

## Client Possessions and Storage

Clients and family are encouraged to leave items that are not needed at home during their time at WSH. Contact hospital staff regarding needed items. Western State Hospital has limited space for items not kept in each person's room. We can store client's items that will fit securely in two 35" x 23" x 17" bins. Storage is limited in each client's room as well. We encourage family and friends to assist clients in exploring outside storage accommodations for personal items and possessions until discharge from Western State Hospital.

## Western State Hospital Mission Statement

**Our mission is to provide safe and effective individualized treatment in a recovery-focused environment.**

If you have concerns about client care or safety which have not been addressed by the hospital, you may contact: The Joint Commission's Office of Quality Monitoring at [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or 800-994-6610 or Centers for Medicaid/Medicare Services at 800-955-1819.



Western State Hospital values feedback about the services we provide. Please contact members of the treatment team or WSH Quality Management with your comments or concerns.

Western State Hospital  
P. O. Box 2500  
Staunton, VA 24402-2500

Phone: 540-332-8001  
Fax: 540-332-8197

Website: [www.wsh.dbhds.virginia.gov](http://www.wsh.dbhds.virginia.gov)  
Email: [gail.burford@dbhds.virginia.gov](mailto:gail.burford@dbhds.virginia.gov)



# Client and Family Brochure

Western State Hospital  
Staunton, Virginia



Revised April 2017

Department of Behavioral Health and Developmental Services

## Client Rights and Responsibilities

Western State Hospital is dedicated to giving you the best mental health care and service possible. As a client here, you may expect to receive considerate and respectful care. We will honor your right to be informed and will encourage you to be involved in making decisions about your care and recovery.

Healthcare is a complex system. Even though there are many checks and balances in place, healthcare errors can still occur. What can you do? What are your responsibilities?

- Provide information: Give your team complete and accurate information about your illness and medical history.
  - Ask questions: Be involved in your care—tell your treatment team if you don't understand your diagnosis or treatment, advise them if you have any concerns, dissatisfactions, or feel there are risks with regards to your care or environment.
  - Follow instructions: Cooperate with your treatment team's prescribed plan and express any concerns you may have about your ability to comply with the proposed treatment plan.
  - Follow rules and regulations: You must follow the hospital and unit rules and regulations regarding your care and conduct.
  - Show respect and consideration for hospital staff, property and other clients.
  - Accept consequences: You are responsible for the outcomes if you do not follow your treatment plan.
  - Meet financial commitments: Should there be any financial obligations to which you agree, promptly meet these obligations.
- Part of the responsibility for client safety, improvement, and recovery is yours!**

## Visiting Hours and Regulations

WSH recognizes the importance of visitation to clients. We strive to fulfill the needs and preferences of clients while maintaining a safe and secure environment for everyone. Our visiting hours are structured around client participation in psychosocial rehabilitative treatment. The visiting policy is:



- Visiting Hours are from 4 pm until 8 pm weekdays and 10 am until 8 pm on weekends, holidays, and non-Learning Center days.
- All visitors must report to the Information Center in the lobby with a valid picture ID, and sign in to obtain a temporary visitation badge (groups are issued 1 badge). The badge provides access to areas of WSH up to the unit public entrance to which the client is assigned. The picture ID will be held in the IC until the badge is returned.
- Visitors may not venture beyond the area allowed by the badge provided. Units have a designated Visitor Room, providing a location allowing for privacy while visiting.
- Please leave personal bags in your car and out of sight. Visitors are subject to search and must consent to inspection of all items they want to bring into WSH. Tokens are provided by the Information Center for lockers in the lobby to store personal items that may not be allowed in client areas.
- Additional 'Visitor Guidelines' are available from the unit Social Worker or Information Center.
- Children under eighteen must have prior approval from the treatment team to visit and be accompanied by an adult.
- Special exceptions to the visiting policy may be possible. Please consult your treatment team.

## Family Participation & Issue Resolution

Staff are ready to help resolve health care or client rights concerns. If staff members or the treatment team is unable to resolve your concern, the Facility Director and the Human Rights Advocate will work to remediate the issue. Family members are encouraged to participate in the care process. Consent from the client must be received prior to hospital staff providing family members with protected health information.

As treatment progresses it may result in transfer to another unit at the hospital. Teams will make every effort to contact families prior to the transfer. If family members have client safety concerns, they are encouraged to communicate with the treatment team. Family members are also encouraged to communicate with the treatment team when potentially distressing information must be conveyed to a loved one (e.g. serious illness, death of a family member or friend, break-up of a serious relationship, etc.) This allows us to provide additional support as necessary.



## Medication Safety Begins With You

Medications contain powerful chemicals that cause changes in your body. It is essential to use them correctly. You share the responsibility for safe medication use. Your doctor, nurse and pharmacist are trained to help you use your medication safely and appropriately. But you, as a client or family member, are the most important member of the health care team. To help prevent health care errors, clients are urged to “SPEAK UP”.

**S**peak up if you have questions or concerns, and if you don’t understand, ask again.

**P**ay attention to the care you are receiving. Make sure you are getting the right treatment and medications.

**E**ducate yourself about your diagnosis and your treatment plan.

**A**sk a trusted family member or friend to be your advocate.

**K**now what medications you take and why you take them.

**U**se a health-care organization evaluated against established state-of-the-art quality and safety standards (WSH is a Joint Commission accredited facility).

**P**articipate in all decisions about your treatment.

## Pain Management

Clients have the right to appropriate assessment and management of their pain. Your team will work with you to find treatment options which allow you to be as pain-free as possible.

## Psychosocial Rehabilitation and Care

Psychiatric Rehabilitation Department programs called “malls” or “learning centers” were developed to provide treatment to residents to help prepare them for discharge into the community where services are less structured than our hospital setting. They are designed to separate the clients’ residence from their treatment and provide a wider array of learning opportunities. Client involvement in the process is crucial for its success. Input is solicited during the treatment planning process and at regular intervals in order to assess the client’s satisfaction with their treatment. The environment is designed to provide a variety of treatment settings consistent with the needs or interventions in a “school-like” environment that encourages learning. Staff members of all clinical disciplines are involved in

planning and conducting the classes. WSH healthcare personnel are committed to the establishment of nurturing, recovery based interactions while maintaining professional boundaries with clients and their families.

## Understanding Seclusion and Restraint

While our goal is to avoid limiting the activity of individuals, it may be necessary in some situations to reduce the risk of self-injury or injury to others. Limiting activity may be necessary to give you the treatment you need when you are not capable of making decisions and cannot cooperate with your care. When a possible restraint situation arises, members of the treatment team will first try to use alternative methods or interventions to prevent harmful behavior. If alternative methods are not successful, the health care team may restrain clients in the least restrictive way and for the shortest time possible. If you have questions about seclusion or restraint, please speak with the treatment team.

## Infection Prevention

Hand hygiene is everyone’s number one defense against infectious illnesses. Protect yourself and those around you by washing your hands and/or using a hand sanitizer often.



## Smoking and Tobacco Use Policy

Western State Hospital is a tobacco-free campus. **The use or possession of tobacco products or e-cigarettes by clients, staff, and visitors on facility grounds is prohibited.** We provide help with quitting. Please encourage, support and reward your family member/friend’s commitment to better health.



## Discharge Planning and Community Based Recovery



It is expected that each individual will be discharged. This will occur when the discharge criteria in the treatment plan is achieved and the person no longer requires inpatient treatment. Everyone has a role to play in the discharge planning process.

Whenever possible, WSH seeks the involvement of others in support of the client’s recovery. This may include family, friends, peer support specialists, and /or volunteers, CSB providers, residential providers, etc. The treatment and support provided at Western State Hospital is designed to help clients live outside of the hospital and continue their recovery.

As our client, family member, or authorized representative, and a part of the overall treatment team, we ask you to pay particular attention to the following circumstances now and in the future:

- Access to a gun—Remove them if possible.
- Excessive, and/or outdated, medications in the residence—Contact the client’s mental health provider or physician for directions on how to handle medications.
- A suicide note or will—Contact the client’s mental health provider.
- Abusing alcohol or drugs—Contact the client’s mental health provider.
- Giving away possessions—Contact the client’s mental health provider.

We can provide professional care and treatment, but your help and partnership is essential to achieve our common goal of providing the safest environment possible for you, and/or your family member, when it’s time to return to the home or residence.



## Interpreter Services

Interpreters are available free of charge to clients and families who speak a foreign language or are hearing impaired. WSH has staff members who provide Spanish and sign language interpretation. Language Services are also available by telephone to assist in interpretation for clients who speak a language other than English or Spanish.

## Mail

Mail is distributed daily, Monday through Friday, to each client care area. Upon discharge, the hospital forwards mail to the address you provide.

Address client mail to:

Client’s full legal name  
Unit Name  
Western State Hospital  
PO Box 2500  
Staunton, VA 24402-2500



Please be advised that items sent via the US Postal Service may take 7 to 10 days to reach the hospital.



## Chaplaincy Services

The WSH Chaplain is available to all clients from the time of admission to discharge. Non-denominational services are held on grounds each Sunday at 9 am. Arrangements may be made with local clergy for individual religious needs.



## Confidentiality



All client information maintained by Western State Hospital is confidential and protected from unauthorized use and /or disclosure in accordance with state and federal laws. It is our responsibility to safeguard client information against loss, tampering or unauthorized use. The Notice of Privacy Practices, provided upon admission, outlines the circumstances under which protected health information may be used and disclosed.

