



# Kern County AES Center

## PATIENT HANDBOOK

Lerdo Pre-Trial Facility  
17695 Industrial Farm Road  
Bakersfield, California 93308  
Phone: 661-391-7800

WELCOME



April 2018

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# Welcome to the Kern County AES Center

On behalf of California CCS, P.C. (CCS) and the staff, I would like to welcome you to the Kern County Admission, Evaluation, and Stabilization (AES) Center. The Staff look forward to helping you and to making your stay as pleasant as possible. We provide therapeutic care, within a safe and secure environment. In order to provide you with the best treatment, we need your participation and cooperation. It is especially important that you take your medication.

As a patient of the AES Center, you have rights and responsibilities, which this booklet explains. On your day of admission, a staff member will go over the information in this booklet with you. Should you have questions later about this information, do not hesitate to ask any staff member for assistance. Please keep this booklet for your future reference.

On the day you are admitted, you will be assigned a single room on the unit. You will be provided with five days of orientation to the structure of the program and to get to know your treatment team. Please work closely with your treatment team members so that you can get the most out of your time in the AES Center. Feel free to express your concerns and make suggestions about how the AES Center can improve. We value your opinions.

We want to make sure that you are satisfied with the treatment you receive. Let us work together to make your stay a productive one. We look forward to working with you.

Sincerely,

Nicole Allen  
Program Director

## **Kern County AES Center**

17695 Industrial Farm Road

Bakersfield, CA 93308

General Information Telephone Number: 661-391-7800



# About the AES Center



Kern County AES Center is located in the Kern County Sheriff's Office Lerdo Pre-Trial Facility in Bakersfield, California which is about 100 miles northeast of Los Angeles. The AES Center is operated by California CCS, PC (CCS) and is located in the county jail. Patients in the AES Center have been declared incompetent to stand trial (IST) by the State courts. The program is a partnership between CCS, Kern County Sheriff's Office, and the California Department of State Hospitals.

Our goal is to help individuals committed to us to improve their mental health as quickly as possible so that they can continue with their futures.

## Mission and Vision

The mission of the AES Center is to address the behavioral health issues of those involved in the criminal justice system in an effective and efficient manner, through the utilization of evidence-based practices. Our vision is to be the leader in providing quality jail-based competency programs and forensic psychiatric care that anticipates and responds to the changing needs of the patients we serve.



# How We Will Help You in Your Recovery

You will be introduced to your treatment team on the day you are admitted. The members of the treatment team will meet with you to explore your needs, interests, and strengths. Together, you and your treatment team will develop the most appropriate treatment plan for you. The Treatment Team is made up of a psychiatrist/ARNP, nurse, care coordinator, forensic psychologist/psychology postdoctoral resident, recreation specialist, competency intervention specialist, peer support specialist, and deputies. Members of the Treatment Team will meet with you when you are admitted to the unit, then weekly thereafter unless more often is necessary. During each treatment team meeting, you will have the opportunity to review and discuss your progress with the treatment team and to make necessary changes to your treatment plan.

The [Psychiatrist/ARNP and Nurse](#) will work with you to determine your medication needs. It is very important for your mental health recovery that you take your medicines every day. Report to your doctor any side effects that you may experience.

The [Care Coordinator](#) will assist you by scheduling visits with people you would like to visit you. This staff person will also assist you in contacting official offices in the community.

The [Forensic Psychologist/Psychology Postdoctoral Resident](#) will work with you to help you better understand the legal aspects of your legal case and to help you return to court to receive your court hearing.

The [Competency Intervention Specialist and Recreation Specialist](#) will help you by determining your needs, interests, and strengths concerning your mental health recovery. This help will prepare you for transfer or discharge.

The [Peer Support Specialists](#) are people living in recovery with mental illness and/or substance abuse. They provide support to others who can benefit from their lived experiences.



# Individualized Treatment and the Concept of Recovery

Your unit has a treatment team that is responsible for working with you to help you improve your mental health and daily functioning. You and your treatment team together will develop your own individualized treatment plan, which will focus on your present needs, strengths, interests and goals. The purpose of the plan is to help you set and achieve goals on your road to recovery. The plan will list the goals you need to accomplish and by what date.

**IT IS YOUR RESPONSIBILITY TO FOLLOW THE PLAN THAT YOU AND YOUR TREATMENT TEAM DEVELOP. THE TREATMENT TEAM CANNOT DO THE WORK FOR YOU. YOU MUST DO IT FOR YOURSELF.**



## What is “Recovery”?

It is very important to understand that “recovery” does not mean “cure”. Recovery means that you learn to control your mental illness by changing the things you used to do that made your illness act up. We want to help you be a “recovered person with a mental illness.” The approach we use at the AES Center to help you recover from your mental illness includes medication, individual and group counseling, psychotherapeutic programs, recreational activities, and clinical supervision.

Please remember that your treatment team cannot help you “recover” unless you do your part. We want to partner with you during your treatment. You will need to do what your treatment plan asks you to do. **YOU CAN DO IT!** We look forward to helping you.



# Program Orientation

After you have been admitted to the AES Center, the first week will be spent doing assessments and orientation sessions. Sessions will focus on program orientation, motivational enhancement, assessment, and treatment planning. The orientation will include evidence-based treatment modules from Anger Management for Substance Abuse and Mental Health clients from the Substance Abuse and Mental Health Services Administration (SAMHSA). Relaxation exercises from the Relaxation and Stress Reduction Workbook will also be used.

## Recovery Program

Upon admission, the nurse, psychiatrist/ARNP, care coordinator and the forensic psychologist/psychology postdoctoral resident will meet with you and complete your assessment. You treatment team will then assign you to a treatment pathway. The recovery and rehabilitation treatment we offer includes different types of programs. A sample schedule is below.

Sample AES Center Group Schedule					
	Monday	Tuesday	Wednesday	Thursday	Friday
3:30-4:00am	Breakfast				
8:00am	Medications				
9:00-10:00am	Illness Management	Medication Education	Cognitive Behavior Therapy	Illness Management or Team Solutions	Co-Occurring Disorders
10:00-11:00am	Competency	Rational Decision-Making	Mock Court	Competency	Competency Games
11:30am	Lunch/Med Call				
12:30-1:00pm	Recreation	Recreation	Recreation	Recreation	Recreation
1:00-1:45pm	Living Skills or Wellness		Anger Management		Stress Management
1:45-2:00pm	Relaxation				
2:00-3:00pm	Cognitive Skills or WRAP	DBT Skills	Community Meeting	Communication Skills	Special Activity Earned for Adaptive Behaviors
3:30pm	Dinner				
6:00pm	Snack				
8:00pm	Medications				

# Health Services

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You will receive an initial health assessment upon admission by the nursing staff. Within 14 days of admission, you will have a complete health assessment by a qualified health provider.

## Medical Services

Our clinic has doctors and nurses that treat the medical needs of individuals admitted to the AES Center. The clinic is staffed from 8:00 AM to 4:00 PM Monday through Friday. There are doctors on call at all other times. The clinic includes x-ray, EKGs, and laboratory services. Patients with special medical needs are transported to outside clinics/hospitals to receive these services.

## Dental Services

A dental screening will be completed by a nurse within 14 days of admission. Appointments with the dentist will be scheduled as needed. This may include services such as dental examinations, extractions, and dental education. A qualified healthcare professional will provide hygiene equipment for your daily use such as toothbrushes, toothpaste and other supplies as ordered. You may request dental services through the sick call process.

## Sick Call

Sick call will be available seven days per week at the AES Center. Instructions on how to request healthcare services are provided below.

### **Requesting Healthcare Services:**

The process for patients to request non-emergency health services is referred to as "Sick Call".

1. Patients must complete a Sick Call Request Form and place it in the designated box located on the unit. Do NOT use Grievance Forms, or any unauthorized form to request healthcare services.
2. A nurse will triage the Sick Call Request Form to determine the urgency of the illness or injury. Triage is the process of prioritizing sick or injured people for treatment according to the seriousness of the condition or injury.
3. You will be scheduled to be seen at the next scheduled sick call. A nurse may evaluate the patient to see if protocol requires immediate treatment of symptoms as needed.
4. Healthcare evaluations will occur in order of triage as determined by nursing and medical staff and patients will be notified of scheduled appointments.



# Your Part in Your Care & Safety / Helpful Tips About Medication

## Your Part In Your Care & Safety

Everyone plays a role in making your stay here at the AES Center safe. Your role includes speaking up if you have questions or concerns or if you do not understand your treatment plan. Participate and make decisions in your care and learn from your Program experience. Know your medications and understand how they will help you.

If you experience any unsafe conditions or unanticipated outcomes in your treatment and/or medical care, let your nurse and treatment team know as soon as possible. You can play an important role in achieving the best outcome from your medication. To ensure medications are used safely and effectively, follow these tips:

- Maintain a list of all your medications and learn the names, purpose, dosage strength, and schedules of your individual medications.
- Maintain a list of medications that you cannot take (for reasons like allergic reactions) and be able to explain the reasons why.
- Don't hesitate to ask questions regarding anything you do not understand or that does not seem right.
- Verify your understanding of proper medication use and effects by repeating this information to your health care providers (for example, during your recovery team meetings).

## Helpful Tips About Medication

There are four main types of medication used to treat mental illness. Here is a brief summary of each type of medication. More detailed information can be given to you by your nurse or doctor.

### Antipsychotics

Examples include: Risperdal, Seroquel, Haldol, Zyprexa, Abilify.

These medications lessen hallucinations (voices), stabilize mood swings, aid you in concentration, lessen paranoid & bizarre thoughts, and help you be able to care for yourself.

### Antidepressants

Examples include: Lexapro, Prozac, Effexor, Wellbutrin, Paxil.

These medications help lessen the symptoms of depression that last at least 2 weeks such as: being withdrawn, change in eating or sleeping habits, thoughts of harming self, and feelings of hopelessness.

### Mood Stabilizers

Examples include: Lithium, Depakote, Tegretol, Trileptal.

These medications even out your mood, preventing the real high and low mood swings that you may experience and that your family might notice.

### Anti-anxiety

Examples include: Vistaril, Klonopin, Ativan, Buspar.

These medications are used to decrease severe anxiety and calm nerves. These can produce physical and psychological dependence and withdrawal symptoms. If you are addiction prone or an addict, you should be under careful observation when taking these medicines.

# Medication Side Effects

## Examples of Medication Side Effects

Some possible side effects of medications are:

- Headaches
- Excessive thirst
- Frequency in urinating
- Constipation
- Diarrhea
- Weight gain or loss
- Rash
- Sensitivity to sun/sunburn
- Dry mouth
- Change in blood pressure
- Dizziness
- Restlessness
- Stiffness in joints/slowed movements
- Irritability



## Notify A Health Care Provider About:

1. Any troublesome or distressing side effects you may experience.
2. Any over-the-counter or prescription medication prescribed by other health care providers that you are taking.
3. Any herbal products or vitamins you are taking.
4. Any questions you have about the specific medication(s).

# Patient's Rights

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We believe that you should be provided with care and treatment that is skillfully and humanely delivered, with respect for your dignity and privacy, and in compliance with constitutional, civil and statutory rights.

The following are rights you have as a patient of AES Center.

1. Patients have the right to have their rights explained to them in language they can understand.
2. Patients have the legal rights of all patients in the Kern County Sheriff's Office Lerdo Pre-Trial Facility, to include:
  - Humane treatment with courtesy, respect, impartiality and fairness.
  - Freedom of religious affiliation and voluntary religious worship.
  - Proper health care, nutritious meals, clean bedding, clean clothing, opportunities for regular bathing, proper ventilation, regular exercise, and the use of toiletries.
  - Patients have the right to retain an attorney and to consult with their attorney at reasonable times.
3. Patients have the right to speak with and ask questions to their treatment team.
4. Patients are encouraged to participate in treatment planning decisions, and understand treatment options. AES Center staff will describe the treatment program and the benefits, risks, possible side effects, and alternatives to medications that are prescribed.
5. Patients have the right to refuse to take medication unless, due to mental illness, the patient poses an imminent danger to self or others or the court has ordered medications. Patients have the right to refuse any test, medical procedure or treatment unless their ability to make decisions for self is impaired or a life-threatening condition exists. Patients have the right to express their medical wishes through an advanced directive.
6. Patients have the right to participate in planning regarding where they will live, and where they may get treatment, after their discharge from the AES Center.
7. Patients have the right to be given the names and the professional status of the staff members responsible for their care.
8. Patients have the right to treatment that is not based on or influenced by their race, color, national origin, sex, religion, creed, gender, method of payment, disability, or age, or in the receipt of the services and benefits of any AES Center program or activity.
9. Patients have the right to confidentiality of treatment records, except as required by law.
10. Patients have the right to refuse to participate in an experimental or research program.
11. Patients have the right to register and vote by absentee ballot with staff assistance if necessary.
12. Patients have the right to review their medical records at reasonable times, unless a physician determines that reviewing the records would be harmful to the patient or others.
13. Patients have the right to file a complaint about their care or treatment.



# Patient Responsibilities

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You are expected to respect the other patients and the staff at all times. You are also expected to meet the following responsibilities. You may receive additional responsibilities in keeping with your individualized treatment plan.

## **Patients are responsible for their actions!**

The following are responsibilities that you have as a patient of the AES Center:

1. Patients are responsible for complying with the rules and regulations of the Kern County Sheriff's Office Lerdo Pre-Trial Facility.
2. Patients are responsible for complying with the rules and regulations of the AES Center.
3. Patients are responsible for following the directions of the deputies and AES Center staff members.
4. Patients have the responsibility for acting in a positive and pro-social manner during their stay.
5. Patients have general expectations for conduct which include the following:
  - Respect facility and AES Center property and the property of others.
  - Maintain sleeping area and surrounding common area in a clean, orderly and sanitary fashion.
  - Maintain daily personal hygiene habits.
  - Treat staff, deputies, and fellow AES Center patients with courtesy and respect.
  - Remain calm and refrain from verbal or physical aggression.

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## Patient and Family Responsibilities

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The AES Center considers patients and their families an integral part of treatment. To the extent possible, we encourage family involvement in your recovery, we ask that you and your families commit to the following responsibilities toward your ongoing health care needs:

- You and your family are responsible for providing accurate and complete information about present symptoms, past illnesses, hospitalizations, medications, and other matters related to your health. In addition, changes in your condition need to be reported to a member of the treatment team by you or your family.
- You and family are responsible for participating in treatment planning. Please ask questions when you do not understand what you have been told about your care and what you are expected to do. Please express any concerns you have about your ability to follow your treatment plan.
- The AES Center in turn will make every effort to adapt your treatment plan to your specific needs and limitations.
- You and family are responsible for following the rules and regulations of AES Center that affect patient care and conduct, including being considerate of the rights of other patients, AES Center personnel and property.



# Unit Rules

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The Kern County Sheriff's Office Lerdo Pre-Trial Facility has unit rules which will be followed by the patients of the AES Center. The AES Center and the Kern County Sheriff's Office are responsible for your care and custody while you are in the facility. Unit rules are established to help ensure that your basic needs are met, your safety and the safety of our patients and staff are maintained, and the needs of the community are met.

**A complete listing of the facility rules can be found on your unit either posted or as a handout.**



## Safety

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### **SAFETY**

Whenever you believe that your personal safety or that of another is in jeopardy, you should notify your treatment team or a deputy immediately. Action will be taken to protect you or anyone else from violence or intimidation.

### **FIRE SAFETY**

Fire safety begins with personal sanitation and housekeeping. Limitations on the type and quantity of combustible materials are spelled out in the section on personal property.

In case of an emergency, follow the directions of the deputies for evacuation procedures.

# Services

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## RELIGIOUS SERVICES

Religious opportunities are provided for you on an ongoing basis. A chaplain will be available on site to help you meet your religious needs. Talk to your care coordinator about your religious preferences and needs.

## RECREATION

You are offered a variety of recreational opportunities and equipment. As conditions permit, you will have time for outdoor physical exercise and recreation. Indoor recreation will also be available. Please see the sample schedule provided in your handbook for recreation times. Basketball and other outdoor sports activities are available during your recreation time. Indoor activities may include television, music, board games and playing cards. No gambling is allowed.

## FOOD SERVICES

Three balanced and nutritious meals and snacks are provided daily.

## SPECIAL DIETS

Medical diets i.e. diabetic, food allergy etc., can only be ordered by the physician/ARNP. Should you require a medical diet, it is your responsibility to discuss it with the physician/ARNP. Religious diets are requested through the care coordinator by submitting a request form.

# Money Account Services

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Although patients are not allowed to have cash or other forms of currency, you will be able to have an account with KCSO while at the AES Center. You may use the money in your account to buy items in the canteen. Family members and significant others may make deposits into your account. Deposits can be made in cash, checks, or money orders. Deposits may be made:

- At a Kiosk located at the Central Receiving Facility or Max-Med Facility on the Lerdo campus
- By phone at: 1-866-232-1899, Facility identification number: 293301
- Online at <http://www.touchpayonline.com/>
- Money orders can be mailed to: P.O. Box 660587, Dallas, TX 75266-2587

Family members may also order commissary packages from: [kerncountypackage.com](http://kerncountypackage.com)

# Visitation

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## VISITATION

Visitation is permitted during daytime hours for attorneys and professionals. Personal visitation is permitted during evenings, except on Mondays, and during daytime and evening hours on weekends. Visits need to be scheduled in advance with your care coordinator, and some visitors may require additional approval by KCSO. It may take up to 48 hours for approval and up to 2 weeks for those needing additional approval. If the additional approval has been granted, your visitor must have their approval letter with them while at the facility. Visitors may be denied access at any time by the facility due to court orders, violation of visitation rules, or for any safety and security reasons.

**Visitation will be conducted every day except Monday:**

Tuesday through Friday: 5:00pm - 8:00pm

Saturday and Sunday: 11:00am-2:00pm  
5:00pm-8:00pm

Other than for professional and attorney visits, visitation will not be permitted during AES Center programming hours. Visitation hours (and days) may be changed without prior notice.

All visitors must present a current/valid government ID upon arrival for their visit. All visitors must be 18 years of age to visit alone. Anyone under age 18 must be accompanied by a parent or legal guardian.

Visits will be denied if proper identification is not presented at the time of the visit. Each visit will consist of no more than four persons, including small children and babies. There can only be two adults in each visit. Each patient may have two sessions for 30 minutes of visitation per week, which can be combined into one visit. Visitors must check in no more than 30-minutes prior to their scheduled visit.

Visitors and patients using inappropriate, offensive language or gestures, exposing themselves, causing a disturbance, or violating facility rules may be asked to end the visit and may be subject to restrictions or termination of visitation privileges. Visitors are not permitted to bring in any electronic devices, cell phones, food or drink. All minors must be under the constant supervision of the adult visitor, and any disturbance or lack of supervision may result in the termination of the visit. Visitors must be dressed appropriately and may not wear anything that is offensive.

# Support & Education Resources for Patients and Families

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## In the community:

NAMI California (National Alliance on Mental Illness) offers support and education for family members of people with severe mental illness. There are NAMI affiliates in many communities throughout California. They offer support groups, educational programs, and are knowledgeable about resources in their community that can help you and your family when you return to the community. There are NAMI chapters throughout the United States as well.

Brochures about NAMI and its programs are available when requested. The brochures include a list of local affiliates and their phone numbers. You are encouraged to contact NAMI Kern County toll free: 661-858-3255.

Family-to-Family, and Visions for Tomorrow, are 8-12 week educational programs offered by NAMI in many locations throughout the year. Call NAMI Kern County for classes near you. The AES Center Program encourages all family members to contact local advocacy and support groups to increase their awareness of mental illness and to obtain support from their local communities.

## Mail

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It is the policy of the AES Center to ensure that patients will be able to send and receive mail in a timely manner while protecting against the introduction of contraband and other prohibited materials. All mail must be sent to patients through the United States Postal Services. Envelopes can only contain a letter. Cash, money orders, or cashiers checks may not be mailed to you.

### **Delivery Address:**

Patients are instructed to inform anyone sending mail to the facility to utilize the following delivery address:



**Patient name**  
**Patient booking number**  
**17695 Industrial Farm Road**  
**Bakersfield, CA 93308**

If the delivery address on incoming mail reflects additional information, which may misrepresent either the facility or the patient, the mail will be refused and returned to the sender. All incoming mail without a return address of the sender will be refused and returned to the U.S. Post Office.

# Hygiene and Infection Control

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You were admitted to this Program because you need high quality health care. The healthcare providers here want to do everything they can to help you get well and to avoid complications. Sometimes patients can get an infection while they are in the Program so we need your help to reduce that risk.

Examples of infections patients can get in a facility setting include infections in their bloodstream, surgical wound, urinary tract, as well as pneumonia. These infections can be serious and hard to treat, but there's one simple thing you and your family can do to help prevent these infections – **wash your hands and make sure that everyone who touches you – including your doctor – cleanses their hands too.** Everyone around you must practice proper hand hygiene. This means that people should wash their hands either with soap and water or use hand sanitizer. You and your loved ones should wash your hands very often, especially after touching objects or surfaces, before eating, and after using the restroom.

Patients and their loved ones who take an active role and become involved in their treatment may have better experiences in the Program than those who don't. It is easy to be involved in your care and make sure everyone around you washes their hands. We hope that you will become involved in your medical care by reminding EVERYONE to wash their hands. It is also important that you practice hand hygiene yourself as well. The single most important thing you can do to help prevent infections is to practice good hand hygiene.

**Hand hygiene saves lives.**

## PERSONAL HYGIENE

Personal hygiene is very important to your health, as well as the health of others. You are required to bathe on a frequent basis. You are required to keep yourself neat in appearance and maintain acceptable standards of personal hygiene (i.e. brushing teeth, showering etc.). Showers are to be cleaned out and scrubbed down after each use, with the outside floor area dried. **You must be fully dressed when going to and from the shower.** Equipment and supplies will be provided for hair care and grooming.

# Communication & Cooperation

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Your communication and cooperation with the staff are very important for your recovery. Being open and honest with the staff can help them to better understand your needs, interests, and concerns. Your cooperation will allow the staff to work with you in developing and applying the most effective treatment plan for you. You are encouraged to carry out your responsibilities. Please feel free to ask the staff any questions that surface. We encourage you to always ask the staff for any assistance you may need.

**We look forward to assisting you in your recovery.**







