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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Community Guidelines

GROUP TIME

- ✓ Out of respect, please do not talk while others are talking in a group.
- ✓ Please use the restroom and get a drink and snack BEFORE coming to the group. Please refrain from eating in groups.
- ✓ Water is the only beverage allowed in group rooms.
- ✓ Participation in groups and activities is an important part of the treatment process and one of the keys to your success!

KEEPING THE UNIT CLEAN

- ✓ No food or drinks (other than water) in patient rooms.
- ✓ Keep all personal belongings and clothes in your assigned closet and off the floor to allow housekeeping access to clean.
- ✓ Colored laundry baskets (one per person) are for soiled linens and towels.
- ✓ Please help ensure that the snack area stays clean and tidy so we can all enjoy it – throw away cups & wrappers and wipe up spills & crumbs.

TRAVELING AS A GROUP

- ✓ It is important that we all stick together when coming from and going to groups, the dining room and outdoor time. This helps ensure everyone's safety. Please be ready to leave at the appropriate time.

PHONE CALLS

- ✓ Phone calls can be made during personal time only. As a courtesy to others, please keep your phone call length to a minimum. Cordless phones are available at the desk.
- ✓ Phones must be used in the day room and the activity/multipurpose room. Phones may not be taken into laundry room or personal rooms.
- ✓ Phones and televisions may not be used during group time. This includes mandatory and optional groups.

SMOKE BREAKS/OUTDOOR TIME

- ✓ Unfinished cigarettes must be disposed of properly at the conclusion of the smoke break. Half-cigarettes may not be retained for future breaks.
- ✓ Once cigarettes are handed out, proceed to the outside door, line up and the PCA will light the cigarettes.
- ✓ Proceed to the smoking area. Please move away from the door in order to avoid smoke from entering the unit.
- ✓ Please make sure all cigarettes are put out successfully in the ash tray.
- ✓ Participants in smoke break/outdoor time must remain outdoors until the entire group is ready to re-enter the building.
- ✓ Snuff, chewing tobacco, loose tobacco, rolling papers are not permitted.

FOOD & DRINKS

- ✓ Food and drinks may not be brought back from the dining room.
- ✓ Snacks are available in the nutrition station.

MISCELLANEOUS

- ✓ To maintain privacy, please do not go into other patients' rooms.
- ✓ Maintenance workers, student nurses and others may be on the unit at any given time. Please be aware they will respect your privacy and confidentiality.
- ✓ Laundry may be done anytime outside of scheduled group times. This includes mandatory and optional groups.
- ✓ When washers are not in use, please leave the washer door open to allow ventilation.
- ✓ Please remove lint from the lint traps after using the dryer.
- ✓ Searches may be performed at any time to protect your safety and the safety of others.

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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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Welcome to Denver Springs

It is often very difficult to make the decision to seek help. We want to assure you that you have done the right thing coming to Denver Springs. It is our commitment to you to treat you with dignity and respect and to offer a structured therapeutic program designed to teach coping skills and provide medication management to assist you in the healing process.

Our staff includes a variety of talented and compassionate people who work together to create a warm, caring, first-class treatment experience for you. Our clinical and medical staff includes licensed counselors and social workers, certified expressive/activity therapists; Patient Care Assistants (PCAs), registered nurses (RNs), registered dietician, pharmacist, nurse practitioners, primary care physicians, and psychiatrists. Our providers are skilled in the prevention, diagnosis and treatment of psychiatric and chemical dependency disorders. Providers strive to meet your needs by helping you achieve improved mental health, resulting in a better life.

The wide variety of treatment activities we offer provides the highest quality of care for you. We have found that attendance and participation in all daily activities promotes healing and affords the opportunity to build a solid foundation for growth.

At Denver Springs your involvement in your support system is also important to us. Our goal is to help you, along with your support system, navigate the journey of treatment and recovery. We encourage your participation in family meetings regarding treatment and planning. In addition, we facilitate a weekly family group to provide education and the opportunity to interact with others for support.

We look forward to caring for you and providing support in any way possible.

Thank you for trusting us with your care.

The Staff of Denver Springs Hospital

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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.