



MONTGOMERY COUNTY MENTAL HEALTH TREATMENT FACILITY

PATIENT HANDBOOK

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WELCOME 
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WELCOME



On behalf of WPRS of Texas and the staff, I would like to welcome you to Montgomery County Mental Health Treatment Facility (MCMHTF). The Staff look forward to helping you, and to making your stay as pleasant as possible. We will make every effort to provide you with the best therapeutic care, within a safe and secure environment. In order to provide you with the best treatment, we will need your participation and cooperation. It is especially important that you comply with the medication treatment from your doctor.

As a patient of MCMHTF 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 private room in one of our five units. On a daily basis you will meet in community meetings with the other patients in your unit, along with some staff members. In these meetings please feel free to express any concerns you may have, or to make suggestions about how MCMHTF can improve meeting the needs of the patients. We value your opinions.

We want to make sure that you are satisfied with the treatment and care you and your loved ones receive. Let us work together to make your stay a productive one.

Sincerely,

Jeffrey Rone
Hospital Administrator
700 Hilbig Rd.
Conroe, Texas 77301
General Information Telephone Number: 936-522-4200



About MCMHTF

Montgomery County Mental Health Treatment Facility (MCMHTF) is a forensic facility with 100 beds, designed to treat patients who are determined by the court system to be incompetent to stand trial. WPRS of Texas, which manages and operates MCMHTF, is committed to the Department of State Health Services' goals of complete patient transformation and recovery. The ultimate goal of both parties is to construct a solid mental health process that promotes wellness, resilience, and recovery. WPRS of Texas through the MCMHTF promotes and supports this innovative system by ensuring that quality of care is the highest priority. By providing effective and timely treatment to those in need, WPRS of Texas continues to seamlessly administer a continuum of care across all agencies.

To really experience positive change, you too, must let go of your past and embrace the transformation that's about to take place. Have confidence knowing you will take on a better form, even if it takes time.



Mission and Philosophy

The mission of the facility is to restore individuals to competency as quickly as possible so they may return to the court. The partnership between the State, Montgomery County, and WPRS of Texas has resulted in a comprehensive plan for the operation and management of MCMHTF. In conjunction with Montgomery County Officials and the Texas Health and Human Services Commission, WPRS of Texas has created a secure and therapeutic environment which fosters recovery, community and criminal justice partnerships, and continuity of care. WPRS of Texas experience in the operation and management of forensic hospitals is extensive, reducing patient seclusion and restraint, and creating working relationships with local advocacy organizations. As a licensed psychiatric facility, our high quality operations meet or exceed local, state, and federal contractual requirements as well as the accreditation standards of The Joint Commission.

Helping with Your Recovery

You will be assigned to one of our recovery teams on the day you are admitted. The members of the recovery team will meet with you to find out your needs, interests, and strengths. Together, you and your recovery team will develop the most appropriate recovery plan for you. The Recovery Team is made up of a psychiatrist, nurse, social worker, forensic psychologist, peer support specialist, recovery plan coordinator and other individuals as required, such as a dietitian. The Recovery Team will meet with you when you are admitted to the unit, then monthly thereafter unless more often is necessary. During each recovery team meeting, you will have the opportunity to review and discuss your progress with the recovery team, and to make necessary changes to your recovery plan.

The [Psychiatrist 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 feel from your medicines.

The [Recovery Plan Coordinator](#) is responsible for the development of the Recovery Plan that describes the groups and other therapeutic activities in which you will participate.

The [Social Worker](#) will assist you by scheduling visits with people you would like to have visit you. This staff person will also assist you in contacting official offices in the community and assisting you with making a connection with your local mental health authority.

The [Forensic Psychologist](#) 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 [Peer Support Specialist](#) will help you by determining your needs, interests, and strengths concerning your mental health recovery. This help will prepare you for your return to the community.

The [Psychiatric Nursing Assistant](#) will help and support you with your daily routine. The recovery and rehabilitation treatment we offer includes different types of programs.

The [Educational Program](#) has classes, such as, Adult Basic Education, Competency Class, Life and Vocational Skills, Health Education and Maintenance.

The [Psycho-educational Program](#) involves Anger Management Training, Interpersonal Skills Training, Illness Management and Recovery Training, and Managing Your Risk and Relapse Prevention.

The [Psychotherapy Program](#) incorporates Anger Management treatment and Cognitive Behavioral Therapy to address many of the issues associated with mental illnesses. Other therapeutic interventions are used to deal with relational and self-injurious problems. Trauma therapy, substance use disorder educational groups; and under special circumstances, individual therapy are provided.

“ **HELPING YOU MOVE FORWARD AND CLOSER TO FREEDOM** ”

Individualized Treatment

Each individual has a recovery team that is responsible for working with you to help you improve your mental health and daily functioning. You and your recovery team together will develop your own individualized recovery 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. A copy of your recovery plan will be given to you.



**RECOVERY IS A CHOICE!
YOU HAVE TO BELIEVE THAT YOU CAN GROW AND
CHANGE. IT IS UP TO YOU TO FOLLOW YOUR TREATMENT
PLAN. HOPE-RECOVER-SUCCEED**

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 way you deal with the illness and the things you used to do that made your illness worse. We want to help you be a “recovered person with a mental illness.” The approach we use at Montgomery County Mental Health Treatment Facility to help you recover from your mental illness includes medication, individual therapy, psycho therapeutic programs, recreational activities, dietary monitoring, and clinical supervision.

Please remember that your recovery team cannot help you “recover” without you doing your part. You will need to do what your recovery plan asks of you. **YOU CAN DO IT!** We look forward to helping you succeed in reaching your goals.

Other Hospital Services

Dental Services

Dental care is provided if there is an emergent or urgent need for services. This may include services such as dental examinations, restoration/filling teeth, extractions, teeth cleaning, and dental education.

Medical Services

Our clinic has doctors and nurses that treat the medical needs of our patients. The clinic is staffed from 9:00 AM to 5:00 PM five days a week. There are doctors on call at all other times. The clinic includes X-Ray and laboratory services. Other services such as optometry, podiatry, and physical therapy are also provided as required. Patients with special medical needs are provided services as required by the primary care physician or specialist.

Housekeeping Services

On a daily basis housekeeping staff maintain the cleanliness of each unit, including the patients' rooms, showers, and day room. However, you are responsible for keeping your room neat and free of clutter.

Social Work Services

The role of the social workers is to help the patients with obtaining information from the local mental health agencies in their respective home counties, connecting with their attorney, connecting with their families, visitations, and making contact with community resources. This includes the immigration and social security offices. The social workers also work with community case managers to help eligible patients be placed in community programs. The social workers communicate with other departments in our hospital to help coordinate services to the patients.

Your Social Worker will meet with you soon after your arrival. He/she will arrange your visitations. The social worker can only contact the people you approve to let them know you are in our hospital. Please remember that all visits must be approved as a collaborative process between you and your social worker. Please tell your social worker about any family and friends that you would like to have visit. If and when there are any restrictions placed on visitors, the social worker will provide that information to you and to the Patient Advocate. Restriction can be in place for 7 days at a time and must then either be removed or approved again. The social worker can also assist you to register to vote and to do a voter absentee ballot by referring you to the Patient Advocate for assistance.



Food, Nutrition, and Mail

Food And Nutrition Services

Our Food and Nutrition Department provides a well-balanced diet to every patient. Every day you are to be served three meals. You will also be given an evening snack. Our menus have been carefully analyzed to provide the patients adequate nutrition and fulfill their daily food requirements, as specified by the Daily Requirement Intake recommendations.

Mail Services

You have the right to receive and send letters. You may also receive packages. If you cannot afford stamps the hospital will mail letters at no cost to you. If you can afford stamps, or someone sends you stamps, you may mail as many letters as you have stamps. When you write to family or friends and wish a return letter, their letter should be addressed to:

Your Name
700 Hilbig Rd.
Conroe, Texas 77301

The Property Clerk will give you the letters that are mailed to you. You may be required on occasion to open the letters in front of the staff. They may need to check that contraband does not come in through the mail. Packages mailed to you will be opened with the Property Clerk in your presence and may be examined for contraband before the packages and contents are taken to your room. A list will be made of items found in your packages that patients are not permitted to have and they will be kept in the property room. You will be given a copy of the list. When you are discharged the items will be given to you or forwarded to the address you give us.



Care of Your Personal Property

When you are admitted to our hospital, all of your items are reviewed by the Property Clerk in your presence. A list will be made of all the items that you brought with you. You will be given a copy of this list and another copy will be put in your chart. On the same day that you are admitted all personal clothes that you brought with you that are to be taken to your room should be washed. Your personal clothes will be returned to you, unless they are the type that the patients are not permitted to have. For example, hard-soled shoes, heavy belt buckles, and inappropriate words or pictures on the clothes.

All patients are given a sweat suit, other pants, underwear, tennis shoes, and sandals on the day they are admitted. The maximum number of clothes that patients are allowed to have in their rooms is five sets. Two pair of soft-soled shoes are also allowed. Patients who do not bring any personal clothes can be given five sets of clothing. Patients who bring less than five sets of clothes will be given enough clothes to make up the five sets. Patients who bring more than five sets of clothes will be permitted to have only five sets of their personal clothes at one time. They may however request to exchange their clothes with what they have in the property room. If you wish to request items that are being kept for you in the property room, you must complete a Property Request Form. The staff will give you a copy of this form and help you complete it.

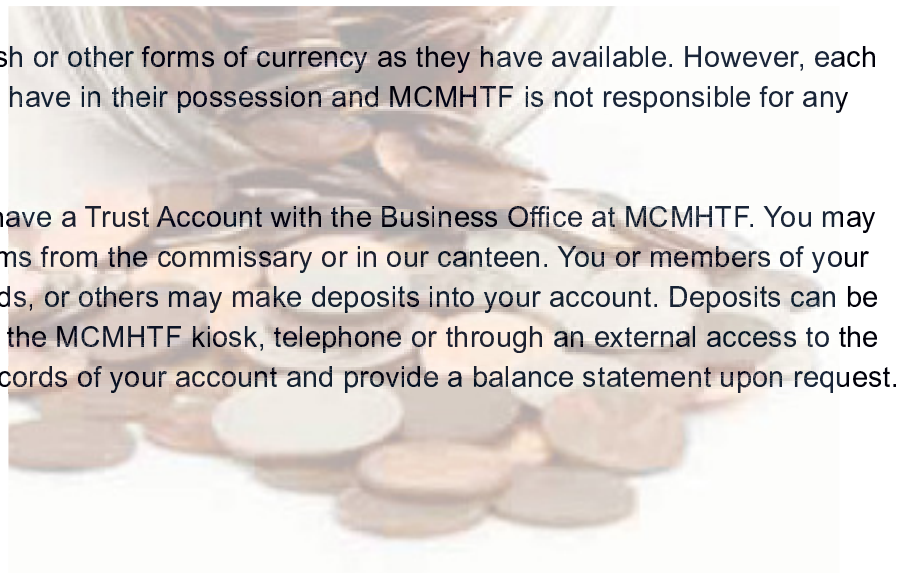
Patients may receive items through visitors or mail. The security staff inspects all items that visitors bring to the patients. Items that are considered contraband will be not be accepted by security and will be given back to the visitor. Items that are accepted are sent to the property room, where the staff will make a list of the items. The items will then be taken to you along with a copy of the list the property room staff made. Please allow for one regular business day for you to receive the items that visitors bring to you. Items brought to you on a Friday or weekend will not be delivered to you until Monday.

Money Account Services

Money—Trust Account Services

Patients are allowed to have as much cash or other forms of currency as they have available. However, each patient is responsible for any money they have in their possession and MCMHTF is not responsible for any loss.

Every patient with money will be able to have a Trust Account with the Business Office at MCMHTF. You may use the money in your account to buy items from the commissary or in our canteen. You or members of your family, significant others, guardians, friends, or others may make deposits into your account. Deposits can be in cash, money order or credit card using the MCMHTF kiosk, telephone or through an external access to the internet. The Business Office will keep records of your account and provide a balance statement upon request.



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

Your Part In Your Care & Safety

Everyone has a role in making your stay here at Montgomery County Mental Health Treatment Facility safe. Your role includes speaking up if you have questions or concerns or if you do not understand your recovery plan. Participate and make decisions in your care and learn from your hospital 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, it should be reported to your unit nurse/recovery team for review and appropriate action. **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, Geodon, Abilify, Invega. 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.

Antianxiety

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.

Disability Rights Texas

Who Is Disability Rights Texas?

All People Have Dignity and Worth

The Developmental Disabilities Assistance and Bill of Rights Act that created protection and advocacy organizations puts forth the following values:

Disability is a natural part of the human experience

Disability does not diminish the right to live independently or to exert control and choice in your life. Because people with disabilities are at a greater risk for abuse, neglect, exploitation, and violation of legal and human rights, protection and advocacy organizations like Disability Rights Texas are needed. At Disability Rights Texas, we have a vision of a society where all people have worth and dignity. People with disabilities have basic human needs that are no different from those of all people. They have a right to freedom from neglect, exploitation, discrimination and isolation, and a right to be included in all aspects of their communities.

In this society, people with disabilities:

Speak and act for themselves, are self-determined, represent their own interests, make decisions, and take risks based on their own goals and values. Have access to health and human services that meet basic needs and have equal access to employment, independent living, and economic and social self-sufficiency. Live free of abuse, neglect, financial and sexual exploitation, and violation of their legal and human rights. Have the right to legal representation and due process of law before any legal rights are restricted.

How Disability Rights Texas Can Help.

Disability Rights Texas works with individuals with disabilities in the following ways:

Advocates for people with disabilities to secure their human, legal, and service rights within and outside of the judicial system. Pursues administrative, legal, and other appropriate remedies to ensure the protection of the rights of people with disabilities. Establishes and expands rights and services for people with disabilities through advocacy efforts. Informs policy makers, government officials, and the public of the rights of people with disabilities. Refers people with disabilities to relevant programs and services.

The laws that give Disability Rights Texas the responsibility to protect and advocate for people with disabilities also give us tools to accomplish that task:

Access to facilities or programs providing services to people with disabilities and access to their confidential records. This access permits Disability Rights Texas to conduct abuse or neglect investigations, provide information and training about the rights of individuals with disabilities, and monitor a facility or program's compliance with respect to the rights and safety of people who receive their services. Courts have recognized that this broad Congressional authority allows protection and advocacy agencies to bring actions in their own name to vindicate the rights of people with disabilities.



Patient Rights

When you apply for or receive mental health services in the State of Texas, you have many rights. Your most important rights are listed on the next pages. These rights apply to all persons unless otherwise restricted by law or court order. A judge or lawyer will refer to the actual laws. If you want a copy of the laws these rights come from, you can call the Health Facility Licensure and Certification Division of the Texas Department of State Health Services at 1-888-973-0022.

It is the responsibility of this hospital under law to make sure you have been informed of your rights. But just giving you this information does not mean your rights have been protected. This hospital is required to respect and provide for your rights in order to maintain Licensure and do business in this state.

Your Right to Know Your Rights

- You have the right, under the rules by which this hospital is licensed, to be given a copy of these rights before you are admitted to the hospital as a patient. If you so desire, a copy should also be given to the person of your choice. If a guardian has been appointed for you or you are under 18 years of age, a copy will also be given to your guardian, parent, or conservator.
- You also have the right to have these rights explained to you aloud in simple terms in a way you can understand within 24 hours of being admitted to the hospital to receive services (e.g., in your language if you are not English-speaking, in sign language if you are hearing impaired, in Braille if you are visually impaired, or other appropriate methods).

Your Right to Make a Complaint

- You have the right to make a complaint and to be told how to contact people who can help you. These people and their addresses and phone numbers are listed below. You have the right to be told about Disability Rights Texas (Formerly Advocacy, Inc.) when you first enter the hospital and when you leave. Information about how to contact Disability Rights Texas is also listed below.

If you believe any of your rights have been violated or you have other concerns about your care in this hospital, you may contact one or more of the following:

Facility Patient Advocate - Tywonn Moss
Speed-Dial*700 or **(936) 522-4294**

Disability Rights Texas (Formally Advocacy, Inc.)
2222 West Braker Lane
Austin, Texas 78758
Speed-Dial *300 or **1-800-315-3876**

Patient Rights

Texas Health and Human Services Commission
Patient Information and Complaint Line
Speed Dial *400 or **1-888-973-0022**

The Joint Commission Complaint Line
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Speed Dial *500 or **1-800-994-6610**

If you believe that your attorney did not prepare your case properly or that your attorney failed to represent your point of view to the judge when you were involuntarily committed, you may want to report the attorney's behavior to the State Bar of Texas by writing or calling:

State Bar of Texas
Chief Disciplinary Counsel
1414 Colorado St.
Austin, Texas 78701
Speed Dial *600 or **1-800-932-1900** (Grievance Information Help line)

- You have the right to be offered the opportunity to complete a satisfaction survey at discharge, telling us what you did or did not like. You may request to complete an early satisfaction survey at any time during your stay by asking your social worker or the Patient Advocate. This right also extends to your family.
- You have the right to communication in a language and format that you understand for all services provided.
- You have all the rights of a citizen of the State of Texas and the United States of America, including the right of habeas corpus (to ask a judge if it is legal for you to be kept in the hospital), property rights, guardianship rights, family rights, religious freedom, the right to register to vote, the right to sue and be sued, the right to sign contracts, and all the rights relating to licenses, permits, privileges, and benefits under the law.
- You have the right to access treatment without discrimination due to your race, religion, sex, ethnicity, nationality, age, sexual orientation, or disability.
- You have the right to be presumed mentally competent unless a court has ruled otherwise.
- You have the right to a clean and humane environment in which you are protected from harm, have privacy with regard to personal needs, and are treated with respect and dignity.
- You have the right to appropriate treatment in least restrictive appropriate setting available. This is a setting that provides you with the highest likelihood for improvement and that is not more restrictive of your physical or social liberties than is necessary for the most effective treatment and for protections against any dangers which you might pose to yourself or others.

Patient Rights

- You have the right to be free from mistreatment, abuse, neglect, and exploitation.
- You may not be denied services due to an inability to pay for them.
- You have the right to fair compensation for labor performed for the hospital in accordance with the Fair Labor Standards Act.
- You have the right to be informed of those hospital rules and regulations concerning your conduct and course of treatment.
- As an adult, without a guardian, who has been admitted to the facility, you have the right to be given information about and to execute advanced directives as allowed by state law.
- You and your family have the right to be notified of the availability of the trust fund for the safe keeping of your personal funds.

Personal Rights

- You have the right to have individuals of your choosing notified of your admission and/or discharge.

Unless otherwise specified, these personal rights can only be limited by your doctor on an individual basis to the extent that the limitation is necessary to your welfare or to protect another person. The reasons for and duration of the limitation must be written in your medical record, signed, and dated by your doctor, and fully explained to you. The limit on your rights must be reviewed at least every seven days and must be in writing, if renewed. The reasons for any limitation must be written in your medical record, dated and signed by your physician, clinically justified, and fully explained to you and any person legally authorized to represent your interests.

- You have the right to talk and write to people outside the hospital. You have the right to have visitors in private, make private phone calls, and send and receive sealed and uncensored mail. (Your mail may be censored and you may be asked to open your mail in the presence of staff, when there is a concern that the contents of the incoming or outgoing mail contain items that are banned on the unit or may be harmful to you or others.)

In no case may your right to contact or be contacted by an attorney, the department, the courts, or the state attorney general be limited.

- You have the right to have unrestricted visits with the Disability Rights Texas representative, private physicians, and other mental health professionals at reasonable times and places.

This right includes a prohibition on barriers to communication imposed by a hospital, such as:

- Rigid and restrictive visiting hours
- Visiting hours are 9:00 AM to 3:00 PM Saturdays and Sundays. Visiting during the week can be done but must be arranged in advance.
- Policies that restrict hospitalized mothers and fathers from visiting with their minor children; Policies that restrict parents from visiting their hospitalized children
- Limited access to telephones; and failure to provide assistance to patients who wish to mail a letter.
- You have the right to keep and use your personal possessions including the right to wear your own clothing and religious or other symbolic items. You have the right to wear suitable clothing which is neat, clean, and well fitting. If you do not have adequate clothing, it will be made available for you.
- You have the right to have your personal clothing and belongings respected and protected from theft or loss.

Patient Rights

- You have the right to be told why any of your belongings are taken away and to receive a list of all items that are taken away.
- You have the right to have an opportunity for physical exercise and for going outdoors with or without supervision (as clinically indicated) at least daily. A physician's order limiting this right must be reviewed and renewed at least every three days. The findings of the review must be written in your medical record.
- You have the right to have access to appropriate areas of the hospital away from your living unit, with or without supervision (as clinically appropriate), at regular and frequent times including recreation areas, the canteen or snack area except when you are expected to be participating in treatment activities.
- You have the right to religious freedom. However, no one can force you to attend or engage in any religious activity.
- You have the right to opportunities to socialize with persons of the opposite sex, with or without supervision, as your treatment team considers appropriate for you.
- You have the right to ask to be moved to another room if another person in your room is disturbing you. The hospital staff must pay attention to your request, and must give you an answer and a reason for the answer as soon as possible. **(Not Applicable at MCMHTF - Single Rooms Only)**
- You have the right to receive treatment of any physical problems which affect your treatment. You also have the right to receive treatment of any physical problem that develops while you are in the hospital. If your physician believes treatment of the physical problem is not required for your health, safety, or mental condition, you have the right to seek treatment outside the hospital at your own expense.
- You have the right not to be unnecessarily searched unless your physician believes there is a potential danger and orders a search. If you are required to remove any item of clothing, a staff member of the same sex must be present and the search must take place in a private place.
- You have the right to access law materials including books and other printed or non-printed materials that cover local, state, and federal laws.

Confidentiality

- You have a right under HIPAA (Health Insurance Portability and Accountability Act) to have your confidentiality rights explained to you at admission. You will be provided a written copy of your confidentiality rights, including how to make a complaint.
- You have the right to review the information contained in your medical record. If your doctor says you shouldn't see a part of your record, you have the right to file a complaint with the hospital HIPAA privacy officer. You may also, at your expense, have another doctor of your choice review that decision. The doctor must also reconsider the decision to restrict your right on a regular basis. The right extends to your parent or conservator if you are a minor (unless you have admitted yourself to services) and to your legal guardian if you have been declared by a court to be legally incompetent.
- You have the right to have your records kept private and to be told about the conditions under which information about you can be disclosed without your permission, as well as how you can prevent any such disclosures.
- You have the right to be informed of the current and future use of products of special observation and audiovisual techniques, such as one-way vision mirrors, tape recorders, television, movies, or photographs.

Patient Rights

Consent

- You have the right to refuse to take part in research without affecting your regular care.

Except in an emergency, medical procedures require your permission or the permission of your guardian or legal representative. You have the right to know the advantages and disadvantages of proposed medical procedures.

- You have the right to refuse any of the following:
 - surgical procedures
 - electroconvulsive therapy (prohibited for minors under the age of 16)
 - unusual medications
 - behavior therapy
 - hazardous assessment procedures
 - audiovisual equipment; and other procedures for which your permission is required by law

This right extends to your parent or conservator if you are a minor, or your legal guardian when applicable.

- You have the right to withdraw your permission at any time in matters to which you have previously consented.

Care and Treatment

- You have the right to be treated with respect and dignity at all times.
- You have the right to receive services that address both psychiatric and substance abuse disorders.
- You have the right to be transported to, from, and between private psychiatric hospitals in a way that protects your dignity and safety. You have the right not to be transported in a marked police or sheriff's car or accompanied by a uniformed officer unless other means are not available.
- You have the right to a treatment plan for your stay in the hospital that is just for you. You have the right to take part in developing that plan, as well as the recovery plan for your care after you leave the hospital. This right extends to your parent or conservator if you are a minor, or your legal guardian when applicable. You have the right to request that your parent/conservator or legal guardian take part in the development of the recovery plan. You have the right to request that any other person of your choosing, e.g., spouse, friend, relative, etc., take part in the development of the recovery plan. You have a right to expect that your request be reasonably considered and that you will be informed of the reasons for any denial of such a request. Staff must document in your medical record that the parent/guardian, conservator, or other person of your choice was contacted to participate.
- You have the right to be told about the care, procedures, and treatment you will be given; the risks, side effects, and benefits of all medications and treatment you will receive, including those that are unusual or experimental, the other treatments that are available, and what may happen if you refuse the treatment.
- You have the right to receive information about the major types of prescription medications which your doctor orders for you (effective May 1, 1994).

Patient Rights

- You have the right not to be given too much medication or medication you don't need, including the right to refuse medication (this right extends to your parent or conservator if you are a minor, or your legal guardian when applicable). However, you may be given appropriate medication without your consent if:
 1. Your condition or behavior places you or others in immediate danger; or
 2. You have been admitted by the court and your doctor determines that medication is required for your treatment and a judicial order authorizing administration of the medication has been obtained.
- You have the right to receive a list of medications prescribed for you by your physician, including the name, dosage, and administration schedule, within four hours of the facility administrator or designee receiving such a request in writing.
- You have the right not to be physically restrained (restriction of movement of parts of the body by person or device or placement in a locked room alone) unless your doctor orders it and writes it in your medical record. In an emergency, you may be restrained for up to one hour before the doctor's order is obtained. If you are restrained, you must be told the reason, how long you will be restrained, and what you have to do to be removed from restraint. The restraint has to be stopped as soon as possible.
- You have the right to meet with the staff responsible for your care and to be told of their professional discipline, job title, and responsibilities. In addition, you have the right to know about any proposed change in the appointment of professional staff responsible for your care.
- You have the right to request the opinion of another doctor at your own expense. You have the right to be granted a review of the recovery plan or specific procedure by hospital medical staff. This right extends to your parent or conservator if you are a minor, or your legal guardian, if applicable.
- You have the right to be told why you are being transferred to any program within or outside the hospital.
- You have the right to a periodic review to determine the need for continued inpatient treatment.

If you have questions concerning these rights or a complaint about your care, call the Health Facility Licensure and Certification Division for the Texas Department of Health at 1-888-973-0022.

Involuntary Patients – Special Rights

Under most circumstances, you or a person who has your permission may, at any time during your commitment, ask the court to ask a physician to reexamine you to determine whether you still meet the criteria for commitment. If the physician determines you no longer meet the criteria for commitment, you must be discharged. If the physician determines you continue to meet the criteria for commitment, the physician must file a Certificate of Medical Examination with the court within 10 days of the filing of your request. If a certificate is filed, or if a certificate has not been filed within 10 days and you have not been discharged, the judge may set a time and place for a hearing on your request.

Patient Living Area Guidelines

Morning Preparation for Programs

Each patient is responsible for waking up no later than the scheduled time, which is 7:00AM, to complete:

- Vital Signs
- Medication 7:00 to 9:00 AM or as specified by your doctor
- Personal Hygiene
- Cleaning of rooms (make bed, clothes removed from floor, and toilets free of waste)
- Telephones are available from 7:00 AM to 8:00AM.
- Patients must be in the day room and ready for goals group no later than 8:00AM.

Behavior and Conduct

- Patients are to be respected and must be respectful of all peers and staff during classes, off-unit activities, visitation, barber shop, etc.
- Any display of inappropriate behavior toward self or others may result in you being escorted back to unit if in an activity or not being allowed to participate in the canteen activity for the PLA.
- Any display of inappropriate behavior such as destruction of property may result in patient being restricted from attending off-unit events as shown above.
- Patients must demonstrate safe behavior at all times.
- Patients are expected to keep their rooms orderly and their clothes in the closet provided. Five changes of clothing are the maximum permitted at any time in the patient's room. Additional clothing may be stored and retrieved as needed.
- Trading of commissary and clothes is strongly discouraged and may result in restrictions or a behavioral contract.

Go Program

The Montgomery County Mental Health Treatment Facility (MCMHTF) ensures that all patients are afforded appropriate levels of privileges commensurate with behaviors while residing at MCMHTF.

MCMHTF assigns all patients housed at the facility to a level of privileges for the Get Onboard (GO!) program. GO! levels are assigned in accordance with the facility's GO! Program guidelines.

When you arrive at the facility, you will automatically be placed on the Red level. Once you have been in residence for one week, you are eligible to move to the Yellow level if you meet the following criteria:

- Attended at least 50% of your scheduled programs
- Keep yourself and your room clean at least 50% of the week
- Follow staff instructions
- Not involved in any aggressive acts (verbal or physical)

Once you have remained on the Yellow level for two weeks, you can move to the Green level if you meet the following criteria:

- Attend 100% of scheduled programs
- Keep yourself and your room clean daily
- Follow staff instructions
- Not involved in any aggressive acts (verbal or physical)

Patient Living Area Guidelines

Go Program Cont.

Special privileges are granted for each level of the Go! Program. These include:

- Vending machine access
- Special activities
- Participation in community support programs

If someone is involved in an aggressive act or breaks any unit rules, they may be demoted to a lower Go! Program level. If they follow expectations as listed above, they can move back up the Go! Program levels if they meet the expectations.

Your unit staff and your Social Worker will be able to give you more information about the Go! Program. Please ask any staff if you have questions.

Bedroom

- Cups are to have a patient's name on them and are to be kept in the patient's room.
- Food or beverages are not allowed to be in the patient's room.
- Writing or drawing on the walls or windows is not permitted.

Meal Trays

- Patients are to eat meals at the scheduled time and meals trays are provided in each unit.

Doors

- Patients must be out of their bedrooms during programming hours. Bedroom doors must remain locked beginning with breakfast 7:30 AM and continuing during morning programming hours. Door will be unlocked between 11:00AM and 1:00 PM and then locked for program hours, but will again be opened at 3:30 PM. Remember to ask that your door be remained locked whenever you are not in your room.



Patient Living Area Guidelines

Patient Social Time and Activities

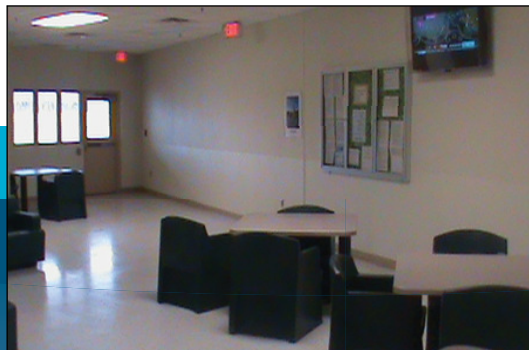
- Patients who live on the same unit may visit one another in the day room or quiet room (if available).
- Patients are not to have access to another patient's room at any time.
- Room to room visitation is not permitted. Visiting patients on other units is not permitted. Patient social time is permitted in the canteen only.

Telephones

- Patients are not allowed to use the telephone or their cellular telephone during program hours, or while participating in medication pass. Telephone is restricted from 9:00AM to 11:00AM and from 1:30PM to 3:30PM unless requested by Social Worker or Patient Advocate.
- If a patient needs to contact an attorney or other professional who is only available during working hours, the Social Worker will arrange a phone conference with the professional and facilitate that phone call on the arranged day and time.
- Disability Rights Texas or the Texas Department of State Health Services may be contacted at any time using their toll free numbers.
- If patients have a cellular phone it may be used at any time during approved phone use hours.
- Any conflicts or refusal to abide by the telephone time limit protocol may result in future telephone restrictions.

Telephone Access Procedures

1. Pick up hand set and select language
 - 1 for English
 - 2 for Spanish
2. Enter your PIN # (Patient ID+4 digit passcode)
3. **Select 0** to place a Collect or **Speed Dial Call**
 - Disability Rights Texas Speed Dial *300
 - Speedy Pin *233
 - Chief Disciplinary Counsel, State Bar of Texas *600
 - The Joint Commission Complaint Line *500
 - Texas Department of State Health Services *400
 - Jeremy Grace *700
4. Enter the telephone number you wish to call, starting with the area code



Patient Living Area Guidelines

Televisions and Radios

- Televisions and radios are to remain turned off during program hours.
- Patients must respect others who are watching a movie, and should allow peers to finish a movie already in progress before requesting that staff change the channel.
- Patients may use their individual headphone radios at times when televisions are in use or in their bedrooms at times other than during programs or after curfew.

Writing Materials

- Writing materials are available upon request.

Afternoon Return from Programs

- Medication: 5:30 PM or as specified by your doctor.
- Patients are encouraged to remain in the day room area until medication time is finished.

Evening Telephone and Television Curfew

- Telephones & televisions will be available during non-programming hours Sunday through Thursday until 11:00 PM, Friday and Saturday until 1:00 AM, and holidays when classes are not scheduled the following day until 1:00 AM.
- Permission to stay up past curfew can only be given if pre-approved by the Hospital Administrator.

Laundry Time and Access

- Laundry time may begin after medication time is finished and when unit staff determines they can safely monitor the laundry room.
- The laundry room door must remain locked at all times.
- Staff/patients must clean lint trap before and after each use.
- Sunday through Thursday: Last laundry load must be in the washer by 9:30PM to be finished drying by 10:30PM.
- Friday & Saturday: Last laundry load must be in the washer by 11:30PM to be out of the dryer by 12:30AM.



Patient Living Area Guidelines

Program Attendance: Gym, Community AA/NA, Chapel

- Patients must be ready on time for program escort.
- Patients must be ready for escort with appropriate shoes (no flip flops in the gym/weight room class), identification bracelets are to be worn at all times.
- Patients must wear their identification badges to all off-unit activities, programs, and events.

Bedtime

- Medication: 8:00PM or as specified by your doctor.
- Sunday through Thursday: Patients are encouraged to be in their rooms by 11:00 PM.
- Friday, Saturday & Holidays: Patients are encouraged to be in their rooms by 1:00 AM. Permission to stay up past curfew for special sports events such as Super Bowl, March Madness, etc. can only be given if pre-approved by Hospital Administration.

Ordering Food

Food from outside vendors may be ordered by you if you have money from your Trust Account or, a credit card number, or a family member orders the food for delivery. MCMHTF Staff are not able to assist in the ordering process. MCMHTF cannot accept deliveries from on line delivery vendors such as GrubHub, Door Dash etc.

Vending Machines

Based on your Privilege Level you will be able to access the vending machines either once per week (Red Level), three(3) times per week (Yellow Level) or on a daily basis (Green Level).



Communication and Cooperation

Communication and Cooperation

Your communication and cooperation with the staff are very important for your improvement. By being open and honest the staff can better understand your needs, interests, and concerns. Your cooperation will allow the staff to work with you in developing and applying the most effective recovery plan for you. Please feel free to ask the staff any questions you may have. While you are expected to always ask the staff for any assistance that you may need, you are also expected to carry out your responsibilities.

Family Support

Family Support Group

MCMHTF recognizes that families contribute to the recovery process of the patients and that they also need support to help the person with a mental illness. The purpose of a Family Support Group is multifaceted: to serve as a medium for sharing painful experiences; to help revitalize strength and well-being of families; to give educational updates regarding mental illness; to understand how medications work; to provide coping skills training; to learn how the court system works with regards to people with a mental illness; and to develop a network of support among families. Helping a person who has a mental illness can create emotional and financial hardships. The Family Support Group helps families cope with their difficulties.

Please check with your Social Worker for referrals to Family Support Groups in your area.

Visitors

We encourage visitations from families and friends. Get-togethers with significant others are therapeutic. They make a valuable contribution to your recovery process. Your social worker schedules any special visits for times other than on weekends or holidays. Tell the social work who you would like to have visit you and he/she will schedule the visits.

Patients can enjoy their visits in our Visitation Room. It is equipped with vending machines. Visitors are not permitted to bring unsealed food from outside the facility. Food and drinks that are bought from the vending machines must be consumed before the end of the visit. Patients are not allowed to take food and drinks from the Visitation Area to their rooms.

Visitors may order food for delivery and consumption during visitation from local delivery chains such as Dominoes, Papa John's, Pizza Hut, and Van Thong (Chinese food). Numbers for ordering may be obtained from the Safety Officer on duty at the time of Visitation.

Visitors may make money deposits either by providing a money order with the patients' name to the Front Desk person or by using the kiosk in the Visitation Room. A receipt stating the amount of the deposit will be given to the visitor and the money recorded into the patient's account. Visitors may also bring clothing items and reading materials to the patients. These items must be in keeping with the contraband list and are received and recorded by the staff in the lobby. The visitor is given a receipt and the items are transferred to the property room where they are inventoried. The items are then delivered to the patient by the staff in the Property Department.

Visitation hours are from 9:00AM to 3:00 PM Saturday and Sunday and Monday through Friday, by appointment.



MCMHTF Additional Information

Your Recovery Team Coordinator:

Your Psychiatrist:

Your Social Worker:

Your Forensic Psychologist:

Your Peer Support Specialist:

Your Patient Advocate:

Key Staff

Hospital Administrator

Jeffrey Rone

Medical Executive Director

Barbara Moore, M.D.

Director of Psychology and
Forensic Services

Karen Nelson, Ph.D.

Director of Nursing

Alethia Francis Dyke, RN, MSN

PI / RM / Compliance Administrator

Tammy Harwell, MBA

Business Manager

Stacey Herman, BBA

Human Resources Manager

Nancy Carter

Community Relations Administrator

Brenda LaVar, Ph.D.

Safety Director

Lakeya Williams

Patients Right Officer

Tywonn Moss

Director of Programs

Shana Moss, MS, LCDC

Director of Social Services

Shelly Peterson, LMSW

Facility Manager

Art Torrey

Pharmacist

Christina Bruce, Pharm.D., MBA

Admissions and Discharge Coordinator

Jeanette Davis

Director of Food Service

Jamie Rye



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