Acute Hospital Inpatient Clients

Rights & Responsibilities & What to Expect

We change lives!

Age 12-17

HEALING, HOPE & RESILIENCE
Admissions & Referrals:

SEQUEL-Pomegranate accepts referrals from physicians, department of children service, schools, probation office, pediatricians, social work and mental health professionals, hospital emergency departments, schools and urgent care centers. Each patient and family is welcomed through the intake process. SEQUEL-Pomegranate nurses inquire about the child’s previous treatment, clinical history and family information.

Admissions are scheduled upon confirmation of bed availability. If you have any questions, please contact our Acute nurse team on call at 1-800-476-0868 or visit the website for Acute Hospital Admissions info.

To assist in the referral process, download, print and complete our Acute Referral/Admission form and either scan and e-mail or fax it to us along with the requested documentation.

We Change Lives!

Visit our website at:
www.SEQUEL-pomegranatehealthsystems.com
www.sequelyouthservices.com
updated 4/2019
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Dear Families and/or Guardian,

On behalf of the staff at the SEQUEL-Pomegranate Health Systems, we would like to take this opportunity to welcome you; we look forward to you being an active part of our treatment team, as we believe in a total team approach when it comes to addressing difficult or challenging behaviors and emotions.

Accordingly, you will have a very important voice when it comes to treatment planning, and will be given ample opportunities to express your concerns and your valuable input regarding the treatment process.

At SEQUEL-Pomegranate, we know that EVERY CHILD IS DIFFERENT. Because your child possesses a unique constellation of experiences, talents, relationships, and struggles, we offer a highly structured, yet warm and nurturing treatment environment that seeks to meet your child right where he or she is.

Our goal is to collaborate and design a highly individualized program that changes with them as they grow more confident, secure, and healthy during treatment.

If you have any questions about the course of care or treatment provided, you are encouraged to contact your assigned CPST staff. If you feel as though your concerns are not being addressed properly, we encourage you to contact our Quality Improvement Manager at 614-223-1650. You may also call our Director of Nursing.

On behalf of the entire SEQUEL-Pomegranate team, we would like to thank you for entrusting us with the care of your child and we look forward to partnering with you in this journey.

Sincerely,
SEQUEL-Pomegranate Staff

Angela Nickell, CEO

**Adolescent Psychiatry**
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**HEALING, HOPE & RESILIENCE**
Right now may be a difficult time for you, but we are here to help! This booklet was designed to help you understand what will happen during your stay at SEQUEL-Pomegranate and how we will assist you in being successful.

Our treatment focus comes from a Trauma Informed Care model. Our goal is to provide a safe environment in which children, adolescents, and families can recover from trauma and mental illness within a safe environment. Each staff member, as well as each patient is asked to help reach this goal by treating each other with kindness and respect, maintaining a coercion and violence-free environment, and by practicing the principles of trauma-informed care.

- We believe you should be treated with respect and treat others with respect.
- We believe we should not hurt one another.
- We believe that everyone should try to help each other as best they can.
- We will work to resolve our problems to help each other succeed in life.
- We believe everyone who comes here has the inner strength to help them through tough times in their lives.
- We believe everyone is able to take advantage of opportunities to grow physically, socially, and emotionally while here at SEQUEL-Pomegranate.
- We welcome your thoughts on ways to improve your treatment here.
- We welcome family and support people that may aid in your ability to grow.
- We respect each other’s confidentiality.

SEQUEL-Pomegranate works with each youth from a “strength-based” approach. In other words, we believe that no matter what problems you may be experiencing, you do have strengths and things you do very well. We recognize those things and try to build on them. We will also try to help you work on those tougher things, as you are willing. We always try to let you know that you are valuable and capable of making the changes necessary to move on with your life.

The following pages will explain to you and your guardian what to expect during your stay with us. It may not answer all of your questions or concerns, so again, please ask questions when you need answers. Please share this book of information about the program with members of your family. You will be asked to sign a form stating that you have received a copy of this handbook.
ADMISSION

Admission takes a long time. It is a time to ask and answer questions, to get to know one another, and for you to learn more about SEQUEL-Pomegranate. It is the time to begin discharge planning and to create and establish treatment goals so that you have a plan for discharge and for remaining in the community (a less restrictive setting).

It is also a time to talk about your strengths and how we can help you use those strengths to accomplish your goals, to avoid conflicts, to resolve problem areas, and to be successful. While we are asking many questions, don’t forget you have the right and responsibility to ask questions too.

ADMISSION PROCESS

Why is everyone asking me all of these questions? So we can find out about you from you; the whole person physically, educationally, medically, socially, and economically.

Why did they look at my body? To observe any scars, markings, or tattoos that we may need to be aware of. If you have any tattoos, they will be photographed and kept in your medical record.

Where are my belongings? Staff needs to go through your belongings to inventory them. Everything must also be logged in so we can keep track of your items when discharged. We also have to make sure that items you bring are safe to have on the unit and on grounds.

Why were some of my belongings not given to me? The items were considered contraband, unsafe, or inappropriate. You will find an enclosed list of some examples of these items. Some items may be returned to you at discharge, others will be sent to your parent/guardian.

VALUABLES

SEQUEL-Pomegranate cannot be responsible for securing your valuables. Please do not bring valuables to the facility, including books, pictures, personal letters. If you have valuables we will ask your guardian to take them home for you. We will also ask your guardian to sign a form stating SPHS is not liable and will not replace items of value. Do not lend or give your possessions to others. There is no need to bring money to the facility, as we will do our best to provide you with all you need.
CONFIDENTIALITY OF INFORMATION

SEQUEL-Pomegranate Health Systems treats information of any kind pertaining to a patient, or the treatment there of, as strictly confidential. All employees sign an Employee Code of Ethics, which addresses staff responsibility in regard to confidentiality. Employees share information concerning patients only with authorized persons. Signed consents are required to discuss your records with other medical professionals. All visitors who tour the facility must sign in the visitor log book to maintain and agree to confidentiality concerning any patients seen here. The facility will adhere to the Code of Ethics in clinical practices, in the provision of care, and services to the individuals from the point of assessment/admission to the point of discharge. We comply with the HIPAA patient privacy act.

INDIVIDUALIZED TREATMENT
Each child and adolescent is unique; therefore, treatment plans are specific to your individual needs.

ASSESSMENTS
Once admitted to SEQUEL-Pomegranate Health Systems care, you will undergo a multi-disciplinary assessment within specific time frames. These assessments, performed by our Child and Adolescent Psychiatrists, Licensed Therapists, Certified Teachers, Nurses, and other healthcare providers include but are not limited to:

- Biological-Psychological-Social Assessment
- Psychiatric Evaluation
- Nursing Assessment
- Nutritional Assessment
  by a Licensed Dietician when requested and appropriate
- Psychological Testing, as ordered by the psychiatrist
- Physical Examination by a contracted physician

These assessments form the basis for a Multi-Disciplinary Master Treatment Plan. It creates the goals and objectives of your treatment, which details frequency of the interventions and staff members who will be responsible for follow-through of these interventions.

Dr. Sathappan, MD
Medical Director

Daily treatment team-like grand grounds- held in Acute Hospital
THERAPY SESSIONS

Patients will be provided opportunities to address specific needs through individual, group and family therapy. Sessions are offered as follows:

- Individual Therapy
- Group Therapy
- Family Therapy
- Art therapy (mindfulness, yoga, Tai Chi . . .)

Nursing Groups may include teaching in areas such as personal hygiene, medication education, infection control, wellness, and life skills.

FAMILY/GUARDIAN

Your family/guardian plays a vital role in your treatment. We are committed to including families/guardians throughout the entire process. This includes treatment planning, visiting, phone calls, and family therapy.

SCHOOL

Upon admission, your parent(s) or guardian will be asked to bring in your school work. Staff will provide assistance in completing your school work during designated hours.

YOUTH RESPONSIBILITIES

Safety

SEQUEL-Pomegranate Health Systems is a locked facility. Electronic monitoring and surveillance systems are in place in order to keep yourself and others safe!

Provision of Information

a. You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medication, and other matters relating to your health.

b. You have the responsibility to report unexpected changes in your condition to the responsible staff.

c. You are responsible for letting people know whether you clearly understand your treatment and what is expected of you.
Compliance with Instructions

a. You are responsible for following the treatment plan, which you helped the treatment team put together. This may include following the instructions of staff as they carry out the coordinated plan of care and implement the treatment plan, and as they enforce rules and regulations.
b. You are responsible for keeping appointments and, when you are unable to do so for any reason, to notify the responsible staff member.

Refusal of Treatment
You have the right to refuse treatment. With that decision comes the responsibility of accepting the results of adults needing to make decisions for you as necessary and in matters of safety.

Rules and Regulations
You are responsible for following rules and regulations affecting your care and conduct.

Respect and Consideration

a. You are responsible for being considerate of the rights of other youth and SEQUEL-Pomegranate personnel, as well as yourself.
b. You are responsible for being respectful of the property of other persons and of SEQUEL-Pomegranate as well as your own property.

Permission
You are responsible to always get permission from staff to go to an area outside of the unit or an area away from the group.

Honesty
Be honest, doing what you say you will do, being where you are supposed to be, and so on.

MEDICATION
It is your responsibility to know the medications you are taking, their purpose/benefits, alternatives, and possible side effects. The nursing staff will give you this information before starting any new medications. You may be placed on medications for a variety of reasons. When talking to your doctor or the nurse, be sure to ask them why you were put on these medications. You will have set times on when medications will be given to you; be sure to ask what the times are that you will be taking medications.
PHONE CALLS, VISITS, MAIL

Upon admission to SEQUEL-Pomegranate your, parent/custodial guardian has provided a list of people that can call, visit and send mail to you. When you make a call, a staff person will check your phone list and confirm that the person is allowed to speak to you and has the proper identification. If the person is not on your phone list, then that person will not be permitted to speak with you.

Phone call nights will be determined by the group you are assigned. If you are unable to reach a contact on your assigned night, a makeup phone call will be made available to you.

Phone calls may be monitored for many reasons. However, we will only do this if your parent or caseworker has made a request to do so, or the doctor and the treatment team feel a situation is affecting your treatment. The doctor may write an order for your calls to be monitored, and/or stopped. (This will be reviewed with your treatment team.)

Visits

Visitors must be immediate family over the age of 18 only on pre-approved visitation list. Please bring a picture ID and be prepared to show it at the front desk upon arrival. Please leave all cell phones and/or electronic devices either in your vehicle or with the front desk because patients are not allowed to use them. [Please do not bring in outside food or drink.]

Visits may take place M- F between from 4 pm-7:00 pm up to an hour. On Saturday and Sunday visitation is from 2:00pm to 5:00 pm up to an hour; if alternative arrangements are needed, parents/guardians should talk with the therapist.

Mail

All outgoing mail should be fully addressed to the person you are sending it to. Incoming mail will be opened by you in the presence of staff. Your mail will not be read by staff unless this has been requested by your parent/guardian. Again, all mail must be from those on your approved list.
SMOKING AND SUBSTANCE USE

SPHS is a “smoke free” facility; thus there is no smoking in the facility, or on the grounds. It is illegal for any person under the age of 18 to possess or use tobacco products. Patients are expected to remain alcohol and drug free (with the exception of the medication, which had been ordered by your physician during treatment) for the duration of treatment.

All precautions are used to maintain a drug-free environment. These rules apply whether on or off the unit. Parents, or other visitors, entering the facility intoxicated, will be asked to leave the building and the property. Any visitor bringing alcohol or drugs to the facility will be prosecuted to the fullest extent of the law. All patients are subject to drug testing at the discretion of a physician.

WEAPONS

Our number one goal at SEQUEL-Pomegranate is to provide a safe environment for all patients. This means no weapons will be permitted to enter the facility. Any object that has sharp edges or may be used as a weapon will be removed.

SAFETY ON THE UNIT

On a daily basis, staff will check each room for potential hazards (cracks in walls, lights not working, and neatness). If any contraband is found in plain sight during a unit inspection it will be removed. Room searches will be done when a dangerous situation is reasonably suspected. You will be permitted to be present along with a nurse and another staff member during the search of your belongings.

SEQUEL-Pomegranate is designed to be a safe place for all residents. If you should become aggressive and or self-injurious, and you are unable to be de-escalated, Pomegranate staff is trained to physically restrain you to provide safety to yourself and other patients in the facility, as well as themselves. However restraints are only used as a last measure and if all de-escalation attempts have failed.

No Bullying Behavior!
CONTRABAND LIST
Guidelines for Contraband

*Items not permitted at SEQUEL-Pomegranate:*

- Metal Jewelry (including earrings and metal bars)
- Glass
- Gum
- Belts
- Shoe strings
- Hard sole shoes
- Bras with wires
- Alcohol
- Street drugs, prescription medications, over the counter medications
- Weapons: guns, pocketknives, chains, etc.
- Cameras, Cell phones
- Matches, lighters, lighter fluid
- Cigarettes, cigars, snuff, chewing tobacco
- Hair glue, Toxic model glue (usually orange label)
- Tape, digital, audio or video recorders
- Audiotapes
- Threatening paraphernalia
- Money (to be given to caseworker or guardian); PHS will not be responsible for lost/stolen money brought into the facility.
- MP3 players, IPods, etc. with audio/video recording capabilities

*Items which will be provided by SEQUEL-Pomegranate*

- Safety Scissors
- CD’s
- Movies, DVD’s
- Radios
- Video Games

*Items which may be “checked out” at designated times*

- Hair dryers, curling irons
- Non-toxic glue
- Mouthwash in small amounts
- Make-up mirrors
- Hair removal cream under supervision

Contraband

No Thank-you!

Contraband

Contraband
DRESS CODE STANDARDS

2. No obvious dirt/debris on clothing, hair or skin.
3. Pants/skirt zipped and fastened.
4. Shirt/top buttoned, zipped, etc.
5. No revealing clothing.
6. No clothing that is drug or alcohol related. (Includes tobacco)
7. No clothing or paraphernalia that is associated with threat groups. (Includes sexual references and violence)
8. No bandanas permitted.
9. Appropriate sleeping attire such as nightgowns or pajamas. This clothing is to be worn only at bedtime or if placed on “sick-bay” by the RN.
10. Clothing must be weather appropriate.

FACILITY ACTIVITY EXPECTATIONS

I. Morning Routine

1. Get up when prompted and make bed.
2. Attend to a.m. hygiene—wash, comb hair, brush teeth, and clean up after self in bathroom.
3. Youth may watch TV only after expectations have been met.

II. Meals

1. Meals are served in the cafeteria. Meal planning by registered dietician.
2. Get tray and food and sit at an appropriate table.
3. Display proper table manners while eating:
4. Do not shout to persons at other tables.
5. Do not trade food or give away food to peers or adults.
6. You may have seconds if food and time permit. If you have special dietary needs this may not apply to you.
7. Empty trays and deposit them in designated areas.
8. Clean tables when assigned.
I. Living Room and Schedule

1. No loud behavior that disturbs others.
2. Participate in activities—board games, cards, etc.
3. Ask staff to leave for bathroom, drinks, etc.
4. Do not place shoes on the furniture.
5. Persons sitting on the floor should not block others’ walkways.

II. Quiet Time

1. Quiet time may be used by staff when the unit is chaotic and over-stimulated, to assist everyone in calming down.
2. Quiet time may not exceed 60 minutes.
3. Go to room at designated time.

III. Bedtime Routine

1. Attend to hygiene needs—wash and brush teeth in a timely manner.
2. Go to bed at designated hour.
3. Lights out at 9:30 pm for everyone.
4. Bedtimes cannot be earlier than 8:00 P.M.

IV. TV Time – Video Equipment

1. Program selection must be agreed by majority; exceptions will be at staff discretion—no movies showing explicit language, sexual scenes or violence, substance abuse, entertainment wrestling, boxing, or daytime talk show viewing are permitted. No R-rated movies will be permitted.
2. Ask staff permission to change channel when program ends.
3. Display good manners in TV area—do not yell or stand in front of the TV.
4. TV will not be used during school/group hours by youth scheduled to be in school/groups.
5. No copies or downloads of CD's or DVD's are permitted on grounds or in the units.
6. Additional program parameters may be established by the treatment team.
7. Use all equipment respectfully, including maintaining a reasonable volume level.
SEQUENCE FOR CALMING DOWN

Becoming upset and frustrated are normal feelings for people to experience. At SEQUEL-Pomegranate Health Systems youths are challenged to work on managing such feelings and behaviors in a safe and appropriate manner. SEQUEL-Pomegranate does not use chemical or mechanical restraints or seclusion rooms. Youths are encouraged to work with staff to develop their own personal calming down sequence and behavior support plan. If a client should choose to utilize behaviors that are unsafe, threatening, disruptive or destructive, staff will assist them by using the following process:

[NOTE: This process can be stopped at any point when the youth regains calm, safe and appropriate control also called “ready behavior(s)”]

1. Staff will offer verbal prompts, redirects and encouragement to the youth.

2. If a youth is unable to follow the prompts being offered, they will be given the choice of using their own appropriate calming sequence or “time away”.

3. Time away is not a consequence. Space will be provided for the youth to calm appropriately. If a youth continues to escalate, they may have to utilize the time out room to complete their calming down sequence.

4. Once in a time away area or the time out room, a staff will wait for the following behaviors to be displayed to signal the youth has calmed:

CALM or READY BEHAVIOR(S)—no punching, kicking, swearing or yelling; the youth is able to discuss/respond in a normal tone of voice what he/she is going to do; youth has safe control of the body and all its parts; able to comply with remaining in the time-out room and staff direction, and verbally process how to follow the treatment plan and level expectations.

Youth will be expected to process their ability to return to their program with staff. This is only to ensure that the youth has an understanding of what happened and is truly ready and able to work through the difficulty they were experiencing.
SPECIAL PRECAUTIONS

If a youth is experiencing extreme difficulty in remaining safe-to themselves or others— it may become necessary to use “Special Precautions” to maintain their safety and the safety of those around them. The purpose of using these measures is to decrease the opportunity as well as the desire to commit a harmful act by providing the youth with a physically and emotionally secure environment. Precautions may be used for awake and/or sleeping hours. This would depend on individual need. Precautions are as follows:

Procedure:

Any person having knowledge that a client exhibits (verbalized or demonstrated) suicidal ideation or behavior must immediately report it to the patient’s unit staff while maintaining close observation of the client. The unit staff member will immediately place the patient on close observation status and notify the shift supervisor.

- **One on One Staff Supervision:** One staff member is assigned to one youth only. The staff member is to maintain this visual contact at all times and the youth must remain within 10 feet of the staff. During sleeping hours this precaution would require that a staff member sit directly outside the youth’s door maintaining constant visual observation of that youth.

- **Close Observation:** A staff member will maintain constant visual observation of a youth at all times. They may be responsible to supervise other youth as well. During sleeping hours a staff member will sit directly outside of a youth’s room to maintain constant visual supervision.

- **Bathroom Escort:** A same sex staff member accompanies a youth to the restroom to ensure the safety and well being in the event the youth may become harmful. The staff member is present in the restroom but does not maintain visual observation of the youth while they attend to personal hygiene needs.

- **Writing Utensil:** Youth will be restricted from any sharp objects (i.e. pens, pencils)

- **Room Strip:** For a youth’s safety it may be necessary to remove items from the bedroom that could cause harm.
FIRE AND TORNADO DRILLS

You will be expected to participate in fire and tornado drills that occur at various times of the day and night. This includes responding promptly to the sounding of an alarm and following the evacuation plan in place. You and your group will be expected to gather at the nearest exit door and await further instructions, during the fire drill.

During the Tornado drill each group will report to the center hallway wing. When reaching the center hallway wing you will be expected to get in the Tornado position. This position is done like the following. Knees against the wall, head on knees, back of neck is covered by hands. You must remain calm and quiet at all times so you are able to follow and hear all directions by staff.

PATIENT RESPONSIBILITIES WHILE AT SEQUEL-POMEGRANATE

1. Complete hygiene/shower at least once a day
2. No writing utensils in bedrooms
3. After hygiene is complete, return hygiene products to box
4. Do NOT enter other patient’s bedrooms
5. Respect boundaries/personal space of peers and staff
6. No cursing, inappropriate comments or bullying
7. Pencils must be returned to staff when you are finished using them
8. During groups, do not talk while peers are sharing; be respectful toward others
9. Do not share any contact information with peers
10. Only one patient at a time in quiet room/area
11. Light must be left on while in quiet rooms
12. No pillows or blankets in dayroom

Walk Sponsor, AFSP American Foundation for Suicide Prevention Out of the Darkness Campus Walk

Memory Quilt, OSPF Ohio Suicide Prevention Foundation exhibit
13. No sleeping except for bedtime and quiet time

14. Clean up after yourself

15. Do not walk/stand on furniture

“I just wanted 2 say thanks for doing everything you’ve done 4 me. I know I have been rude 2 you my whole stay here, but I really want you 2 know that you have helped me get through my issues. You are pretty cool and I will miss you . . . “

“I wanted to let you know that the therapist and CPST were wonderful and did an excellent job with ‘C’!!”

“It was scary when I first came here but the second when I met with my therapist he put me at ease and I felt so much better.”

“Thank you for taking care of my kid and really helping her.”

**DISCHARGE**

We believe planning for your discharge begins at admission. For discharge you must have achieved your discharge criteria and have completed your therapy goals that you and your treatment team identified upon admission.

SEQUEL-Pomegranate will assist in making your aftercare appointment/s with an appropriate provider in your community. You will be provided with a 30 day supply of medication and case plan/discharge instructions. You will receive a discharge survey and then a 30 day follow up survey from us to continue to measure outcomes and provide an additional ‘touch base’ with you, as well as a 6 month web link to further connect and follow up with you. We care.
CLIENT RIGHTS

The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;

• The right to service in a humane setting, which is the least restrictive feasible as defined in the treatment plan;
• The right to be informed of one’s own condition, of proposed or current services, treatment or therapies, and of the alternatives;
• The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any services, treatment or therapy on behalf of a minor client;
• The right to a current, written, individualized service plan, ISP -that addresses one’s own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;

• The right to active and informed participation in the established, periodic review, and reassessment of the service plan;
• The right to freedom from unnecessary or excessive medication;
• The right to freedom from unnecessary restraint or seclusion;
• The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client’s participation in other services. This necessity shall be explained to the client and written in the client’s current service plan;
• The right to be informed of and refuse any unusual or hazardous treatment procedures;
• The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies or photographs;
• The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one’s own expense;
• The right to confidentiality of communications and of all personally identifying information, within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with rule 5122:2-3-11 of the Administrative Code;

• The right to have access to one’s owns psychiatric medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client’s treatment plan. “Clear treatment reasons” shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Client shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
• The right to be informed in advance of the reason(s) for discontinuing of service provision, and to be involved in planning for consequences of that event;
• The right to receive an explanation of the reasons for denial of service;
• The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, inability to pay, or any person with HIV infection, AIDS-related complex, or AIDS;
• The right to know the cost of services;
• The right to be fully informed of all rights;
• The right to exercise any and all rights reprisal in any form including continued uncompromised access to service;
• The right to file a grievance; and
• The right to have oral and written instructions for filing a grievance.

This facility, or any employee of this facility, shall not violate any of the following rights of children:

• The right to enjoy freedom of thought, conscience, and religion;
• The right to reasonable enjoyment of privacy;
• The right to have his/her opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting his/her life;
• The right to receive appropriate and reasonable adult guidance, support, and supervision;
• The right to be free from physical abuse and inhumane treatment;
• The right to be protected from all forms of sexual exploitation;
• The right to receive adequate and appropriate medical care;
• The right to receive adequate and appropriate food, clothing, and housing;
• The right to his/her own personal property (including money) commensurate with the child’s developmental age and safety needs;
• The right to live in clean, safe surroundings;
• The right to participate in an appropriate educational program;
• The right to communicate with family, guardian, custodian, friends and significant others outside the facility, in accordance with the child’s ITP;
• The right to be taught to fulfill appropriate responsibilities to him/herself and to others;
• Reasonable access to the child’s own bedroom or sleeping area at anytime, commensurate with the child’s developmental age and safety needs, and
• The right to send or receive mail subject to the facility’s rules regarding contraband and directives from the legal custodian, when such rules and directives do not conflict with federal postal regulations.

SEQUEL-Pomegranate Health Systems Clients Rights Officers are as follows:

• Primary-Corporate Compliance Officer
• Secondary- Risk Management Specialist

They shall assist in filing the grievance if needed by the aggrieved, investigation of the grievance on behalf of the griever, and agency representation for the griever at the agency hearing on the grievance if desired by the griever. The Clients Rights Officers can be reached by calling 614-223-1650 during the hours of Monday-Friday, 9:00am-5:30pm.

If you feel your rights have been wrongfully denied, the following steps can be taken:

1. Report and/or write the grievance to a staff member on duty by using the Client Rights and Grievance form.

2. If the grievance is against or involves the Primary Clients Rights Officer, or if the Clients Rights Officer is unavailable, the Secondary Clients Rights Officer may be the first point of contact and will ensure that proper procedures are followed.
3. The Clients Rights Officers shall be responsible to oversee the process of any grievance filed by a client or designated representative on behalf of a client (except in No. 2 above).

This may include:
a) Filing a grievance for the client,
b) Investigating on behalf of the client, and
c) Representing the grievance at the facility hearing if requested by the griever.

4. The above persons will complete their efforts to resolve each grievance within 7 days of receipt of the grievance.

5. In any event, a written notification and explanation of the resolution will be provided to the client, or to the griever if other than the client, with the client’s permission, within seven (7) working days from the date of the grievance after a signature of approval by the Executive Director or designee.

6. If the aggrieved is dissatisfied with the resolution of the facility, the griever may initiate a complaint with any or all of the following listed entities: If requested, all relevant information related to the grievance will be provided to the entity.

**CONTACTS**

The following accept and oversee the process of any grievance filed by a client or other person or agency on behalf of a client; the Primary Clients Rights Officer is the Quality Improvement Director and the Secondary Officer is the Risk Management Specialist. They can be accessed by calling 614-223-1650 during the hours of Monday - Friday 9a.m. – 5:30 p.m.

At SEQUEL-Pomegranate Health Systems, the staff and administration are continuously striving to improve patient care and the environment in which care is delivered. To assist SEQUEL Pomegranate to continuously improve, we ask the public, family members and/or anyone who has concern about patient care or safety to contact the CEO of SEQUEL-Pomegranate Health Systems at (614) 223-1650. If your concerns cannot be resolved through SEQUEL-Pomegranate administration, you may contact The Joint Commission’s Office of Quality Monitoring. Organizations are forbidden from taking retaliatory actions against employees. You may provide your name and contact information, or you may report anonymously.

**Telephone/Voice Mail**

To contact The Joint Commission by phone or to leave a voice mail message before or after business hours call: (800) 994-6610

**Fax**

The Joint Commission Office of Quality Monitoring fax number is (630) 792-5636.

**E-mail**

Send e-mail correspondence to: complaint@jointcommission.org
ADAMH Mental Health Board
447 E. Broad St.
Columbus, Ohio 43215
Telephone: 614-224-1057

Disability Rights Service
50 West Broad St. Suite 1400
Columbus, OH 43215
Telephone: 614-466-7264
Fax: 614-644-1888

Advocacy & Protection Specialist
Ohio Department of MHAS
30 East Broad Street, 36th Floor
Columbus, Ohio 43215
Telephone: 1-877-275-6364
Fax: 614-466-1571

Attorney General’s Office
Health Care Fraud Unit
30 E. Broad Street, 14th Floor
Columbus, Ohio 43215
Telephone: 614-466-0722
Fax: 614-644-9973

Ohio Department of Health
246 North High Street
Columbus, Ohio 43215
Telephone: 614-466-3543
Complaint Line: 1-800-342-0553

US Dept Health & Human Services
Celeste Davis, Regional Manager
Office for Civil Rights
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
Telephone: 800-368-1019
Fax: 312-886-1807

Counselor, Social Worker, Marriage &
Family Therapist Board
77 S. High Street, 24th Floor
Columbus, Ohio 43215
Telephone: 614-466-0912
Fax: 614-728-7790

State Board of Psychology
77 S. High Street, 18th Floor
Columbus, Ohio 43215
Telephone: 614-466-0808
Fax: 614-728-7081

Ohio Board of Nursing
17 S. High Street, Suite 400
Columbus, Ohio 43215
Telephone: 614-466-3947
Fax: 614-466-0388

State Medical Board of Ohio
30 East Broad Street, 3rd Floor
Columbus, Ohio 43215
Telephone: 614-466-3934
Fax: 614-728-5946
Complaint Forms: 800-554-7717

Dayroom left; patient room top, with bathroom
Patient Agreement

I have been given a copy of the handbook and patient rights. It was explained to me in detail. _____ (please initial)

If I have any questions, I can ask my assigned therapist or CPST, or contact the primary client rights officer. _____

Please initial each of the following as understood:

I know where to go for a fire drill: _____

I know where to go for a tornado drill: _____

I understand client responsibilities: _____

I understand how to file a grievance: _____

I know who my team is and what each person can help me with: _____

I know where my room is and my responsibilities for my room: _____

If I need first aid or have a medical problem I know where the nurse’s station is located to get the help I need: _____

I know how to find and identify an emergency exit: _____

I have been taken on a tour of the unit and have been familiarized with the facility: _____ (please initial)

I have received a copy of the patients rights and know who my primary patient rights officer is. _____

FOR ADMISSION PURPOSES:

____________________________________  ________________________
Patient Signature                      Date

____________________________________  ________________________
Staff Signature                        Date

(A Copy of this page is to be included in the Patient’s Chart).
Directions from Interstate 71:
- Take Exit 105 for Greenlawn Avenue heading North on I-71
- Head West on Greenlawn Avenue (Left)
- Turn Right onto Harmon Avenue
- Entrance is on your Left after Renick Street, just past Life-Care Alliance to your right.

Directions from Interstate 70
(Westbound from downtown Columbus):
- Take Exit 98B for Mound Street
- Exit left onto Mound Street which turns into Harmon Avenue
- Continue past Franklin County Children Service on your right, around the bend to Buchanan- follow to Pierce Drive, a one-way. Pomegranate is just South of (behind) COMTEX.