behavioral Contracts are signed agreements between individuals and program staff stating that the individual agrees to abide by appropriate behavioral guidelines or be discharged.

**Medication Guidelines**

* We ask that you bring all your medications with you, including over the counter, in their original labeled bottles from the pharmacy or manufacturer.
* Medications will be turned over to nursing staff upon admission for review and storage during your treatment.
* Staff will observe you taking your medications.
* All medication(s) must be taken the way that they are labeled by the pharmacy or manufacturer unless changes are made by the prescriber in person.
* Non-FDA approved medications may require review by a provider before use.

Expired medication(s) and medication(s) that have been discontinued while in treatment will be disposed of by the CSU, as per DEA regulations. Any sharing, giving away, or selling of medication(s) is prohibited and grounds for immediate discharge.

**Daily Schedule**

6:30am – 8:20am Wake up/ADL’s/Breakfast/Phone/Meds/Vitals

8:25am – 9:25am Morning Community Meeting

9:30am – 10:30am WRAP (Wellness Recovery Action Plan)/Treatment Planning Group

10:30am – 10:45am Break

10:45am – 11:45am Creative Arts/Recreation Activity Group

11:45am – 1:15pm Lunch/Vitals/Medication/Phone

1:15pm – 2:15pm Co-Occurring Disorders Group

2:15pm – 2:30pm Afternoon Snack

2:30pm – 3:30pm Symptoms Recognition and Management Group

3:30pm – 3:45pm Break

3:45pm – 4:45pm Medication and Wellness Group

4:45pm – 5:45pm Dinner/Medication/Phone/Vitals

5:45pm – 6:45pm Social Skills Group

6:45pm – 7:00pm Break

7:00pm – 8:00pm Closing Community Meeting

8:00pm – 8:15pm Evening Snack

11:00pm – 6:30am Lights Outs

**Group Guidelines**

* Group therapy will be a major part of your treatment plan that assists with healing and recovery.
* Group attendance will help you learn positive coping skills for healthy living.
* The process works best when you become a part of the group, listening and sharing with others – if you feel comfortable.
* Members of the group focus on helping themselves and each other.
* Use the group facilitator as a guide and as a resource.
* Come to group on time out of respect to the group leader and other individuals.
* Confidentiality is critical to the group process. You may share information pertaining to your own recovery, but not identifiable information about your peers.
* Speak respectfully and avoid profanity.
* Listen respectfully.

**Medical Emergencies**

In the event of a medical emergency, it may be necessary for CSU staff to seek medical aid or treatment for you. CSU staff will secure the necessary transportation by car or ambulance to a local emergency room in the event of such an emergency. You will assume full responsibility, both financial and otherwise, for all emergency transportation, medical bills, and/or prescribed medications incurred at such a time.

If you are admitted to another facility for a medical or psychiatric reason, you will be discharged from the CSU. You may participate in the admission process again should you need to return to the CSU for treatment.

**Discharge Planning**

Please work on your planned discharge date and time during one-on-one supportive counseling meetings with clinical staff and psychiatric providers.

Prior to discharging, you will participate in a **Discharge Review** meeting with program staff. In this meeting, you will review:

* Your progress towards your treatment goals and the next steps in your recovery.
* Your safety and appropriateness to discharge.
* Scheduled follow-up appointments with your psychiatric provider and/or PCP.
* Scheduled follow-up appointments with an outpatient provider and/or therapist.
* Your personalized **CSU Safety Plan**, which includes:
  + A contact list of family, friends, positive supports and providers who will help you in your recovery.
  + A complete list of potential triggers, coping skills, and community resources.
  + Emergency contact information (including your local Community Service Board’s Emergency Services).

**Discharge**

On the day of discharge after your Discharge Review meeting, you will be required to:

* Complete necessary CSU questionnaires.
* Remove bed linens and place them in the appropriate laundry hamper.
* Pack personal belongings.
* Account and verify all personal belongings with CSU staff.
* Sign documentation stating that you have received all personal belongings with CSU staff.

At your time of discharge, all currently prescribed medication(s) will be returned (medications that were discontinued or expired will be disposed of).

You will receive a copy of your discharge paperwork that will include a complete listing of currently prescribed medication(s), dose, route, and frequency. Follow-up appointments with psychiatric and outpatient providers for on-going recovery will be included.