



## Mission

The BPC's mission is to operate in collaboration with the local mental health systems of Erie, Niagara, Chautauqua and Cattaraugus counties to serve individuals with serious mental illness in a way that empowers the recipient and fosters hope and recovery.

## Vision

The vision of the Buffalo Psychiatric Center is an effective mental health system which creates opportunities for personal growth, choice and recovery;

- ♦ fosters hope and respect;
- ♦ provides safe environments;
- ♦ promotes excellence, and;
- ♦ encourages partnerships among recipients, families and providers.

## Guiding Principles and Values

### Customer Focus and Empowerment

- ♦ We offer choices and foster mutual respect.
- ♦ We include customers in the design and delivery of coordinated services.
- ♦ We acknowledge and promote cultural diversity.

### Hope and Recovery are Achievable

- ♦ We believe that people belong in the community.
- ♦ We work in partnership to ensure that recovery can and does occur.

### Excellence of Service

- ♦ We are a competent workforce seeking to improve skills, knowledge and services.
- ♦ We strive for excellence and innovation, based on the best research and evidence available.

### Safe and Therapeutic Environment

- ♦ We ensure safe, effective, accessible services which focus on the customers' well being.
- ♦ We are committed to ensuring safety for all staff, recipients and the community.

### Responsibility to the Total Community

- ♦ We strive to work with the community as a trusted, dependable partner.
- ♦ We hold ourselves accountable to the customer and the community.



# Inpatient Services Handbook

# For Your Information

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**Unit**

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**Treatment Team Leader/Program Manager**

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**Psychiatrist**

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**Social Worker**

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**Medical Physician**

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**Psychologist**

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**Nurse-Administrator**

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**Rehabilitation Staff**

# Administrative Offices

Executive Director

Director of Operations

Clinical Director

Director of Facility Administration

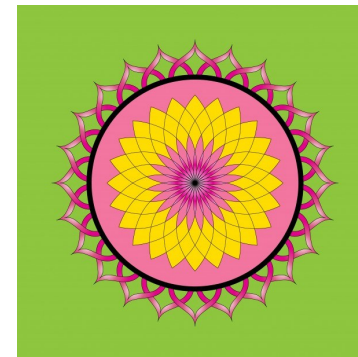
Director of Quality Management

Medical Director

Chief Nursing Officer

Director of Peer Services

Director of Public Information/Volunteer Services



*Additional copies are available in the Public Information/  
Volunteer Services Office.*

*May, 2019*

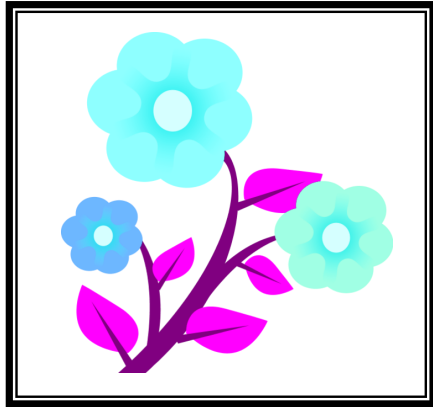
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# Section 1

Welcome!



Buffalo Psychiatric Center offers hope, assistance, life skill training, and support to individuals who are recovering from mental illness. We are an intermediate care facility. Our goal is to enable you to return to the community within six months.

It is the responsibility of the Buffalo Psychiatric Center to provide you with care, treatment, rehabilitation, and support to restore and improve your functioning.

You can expect that we will assist you to stabilize your condition and help you develop skills that will enable you to return to the community and establish a lifestyle that is personally satisfying to you.

The following pages will give you a better idea of the course of your treatment.

***We see this happening because:***

- ⇒ BPC works diligently to strengthen its role as a partner provider with the local mental health systems and encourages and supports local efforts to establish a recovery orientation for all services; and
- ⇒ BPC comes to tirelessly help the community to eliminate stigma and its crippling effect on the recovery process for individuals.

***We see this happening because:***

- ⇒ BPC comes to be widely recognized as having strong expertise in recovery-oriented services and shares that expertise with the community; and
- ⇒ Recipients and staff become actively involved in teaching students in area professional schools about recovery.

***We see this happening because:***

- ⇒ BPC ensures that services are appropriate and easily available and that movement between all services is smooth and easy; and
- ⇒ We make certain that communication between all programs is open and effective and that staff understand the direct relationship between integrated services and recovery.

***We see this happening because:***

- ⇒ Members of the BPC community make real our Guiding Principle that “We believe that people belong in the community,” and as a result of our belief:
- ⇒ BPC ensures that those receiving inpatient services resume their lives in the community when ready and works with the community to increase the community’s capacity and readiness to accept people back into the community; and
- ⇒ BPC makes necessary rehabilitation programs available during and after an inpatient stay; and
- ⇒ BPC develops, in concert with community providers, individualized supports necessary for people recovering from a mental illness to live successfully in the community.

## Section 2

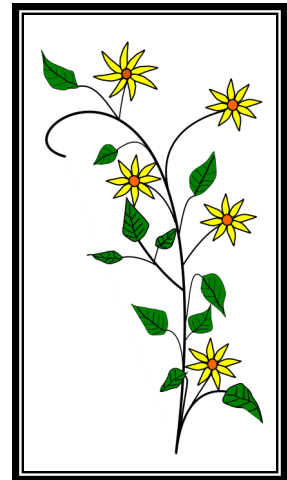
### Facilities

The **Strozzi Building** (#62) is the primary building for all inpatient services. There are dining facilities on each floor, and an outdoor courtyard for fresh air.

While you are here, you will be encouraged and supported in making choices about your future. Our goal is to provide a setting where your symptoms will be reduced, and you will learn or re-learn skills that will help you leave the hospital as rapidly as possible.

The **Gertrude Butler Rehabilitation Center** houses the **Elmwood Wellness and Recovery Center**, which offer a range of health, wellness, and peer support services. Trained staff provide fitness, nutrition, stress management, smoking cessation, and general activities designed to support your choices for a healthier lifestyle. There is a fitness center, swimming pool, gymnasium, and bowling alleys. Peer run groups provide information, support and skill building to assist individuals to engage and link with the community supports of their choice. Participants have many opportunities to become familiar with resources in the community.

The Butler building also houses the outpatient **Butler Recovery and Treatment Center (RTC)**, a clinic that provides a broad range of mental health services to meet the needs of adults living in the community; and the **Royal Threads Thrift Shop**, which sells gently used clothing acquired from community donations and made available by the Friends of BPC.



The **ACT Team (Assertive Community Treatment)**, a mobile team providing services to individuals in the community whose needs have not been met by more traditional approaches, also has offices in the Butler Center.

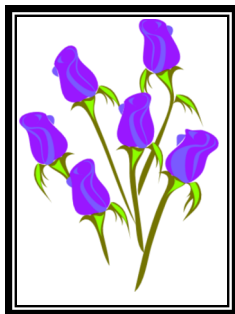
The **Cudmore Heights Residential Care Center for Adults (RCCA)**, also located on the main campus, offers a supervised residential setting for individuals who no longer require inpatient services.

The **Olmsted Community Residence** at the corner of Rees Street and Forest Avenue, houses 24 persons in a supervised residential setting.

The **Strozzi SOCR** (Community Transition Placement Program) is a 26-bed outpatient residence located in the Strozzi Building. It has its own entrance.

BPC operates two other supervised residences off of the main campus. The **Grant Street Residence**, located at 656 Grant Street at Letchworth, a short distance from the main campus, is a 14-bed facility. The **Waterfront Residence** in Celoron near Jamestown is for individuals who are recovering from an alcohol or substance abuse problem in addition to a mental illness. Fourteen residents live there.

At these residences you will have the opportunity to continue planning for more independent living in the community.



## Shared Vision

*Dedicated to partnerships in hope and recovery, members of the Buffalo Psychiatric Center community see a future in which those we serve recover and are indistinguishable from anyone else in the community.*

### ***We see this happening because:***

- ⇒ everyone associated with BPC, both recipients and staff, comes to believe fully that people can and do recover from even the most serious of mental illness; and
- ⇒ the BPC community creates an environment in which the hope of recovery is sustained.

### ***We see this happening because:***

- ⇒ Everyone—recipients and staff—learns to plan and work together around an individual's needs and wants, using a person-centered planning approach; and
- ⇒ each person is empowered to create a self-directed vision of their recovery from their first day of service; and
- ⇒ staff behavior and practices are guided by their wholehearted belief in recovery and by their focusing on each person's capabilities.

### ***We see this happening because:***

- ⇒ BPC becomes a true partner to individuals in our community with a mental illness, respectfully listens to them and to their families, learns from them what they most need, want and value, and finds a way to assist them in obtaining those needs and wants and maintaining their values; and
- ⇒ BPC relies even more on the voice of the peer community to inform us when we consider and make organizational changes; and
- ⇒ BPC ensures that recipients know of BPC and community-based self-help opportunities.

### ***We see this happening because:***

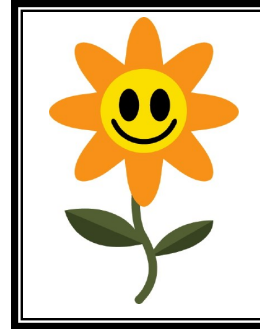
- ⇒ BPC learns to really listen to and deeply value its staff who have so much to say about how we can best support each person in their recovery; and
- ⇒ BPC implements what it learns from its staff; and
- ⇒ BPC's leadership recognizes and appreciates that each staff member wants to perform his or her job at the highest level and provides staff with the tools and support to sustain their maximum effort and to excel.

## Visiting Guidelines

- Visiting hours, 3-8 p.m. weekdays; 11 a.m.-8 p.m. weekends—except when rehabilitation and recovery services are in session or during meal times. (Or by special arrangement.)
- All visitors must identify themselves and sign in. A visitor's ID tag must be worn at all times.
- To insure everyone's safety, packages brought onto the unit are subject to inspection by staff. Visitors should advise staff prior to giving anything to patients, especially *money, clothing, and food*.
- The following **are not allowed on BPC grounds**:
  - ✓ Weapons of any type (knives, firearms, box cutters, etc.)
  - ✓ Explosives or fireworks
  - ✓ Alcohol, illegal drugs
  - ✓ Smoking materials (cigarettes, other tobacco products, matches, and lighters)
- The following **may not be given to patients**:
  - ✓ Over-the-counter medications, vitamins, and dietary/herbal supplements
  - ✓ Recording devices (audio recorders, camcorders, cameras)
  - ✓ Cell phones
  - ✓ Wire hangers
- The following "restricted items" may not be kept by patients or used on the units without staff monitoring and/or supervision:
  - ✓ Glass
  - ✓ Fingernail clippers, razors (all types)
  - ✓ Plastic bags
  - ✓ Metal cutlery/cooking knives
  - ✓ Scissors, sewing/craft materials(On an individual clinical basis, other articles may be restricted at the discretion of the treatment team.)
- Visits on the unit should be of reasonable duration and should not exceed two hours.
- **Children under 18 are welcome but must be accompanied and supervised at all times by an adult (who is not a patient of the facility.)**  
Children under age 12 are not permitted on the inpatient units. Arrangements can be made to accommodate visits with younger children in the Family Visiting Lounge (1 South).
- Any visitor who fails to comply with these guidelines or causes a disruption may be required to leave the premises.
- Violence or threats directed at patients or employees by any visitor (including family members/friends) is prohibited and will not be tolerated.

## Section 3

### Getting Acquainted



Shortly after your arrival, you will be seen by a psychiatrist who will interview you to evaluate your need for treatment and answer any questions you may have. You will also receive a complete physical examination.

After your initial meeting, you will be escorted to your unit where you will be introduced to the staff and shown around. The daily schedule will be explained. Staff also will explain procedures about the care of your personal belongings, including any money or other valuables you may have brought with you.

Staff will help you complete a Feeling Good Plan, which will be used to identify coping strategies that best help you when you are upset. Your picture will be taken and used for internal identification purposes only.

*If you have questions, be sure to ask. The staff is here to help you and make you feel as comfortable as possible.*

Treatment and discharge planning begin immediately. An individual treatment plan will be established based on the evaluations of staff and your expressed wants and needs. You may also wish to involve family members or significant others in the development of this plan. Your treatment plan may be modified during your stay according to your wishes, needs, and progress.

If you have Advanced Directives for treatment already established, please let the Admissions Office staff know. If not, they will be happy to assist you in developing Advanced Directives, in which you give directions about your future medical and psychiatric care.

## Your Treatment: A Team Approach

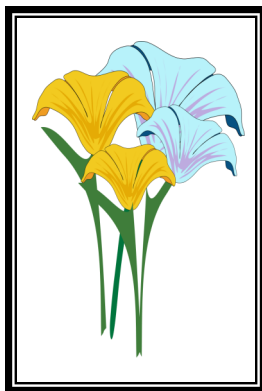
While you are here, services will be provided by a treatment team that includes a psychiatrist, medical physician, treatment team leader, psychologist, nurse, social worker, rehabilitation staff (rehabilitation counselor, recreation therapist, occupational therapist), dietitian, mental health therapy aides, and a peer advocate.

These staff members will work with you in developing and carrying out a plan of treatment that reflects your individual needs and preferences.

*Your involvement and cooperation is essential. We are committed to assisting you with your recovery and making your hospital stay as brief as possible. The treatment you select will assist you in the areas of living, learning, work, and social environments.*

## Getting to Know the Unit

Each unit has several lounge/activity areas, bedrooms, a visiting room, dining room, laundry facilities, and staff offices. You will be assigned a bedroom and may have a roommate. Clean linen, towels, and personal hygiene products will be provided. You are encouraged to add any personal touches, such as pictures and small articles, to make it more comfortable for you. You are responsible for keeping your bedroom clean and neat.



## Telephone Calls

A telephone is available on each unit. You may make and receive calls during times that do not interfere with rehabilitation services and mealtimes. Staff will tell you about any other rules governing the use of telephones. If you wish, staff will assist you in placing a call.

## Tobacco-Free Environment

*There is no smoking or use of tobacco inside any BPC-operated building or on the grounds of the main campus. Smoking is discouraged in general due to its serious health risks.*

## Section 11

### Visitors are Welcome

Visiting by family and friends is encouraged. Each unit has a designated Visitors Room where you may visit in private. Patients with privileges may use the Family Visiting Lounge on the first floor of the Strozz Building. This lounge is especially equipped to accommodate young children.

(If you will have young children under the age of 12 coming to visit, have your family call the unit ahead of time to ensure staff is available if escort to the Visiting Room is needed.)

Visits are encouraged at times other than during meal times or when rehabilitation and recovery services are in session. In special circumstances, you may make arrangements to have visitors at other times.

The guidelines on the next page are posted for your families and friends at the main entrance to the Strozz Building and are included in the handbook for families/significant others. We appreciate your understanding and cooperation in following them and in encouraging your visitors to do so as well.

***Please note:*** *You have the right to refuse to meet visitors. Also, clinical staff has the right and responsibility to suspend or limit visits, depending on your clinical condition. Any such restrictions will be explained and will be re-evaluated periodically.*



## Section 10

### Financial Information



You will be billed according to your ability to pay. No one may be denied treatment because he or she cannot pay. Some insurance plans may cover your stay at the facility.

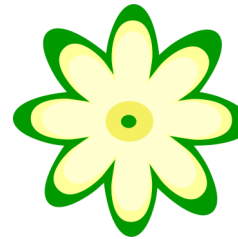
A representative from the Office of Patient Resources may contact you to request financial information or review your financial status. The Office of Patient Resources is a separate state office responsible for handling financial matters relative to your treatment. If you have questions or wish specific information, call (800) 881-5439 or contact your social worker.

Nicotine addiction is regarded as a health problem and will be addressed as part of your treatment. We encourage you to participate in programs that are available to assist you in reducing or stopping smoking. Please discuss options for stopping smoking with your medical physician.

For further information, ask for a copy of BPC Policy: Tobacco-Free Environment—PC-3008.

### Meals

Your satisfaction with our food services is important to us. Nutrition Services staff will meet with you soon after admission and throughout your stay to discuss your dietary needs and preferences. Meals are served in the dining rooms on each floor. Special food requests, for example, for vegetarian or kosher meals, can be accommodated, and other dietary needs will also be met.



### Personal Appearance

Looking good is part of feeling good. While you are here, you will receive encouragement and assistance with your personal hygiene. Cleanliness and dressing neatly and appropriately according to weather conditions will be emphasized.

### Privileges

You may gain increasing amounts of privileges as your condition improves. Initially, you may be restricted to your unit or you may have escort privileges only, which means you may leave your unit only in the company of a staff member.

The decision regarding which kind of privileges you may have is made by your psychiatrist after consultation with the treatment team. Active participation in the treatment services decided upon by you and your treatment team generally will result in greater privileges. You are responsible for demonstrating the appropriate use of privileges you receive.

## Alcohol and Drugs

All non-prescribed and illegal drugs are strictly forbidden. No medications may be brought into this hospital. All medications will be prescribed by BPC physicians and dispensed by our pharmacy. **Any use of alcohol is prohibited on center grounds.**

## Sexual Conduct

State policy and community standards do not allow any sexual activity in the buildings or grounds of this hospital. Be advised that any type of sexual contact with a non-competent individual could result in criminal charges of sexual assault or rape.

## Inpatient Responsibilities

Your responsibilities are:

- 1) To take an active part in planning your treatment.
- 2) To attend scheduled treatment and rehabilitation services and activities as agreed to in the treatment plan developed by you and your treatment team.
- 3) Not to hurt yourself or others.
- 4) To keep yourself, your living area, and the hospital's grounds clean and neat.
- 5) To follow the rules of this hospital.
- 6) Not to take anything that does not belong to you.
- 7) To be responsible for your own belongings. You should not ask other patients for such things as cigarettes or money. Do not sell/trade any items with others. Your possessions are listed on your property sheet. If there is a question of ownership, items will be returned to the original owner. Help staff to keep your property sheet up to date.
- 8) You are expected to maintain good personal hygiene. This includes showering regularly, brushing your teeth, and grooming your hair. Your clothing should be clean and appropriate to the weather.

## Patient Safety

The Buffalo Psychiatric Center has an active Patient Safety Program under the Department of Quality Management. Our goal is to decrease the risk of experiencing adverse consequences resulting from harm, neglect, or sub-optimal care or treatment.

## Section 9

### Meeting Your Religious & Cultural Needs

Our facility respects and embraces the diverse population we serve. Catholic and Protestant Chaplains conduct religious services weekly. Protestant, Jewish, Baptist and Islamic chaplains run groups, visit the units and are available to meet individually with patients. Your own clergyman/religious/spiritual leader also is encouraged to visit.

### Catholic Services

Mass is held at 10 a.m. on Saturdays. For holy days and other special times, notices are distributed. The sacraments of Eucharist, Reconciliation, and Anointing are celebrated as requested by patients. Rosaries, medals, and other devotional materials are likewise available upon request.

### Protestant Services

Worship is held at 1:30 p.m. Sundays. For special holidays (Easter, Thanksgiving, Christmas), notices are distributed.

Bibles and devotional materials are available upon request.

### Baptist Chaplain

A Baptist Chaplain is available by appointment Thursday afternoons, and can be reached by contacting Marcy Hutchings, Ext. 2034, [Marcy.Hutchings@omh.ny.gov](mailto:Marcy.Hutchings@omh.ny.gov) at Ext. 2034.

For chaplains of other faiths,  
please contact Marcy Hutchings, Ext. 2014,  
[Marcy.Hutchings@omh.ny.gov](mailto:Marcy.Hutchings@omh.ny.gov).

## Follow-up Services

Buffalo Psychiatric Center offers many services in the community. We can provide:

- psychiatric follow-up
- ongoing treatment and rehabilitation services
- job training and placement
- career planning
- residential services
- health and wellness services
- opportunities for social activities
- case management services
- crisis services

We can assist in connecting you to self-help groups.

You will be encouraged to plan and select services that you want and need. Staff will be available to assist with this.

*It is your responsibility to follow your discharge plan.*

**By taking your medication(s) regularly and taking advantage of the services you have chosen, you will improve your ability to be successful in the community and will avoid having to be readmitted to this hospital.**

In the event you have a psychiatric emergency after you have been discharged and you are unable to reach your treatment provider, contact Crisis Services in the county where you are living.

### Crisis Services

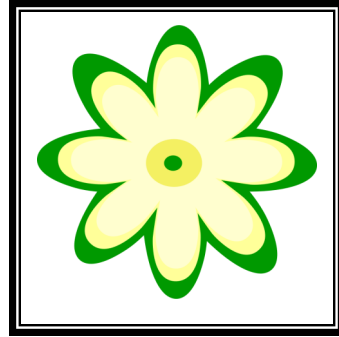
Erie County – 716-834-3131

Cattaraugus County – 800-339-5209

Chautauqua County – 800-724-0461

Niagara County – 716-285-3515

**24 hours a day, 7 days a week**



We want to prevent such things as: medication errors, food-drug interactions, accidental injuries, and fights and assaults.

We have a **Zero Tolerance for Violence** policy. Criminal prosecution may occur if you engage in violent behavior toward other patients or staff members.

*The prevention of patient injury is the first consideration in all actions and is the responsibility of each employee.*

You can help support patient safety during your stay and insure your own safety by doing the following:

- Know your medication(s): You should ask about your medications. Know what they look like and what time of day you should get them.
- Ask for an explanation if anyone gives you a pill that looks different or there are more pills than usual. Your nurse will be happy to explain if there is a change in your prescription and why.
- Report any potential safety hazards or dangerous behavior you observe at any time. If you have unresolved concerns, please use the Patient and Family Grievance Process.
- Help reduce the chance of infection by washing your hands frequently.

Do your part to keep yourself and others safe!

Your individual **Feeling Good Plan** will help staff know how you wish to be treated when you are upset, so we can avoid more restrictive interventions. Please work with our staff to develop your Feeling Good Plan that helps you to reduce the risk of harm to you or others.

***Restraint or seclusion may be used only in an emergency situation to prevent you from seriously injuring yourself or others.***

Restraint or seclusion may only be used if less restrictive interventions have failed to prevent the risk of injury. We will not use high doses of medication with which to “chemically” restrain you. You can be restrained or secluded **only** with a physician’s examination and order. In an emergency, a nurse can authorize this until a physician can come to see you. You will be monitored continuously and checked by the physician if it should continue.

## Relationships With Staff

Employees are expected to conduct themselves in a manner that assures your personal, human, legal, and civil rights and contributes to achieving your treatment goals. Employees may not form social relationships with patients outside their job responsibilities or engage in any form of sexual activity with patients.

## Section 8

### Planning for Discharge

Planning for your discharge begins upon admission. As with each stage of your treatment, your discharge will be carefully planned, and you will be fully involved.

As you work toward your recovery and your return to the community, living arrangements and the support you will need afterward will be discussed and determined with you.

Near the date of your discharge, a discharge conference will be held to make sure that all of your basic needs will be met once you are back in the community. This conference is designed to insure your successful return to the community and is required by state Mental Hygiene Law.

## Living Arrangements

Where you will live after your discharge will be determined by your preferences, your abilities, your readiness, and the availability of appropriate housing opportunities.

## Living Options

- Living independently in your previous home or new home
- Supervised settings
  - Family Care home
  - Adult home
  - Single Room Occupancy (SRO)
  - Health-related facility
  - Skilled nursing facility
- Community residences (*Cudmore Heights RCCA, Olmsted, Grant Street, Waterfront* or Strozzi SOCR Residences run by Buffalo Psychiatric Center) or those run by other community providers
- Supported housing—your own apartment with ongoing support from peers and staff.



## Recipient Associate Managers

The Recipient Associate Managers (RAMs) are recipients of mental health services who have been successful in recovery. Special projects of the Recipient Associate Managers have included the design and implementation of BPC's self-help initiative, conducting focus group satisfaction surveys and various workshops, and facilitating afternoon self-help groups (3:15-4:15 p.m. approximately) in the Strozzi Café.

RAM members are peers recruited from BPC and other provider/peer agencies in the Western New York area. They receive a two-week intensive introductory training, and additional trainings to enhance leadership skills and develop career skills in the areas of Peer Support and Educator, Wellness, and Community Outreach.

RAMs receive support in managing their own recovery and successfully achieving life goals. RAM members are paid for their participation.

For additional information, contact Ext. 2258.



## Section 4

### Your Rights

You have personal rights, property rights, and civil rights that are fully protected while you are a patient. We hope this will help you to feel more secure and maintain a sense of dignity. These rights also are posted on each unit and are explained more fully in a handbook published by the New York State Office of Mental Health entitled *Rights of Inpatients*, which you should have also received. *These rights shall not be limited as a punishment or for the convenience of staff.*

#### Statement of Inpatient Rights

- Participate in making decisions about your care, treatment, and services.
- Receive information in a manner you understand. You have the right to interpreter services, and treatment plans and other vital documents will be translated into your primary language. This information will be provided to family members at your request if they do not speak English.
- Appropriate personal clothing.
- A safe and sanitary environment.
- A balanced and nutritious diet.
- Practice the religion of your choice, or no religion.
- Freedom from abuse and mistreatment by employees or other patients.
- Adequate grooming and personal hygiene supplies.
- A reasonable amount of safe storage space for clothing and other personal property.
- Reasonable privacy in sleeping, bathing, and toileting areas.
- Receive visitors at reasonable times, have privacy when visiting, and communicate freely with people inside or outside of the center. Authorize who will be given priority to visit.
- Appropriate medical and dental care.
- An individualized plan for treatment and active participation in developing that plan.
- Appropriate management of pain.
- Contact with the Facility Director, the Mental Hygiene Legal Service, the center's Board of Visitors, the NYS Justice Center, or The Joint Commission about any questions or complaints.



## **Mental Hygiene Legal Service (M.H.L.S.)**

A representative from the Mental Hygiene Legal Service (M.H.L.S.) will visit you to advise and explain your rights as a patient. M.H.L.S. is a court agency independent of the Buffalo Psychiatric Center established to protect your rights. A representative can be reached by calling 845-3650. You or members of your family may speak to a representative at any time.

## **Peer Advocacy Services**

A peer advocate is a person who has received mental health services, has been successful in recovery, and is available to assist you in obtaining information and/or resolving issues and concerns. BPC's peer advocates have received special training and are experienced at helping others. They may be reached by calling Ext. 2227 or 2307.

## **Confidentiality**

All of your records will be kept confidential and will not be released to anyone without your permission, except to:

1. A court of record and other disclosures as required by law.
2. The Mental Hygiene Legal Service.
3. An attorney, representing a patient on a matter of the patient's involuntary hospitalization.
4. The NYS Justice Center
5. The State Board for Professional Medical Conduct.

Patient information also may be given without authorization in certain other situations, including:

1. To government and other agencies requiring information necessary for payments to be made on behalf of a patient.
2. To governmental agencies in connection with criminal investigations.
3. For law enforcement purposes.

# **Section 7**

## **Self-Help**

## **Self-Help/Support Groups**

Self-help support groups have proven to be very helpful to individuals recovering from a mental illness. In fact, this important recovery tool gives recipients an opportunity to encourage, support, learn from, and have fun with one another.

Multiple opportunities to participate in self-help groups are available while you are receiving inpatient services. These groups are provided by peers on staff, Recipient Associate Managers, and peers from outside agencies.

If you are interested in continuing to work with peers once you return to the community, the following agencies can assist you:

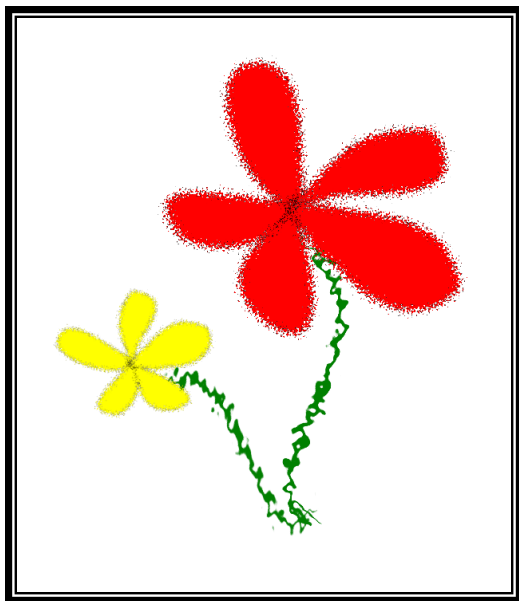
The *Mental Health Peer Connection* is a peer driven advocacy organization, dedicated to facilitating self-directed growth, wellness, and choice, through genuine peer mentoring for one another. For more information, call 836-0822.

*Housing Options Made Easy, Inc.* provides peer housing case management services dedicated to facilitating self-directed growth, wellness and choice through peer mentoring. For more information, contact 532-5508.

Education services are also available. Instruction by a certified teacher is provided to assist you in acquiring a high school equivalency diploma (now called the Test Assessing Secondary Completion—TASC™) if you have not graduated from high school and also to help you improve basic skills in reading and mathematics.

If you were involved in a special education program, let us know, so we can make arrangements that insure continuity for you.

Therapeutic recreational and leisure skill practice sessions are scheduled evenings, weekends, and on holidays. The goal of these services is to offer you a safe, supportive, and inspiring place where you can come to learn and practice social skills while contributing your talents through a community of mutual support.



4. To qualified researchers.
5. To an endangered individual and law enforcement agencies when a treating psychiatrist or psychologist has determined the patient presents a serious and imminent danger to a readily identifiable individual.

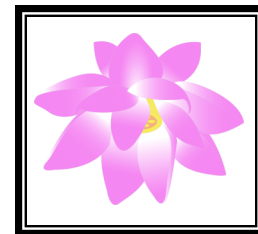
In all other situations, you have the right to give or withhold informed consent with respect to the release of your records.

*Please carefully review the Notice of Privacy Practices you were given on admission. If you have any questions, contact the Director of Health Information Management at Ext. 2144 or a member of your treatment team.*

## Ethics Committee

An Ethics Committee is available as an advisory service to patients and their families. An ethics consultation may be requested without fear of intimidation or reprisal. All discussions are confidential.

An ethics consultation may be requested when the right thing to do is not clear or when people disagree about what is best for a patient. Before requesting an ethics consultation, you should first seek the help of your treatment team. Through a conference with your physicians, nurses and others, the issue may be able to be resolved.



An ethics consultation is designed to support, not replace, normal lines of communication. You should request help from the Ethics Committee when:

- You or your family member wishes help in talking through important ethical concerns regarding your care.
- Your efforts to resolve an ethical issue with staff have reached an impasse.
- There is a serious ethical disagreement among your health care providers or between you and your family.

To request an ethics consultation, contact the Executive Director's Office, Ext. 2001, or the Medical Staff Organization, Ext. 2457.

## Filing a Grievance

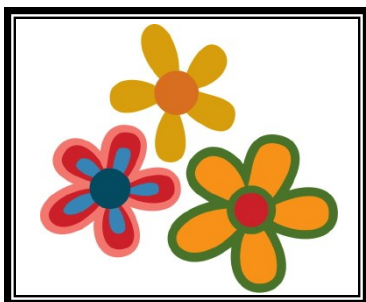
If you have a concern while you are here, please work with us to resolve it. You are encouraged to discuss your concerns with staff or with a peer advocate.

It is the policy of the Buffalo Psychiatric Center to insure that all patients have an accessible means of making grievances known concerning treatment, treatment environment, or related issues for the purpose of problem-solving or redress. All BPC staff members are required to assist a patient, patient's family, or peer advocate by sensitively discussing a complaint and promptly taking steps toward resolution.

There may be circumstances when a problem cannot be resolved informally, and you may wish to file a formal grievance. There are several ways to do this:

1. You may complete a Grievance Form, which is readily available on all treatment units and in the Public Information/Volunteer Services Office, and forward it by interoffice mail to the Director of Quality Management. You may request the assistance of a peer advocate in completing a Grievance Form.
2. You may call the Director of Quality Management Office, Ext. 2157, to file a grievance by phone.

Once a grievance is received, the facility has 10 business days to investigate and respond in writing. If the investigation into a complaint will require more than 10 business days to complete, you will be notified within 10 days of the receipt of the complaint, and you will be informed as to when the facility's decision will be made. Patients will experience no ill effects as a result of filing a grievance. An appeals process is available should you not be satisfied with the initial review.



## Pain Management

Appropriate assessment and treatment of pain is provided to all patients. You can expect:

- ◆ Information about pain and pain relief measures.
- ◆ A concerned staff committed to pain prevention.
- ◆ A timely response to reports of pain, with reassessment and follow-up as necessary.
- ◆ Acknowledgment and action in response to a report of pain.

If you are experiencing pain, please tell your nurse or physician. Help is available.

## Recovery and Rehabilitation Services

Many recovery and rehabilitation services are available.

These services will enable you to restore and improve your functioning, so that you can resume your life in the community. An important part of recovery is becoming an active participant in your treatment program. Empowerment and choice are essential elements of recovery.

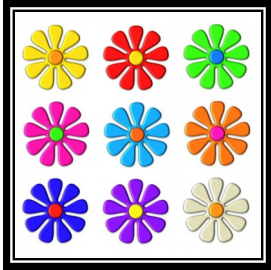


Through recovery and rehabilitation services, you will explore your beliefs and values so you can then choose, get and keep what is meaningful to you. You will have the opportunity to develop skills, learn about resources, and gain supports needed to be successful in your life.

Recovery and rehabilitation services emphasize coping skills, problem solving, education about your illness, health and wellness, skills training in activities of daily living (personal hygiene, maintaining your living environment, cooking, budgeting, using community resources), and leisure time skills.

## Section 6

### Treatment and Rehabilitation Services



The individual treatment plan developed by you and your treatment team will help you become more independent, self-confident, and able to function better in environments of your choice in the community. The plan may include medication as well as rehabilitation, education, and vocational services that will help you achieve your treatment goals.

### Medication

Medication is usually necessary to reduce the symptoms of a mental illness. If your doctor prescribes medication, he or she will explain how it can help you. If there are potential side effects, these will be described as well.

Should you have any questions about the medication you are receiving or should you have any unpleasant side effects, it is important to discuss them with your doctor or nurse.

### Medical-Dental Care

Physical and dental examinations are given upon admission, and medical physicians are available throughout your stay to treat any physical conditions or illnesses. You will receive regular medical examinations to insure your physical well-being.

Should you need surgery for any reason, it will be performed at Erie County Medical Center or another area hospital.

Specialized treatment in the areas of physical therapy, occupational therapy, speech and hearing services, ophthalmology, gynecology, podiatry, and dermatology services are provided as needed. Additional services, for example, in cardiology, neurology, hematology, endocrinology, urology, and oncology, are arranged at clinics at the Erie County Medical Center.

### Quality of Care

Buffalo Psychiatric Center is committed to providing the best possible treatment and rehabilitation services. Working with us to achieve our goal are several outside bodies that have the responsibility of monitoring the quality of our services.

### Board of Visitors

The Board of Visitors is a citizen's advisory board appointed by the Governor. Members make announced and unannounced visits to the center, meet monthly with the Executive Director and the Director's Cabinet, and have the power to investigate complaints.

If you have unanswered questions or concerns that have not been resolved through the grievance or other processes, please feel free to contact a member of the board. Their telephone numbers are posted throughout the Strozzi Building and are also available from the Executive Director's Office, Ext. 2001.

### The NYS Justice Center

This is an independent body established by the New York State Legislature to monitor the quality of care at our facility and to advocate on behalf of individuals with disabilities. This body is responsible for receiving and responding to all complaints. If other facility processes have not resolved your concerns, this group can be contacted at 1-855-0373-2122.

### The Joint Commission (TJC)

This private independent organization insures that healthcare organizations, including Buffalo Psychiatric Center, meet accepted standards of practice and grants accreditation to signify that these standards are met. Buffalo Psychiatric Center is Joint Commission-accredited. If you have concerns about your care or safety that have not been resolved by other facility processes, the Joint Commission may be contacted at 1-800-994-6610.

## Section 5

### Personal Property: Clothing and Valuables

Unit staff will make a list of all your personal property and clothing. Any valuable articles, not including your clothing, will be placed in a property envelope and taken to the Business Office. A list of all your personal belongings will become part of your permanent record. Upon discharge, your property will be returned to you.

**Please note:**

*You do have the right to keep valuable possessions with you if you agree to sign a waiver in which you assume responsibility in the event of theft or loss.*

### Clothing Procedures

If you do not have your own clothing to wear or adequate personal resources to purchase clothing, clothing will be provided to you. All clothing will be marked for easy identification.

### Your Money

Any money you bring with you will be deposited under your name in an account in the Business Office. If you do not have money of your own, you may be eligible for a Personal Needs Allowance, usually after 45 to 60 days of your inpatient admission. You will need to provide financial information to qualify for this assistance.

When you require spending money, you should inform your social worker who will initiate a request for withdrawal. Money may be withdrawn from 8:30-9:30 a.m. weekdays. It is recommended that you not withdraw more than \$25 a week for your personal use, with the exception of withdrawals for clothing purchases.

If a family member wishes to give you money, it can be sent here for your use.

Upon discharge, the balance of the account will be returned to you or your payee, if you have a family member or other individual who manages your money.

### Mail

Mail is delivered Monday through Friday.

### Contraband

Any substance or article that is illegal to possess or may pose a threat to self or others is considered to be contraband. Patients may not have the following in their personal possession at any time during their hospital stay:

- ◆ weapons of any type, including firearms, knives, box cutters, etc.
- ◆ explosives or fireworks
- ◆ alcohol, illegal drugs
- ◆ over-the-counter medications, vitamins and dietary/herbal supplements
- ◆ recording devices (audio recorders, camcorders, cameras)
- ◆ cell phones
- ◆ wire hangers
- ◆ smoking materials are considered contraband (cigarettes or other tobacco products, matches, and lighters)

The following are considered “restricted items” and may not be kept by inpatients or used on the inpatient units without staff monitoring and/or supervision:

- ◆ glass
- ◆ fingernail clippers, razors (of all types)
- ◆ plastic bags
- ◆ metal cutlery/cooking knives
- ◆ scissors, sewing/craft materials

(On an individual clinical basis, other articles may be restricted at the discretion of the treatment team.)

For your protection and the protection of others, you, your room, and/or your personal belongings may be searched. We will do that, when needed, insuring your dignity. You may have a copy of the policy on this—QM-2010—simply by asking staff to provide it to you.