DENVER SPRINGS IN PERSON VISITATION

Denver Springs Hospital
8835 American Way,
Englewood, CO 80112
720-643-4300

Guidelines/Expectations:

Visitors must be on the approved visitor list AND have the patient ID number. Please bring photo ID that will be left with our front desk staff until the visit is over. Wear Visitor Badge at all times.

Only two visitors allowed per patient for visitation at a time. You may switch out after 30 minutes to accommodate visitors.
No children under the age of 18 can be left unsupervised in lobby.

Please arrive 20-30 minutes before scheduled visitation time to check in and secure your belongings. Complete Illness Addendum. No items may be brought to visitation area. (Including keys, phones, wallets, games, etc.) Please keep all belongings left in lockers provided in lobby or left in your car. All visitors will be searched with a magnetic wand. No outside food or drink is allowed.

Info You Need For Visitation:
-Patients Name
-Patients ID
-Personal ID
-Must be on approved Visitor List
-The Unit Patient is on

Visitation Schedule By Unit:

Willows:
Tuesday: 10:00 am – 11:00 am
Friday: 10:00 am – 11:00 am

Sunrise:
Tuesday: 7:45 pm – 8:45 pm
Saturday: 10:00 am– 11:00 am

Cedars:
Monday: 10:00 am – 11:00 am
Wednesday: 10:00 am- 11:00 am

Meadows:
Sundays: 2:30 – 3:30 pm
Thursday: 10:00 am- 11:00 am

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Belongings Permitted for Admission

Permitted Items	Items Not Permitted
 **3 outfits** No strings, belts	**Weapons, sharp objects, metal items**
 **1 pair of shoes** No laces	**Drug paraphernalia**
	Stuffed animals, pillows, blankets
 **Cigarettes or Vape Pens** Must be unopened packets	**Radio, iPad, TV, laptop, electronic devices**
 **Comfort Items** Books, religious material, no spirals	**Aerosol sprays, flammable liquids, lighters**
 **Cellphone & Headphones** Require Doctor order Screen must not be cracked- no screen protectors/cases	**Pornographic materials**
	Recording devices (including glasses)
 **Valuables** Can be stored in safe	**Cell phone chargers**
	Hygiene items (will be provided)

It is recommended that jewelry and valuables be taken home by family/friends; if not possible Jewelry can be placed in the safe.

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Dear Family Members:

It is often very difficult to have a loved one in the hospital. We want to assure you that you have done the right thing by bringing and/or encouraging your family members to come to Denver Springs. It is our commitment to you to treat your family members with dignity and respect and to offer a structured therapeutic program designed to provide coping skills and medication management to assist your family member in the healing process.

At Denver Springs the care and support of the family is important to us. Our goal in reaching out to you is to help you, along with your loved one, navigate this journey of treatment and recovery. We want to help you become the most informed and understanding member of your loved one's team.

We encourage your involvement in family meetings regarding treatment and planning for your loved one. In addition, we facilitate a weekly family group to provide education and the opportunity to interact with other family members for support.

Our staff includes a variety of professional and compassionate people who work together to create a warm, caring, first-class treatment experience for our patients and families. Our clinical and medical staff includes licensed counselors and social workers, certified expressive/activity therapists, patient care assistants (PCA's), registered nurses (RN's), registered dietician, pharmacist, nurse practitioners, primary care physicians, and psychiatrists.

We look forward to caring for your loved one and providing support to you in any way possible. Please let us know if there is anything further, we can do for you.

Thank you for trusting us to care for your loved one.

The Staff of Denver Springs Hospital

8835 American Way, Englewood, CO 80112
720.643.4300 FAX 303-799-6471 www.DenverSprings.com

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Patient: Frequently Asked Questions

- **How long is the treatment?**
  Inpatient treatment is individualized for each patient but generally lasts approximately 5-14 days. For the complete continuum of care, patients are encouraged to step down to the Partial Hospitalization Program for 2-3 weeks and then to the Intensive Outpatient Program for 6 weeks. Patients are also linked to outside resources for continued care and are encouraged to attend our weekly alumni group for ongoing support.

- **Can I use my cell phone on the unit?**
  Yes, as long as the screen is not cracked, the patient agrees to have any screen protector and case removed for the duration of the stay and signs and abides by the cell phone contract. This is for privacy and safety. There are unit phones available to use for phone calls as well.

- **How much clothing should I bring for my stay?**
  We recommend that you bring 3-4 outfits, and they should not have strings on them. Patients can do laundry daily on the units. Clothing should be free of draw strings as well as any offensive drug/alcohol related messages.

- **What is the daily routine?**
  In your welcome folder is a **sample** schedule which includes all the therapeutic activities provided by our treatment team.

- **Can my loved one bring food or candy for me?**
  Unfortunately, we cannot allow any outside food or drinks onto the units or in the cafeteria due to safety and infection control reasons.

- **Do I need any additional money?**
  Patients do not need any extra money. They are provided with food, drinks, and snacks.

- **Can my loved one call or visit?**
  Yes, your loved one can call as long as you provide them with your patient ID number. We will not send calls to the unit without a patient ID number. This is how the staff knows you have consented to speak with this person.

- **Can my loved one send me mail? Can I send my loved one mail?**
  Yes, incoming and outgoing mail is available. Letters and packages must be opened in front of staff for patient safety.

- **What if I do not want anyone to know about this hospitalization?**
  Patient confidentiality is very important, and we take it very seriously. The staff does not provide information to anyone without their consent.

- **Are there TVs in the patient rooms?**
  There are no TVs in the patients' bedrooms. We have community TVs in the day room and activity room. You are encouraged to spend your free time outside of your room as isolation can often hinder recovery.

- **What is my Discharge/Aftercare plan?**
  All patients will be provided with aftercare, and this information can be found on the Discharge Plan. The provider and therapist will collaborate with you to determine the discharge plan and aftercare provider.

My patient identifier code is:

_____

Please provide this code to anyone that you are okay with knowing that you are a patient here. If a caller or visitor does not have this code, your status cannot be confirmed or denied to protect your privacy.

Please keep this information confidential.

Group Therapy Rules

1. Attend all assigned groups to get the highest benefit out of treatment.

2. Be respectful to peers and staff by being *on time* in groups and not *leaving after the group has started*, unless it is an emergency, or you have been requested by a clinician.

3. During Trauma Processing and Homework Sharing Groups:
If the **sharing sign is on the front of the group room door**
- Please *patiently wait outside* the door until your peer has finished sharing *and* received feedback.
- Afterwards, the therapist will bring you into a group.

4. Attendance *of all four* assigned therapy groups is required for daily tech time privileges. Otherwise, you may use a unit phone outside of group times. This includes:
- The 3 Psychotherapy/Group Therapy
- *At least* 1 of the 2 Activity Therapy Groups (Activity, Music, Yoga, Ancillary).

5. *What is said in group, stays in group*. Do not talk about someone else's trauma or statements made to anyone other than that person, and/or with that person's permission.

6. *Honesty is required*. If you want to play a game, you may think you are winning, but in the end, you really lose. We can do a lot with reality; we can do nothing with lies.

8. Group is a *shame and judgment free zone*.

9. No ranks. Posturing and Entitlement are not permitted.

10. Active listening and participation are required. The group will only be as good as the members allow it to be. We are all in this together, and everyone deserves help.

11. No food, food, blankets, or cell phones in the group room.

12. We are all here for each other and healing together. Your trauma cannot re-traumatize you or traumatize others in a group. You have already lived through it once. You may be triggered, but you must *remind yourself that you are safe and keep yourself grounded in a group (whether you are presenting or not).*

13. Allow peers to feel their own emotions, answer questions, and share their own experiences. Please refrain from interrupting, rescuing, or stunting emotional expression from others.

14. Please respect boundaries and keep conversations treatment appropriate. Remember everyone is processing their own traumas, mental health struggles, and/or recovery.
- Refrain from excessive use of profanity.
- Sexually inappropriate and vulgar comments, jokes, and behaviors are *not acceptable* in groups, in the day room, or during conversations with peers.
- Be respectful of your peers and topics that may be related to traumas being processed.
- If inappropriate behavior continues following redirection from staff, a behavior plan will be created that will result in notification of Command and may result in removal from programming.

Inpatient Therapy

- Focus on safety and stabilization
- Meet with MD or PMHNP daily
- Highly structured
- Activities include psychotherapy groups, activity therapy, coping skills, medication education and more.

PHP

Partial Hospitalization Program

- Intensive, supportive outpatient therapy – located on site at Changes
- For adults and children age 12+
- Specialized groups for mental health, substance use problems, dual-diagnosis, and trauma-informed care
- PHP spans approximately 2 to 3 weeks
- Monday through Friday, 6 hours a day
- Meet with MD or PMHNP weekly (and more often as needed)
- Four psychotherapy groups per day
- Daily activity therapy
- Transportation services available

IOP

Intensive Outpatient Program

- Intensive, supportive outpatient therapy – located on site at Changes
- For adults and children age 12+
- Groups for mental health and substance use problems available
- Evening groups available
- 3 days a week, Monday through Friday
- Meet with MD or PMHNP regularly
- Three psychotherapy groups per day
- IOP spans approximately 3 to 6 weeks.
- Transportation services available

Outpatient Provider

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Your ability to participate in the Changes programming at Denver Springs may depend on multiple factors, including your personalized treatment plan, insurance, and financial considerations. Please ask your treatment team if any of our programs are right for you.

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What to Expect for Discharge Planning

Discharging patients safely from Denver Springs is one of the most important priorities of treatment. This process establishes an ongoing roadmap for achieving long-term recovery through defining the next necessary steps in treatment. Discharge planning will be individualized to your needs and goals with you at the very center of this process. At any time, you have questions or concerns, please do not hesitate to reach out to a member of your treatment team.

This process can take up to 90-minutes and includes the following components:

- Confirmation of a scheduled appointment for ongoing treatment needs
- Confirmation of a Psychiatric or PCP appointment scheduled within 30-days of discharge to support ongoing medication needs
- Meet with Therapist for the completion of a safety plan and risk assessment
- Review of medications (this provides an opportunity to ask your team medication related questions)
- Confirmation from your support system that they are aware of your discharge plan
- Discharge meeting with your attending medical provider
- Inventory review of personal belongings

For unplanned or unscheduled discharges, this process still occurs and may take additional time to complete.