



2024

Adult Psychiatric Services Handbook

NORTH
Dakota
Be Legendary.

| State Hospital
HEALTH & HUMAN SERVICES

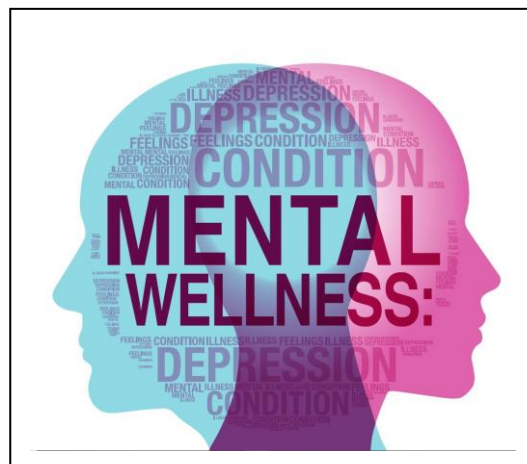
Welcome to the North Dakota State Hospital.

We are proud to serve you.

We are committed to your mental health and wellness, and we want your stay to be as safe, helpful, and comfortable as possible.

We understand you may be in crisis, and it is our job to support your recovery. While each person comes to the hospital with unique problems and circumstances, our goal is always the same – to help you achieve your highest level of health, safety, and independence.

You will work with a team of health care professionals to create a plan to meet your recovery goals. You are the most important member of the team. We encourage you to play an active role and attend your recovery team meetings. The more involved you are in your own care, the more successful your recovery will be.



Please be open and honest with staff. We base our treatment on what we learn about you – your challenges as well as your strengths. We can help you best if we have all the information.

Please be patient with yourself and others. Remember, everyone is different and behaves in different ways to cope with stress. At times you may see other people who are upset. Remember that everyone is doing the best they can and try not to take things personally. If someone is troubling you, just ask staff for help.

This handbook and the North Dakota State Hospital Handbook will help you learn more about your recovery program and answer some commonly asked questions. If you have more questions after reading both handbooks, feel free to ask any of your recovery team members for assistance.

Recovery Is Possible

Most people with mental health problems can get better. Treatment and recovery are ongoing processes that happen over time. The first step is getting help.

What Is Recovery?

Recovery from mental disorders and/or substance abuse disorders is a process of change through which individuals:

- Improve their health and wellness
- Live a self-directed life
- Strive to achieve their full potential

Four Dimensions of Recovery

- Health: Overcoming or managing one's disease(s) or symptoms and making informed, healthy choices that support physical and emotional well-being.
- Home: Have a stable and safe place to live.
- Purpose: Engage in meaningful daily activities, such as a job or school, volunteering, caring for your family, or being creative. Work for independence, income, and resources to participate in society.
- Community: Build relationships and social networks that provide support, friendship, love, and hope.

Develop a Recovery Plan

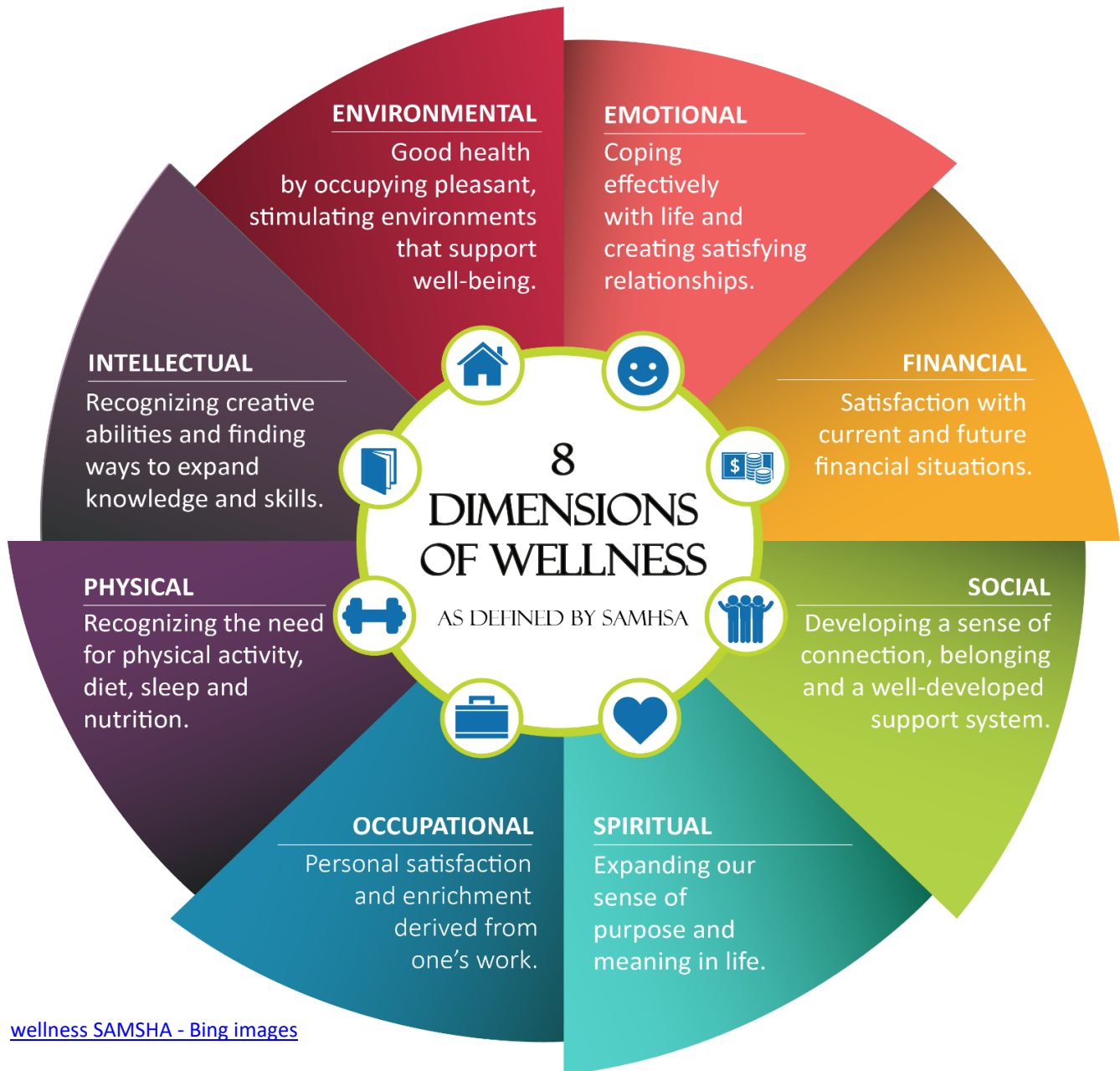
If you are struggling with a mental health problem, you may want to develop a written recovery plan.

Recovery plans:

- Enable you to identify goals for achieving wellness
- Specify what you can do to reach those goals
- Include daily activities as well as longer term goals
- Track any changes in your mental health problem
- Identify triggers or other stressful events that can make you feel worse, and help you learn how to manage them

[Recovery Is Possible | MentalHealth.gov](https://www.mentalhealth.gov)

Our mission is dedicated to the care, treatment, and support of each individual's journey toward wellness and recovery within a safe environment that promotes reintegration in the community.



During the first few days of your stay, staff will meet with you, ask you many questions to get to know you, and help you make a recovery plan. Your health and safety are our main concern. We are here to help you learn how to manage the symptoms of your illness as you recover.

Your first recovery team meeting will occur within three days of your admission and on a regular basis after that. You can request special meetings, communicate with a Team Request Form, or through mini team meetings. Your guardian or family members can request special meetings as well.

Community Mall and Recovery Integration

The Community Mall is where you attend and participate in groups to help you build your strengths, develop skills, and make progress toward your recovery goals. Your recovery team will work with you to select groups based on your recovery needs and goals.

- On unit programming is provided for APSA, PBMS and GRPS until you are ready to attend the Community Mall.
- Recovery groups are provided at the Community Mall when you live on L500 and PSRH.
- Community Mall occurs weekdays from 10 to 11:45 a.m. and from 1 to 3:45 p.m. While living on PSRH and L500 you are expected to attend Community Mall during these times. Once you have been provided a Community Mall group schedule it is expected you attend Community Mall even after meeting your required number of treatment hours.

Unit meetings will be held on the weekend as scheduled by nursing staff. The purpose of the meeting is to review guidelines, share concerns, problem solve solutions and plan unit activities. Information gathered will be presented at the next team meeting.

Discharge Planning and Community Transition

You and your recovery team will begin planning your discharge from the first day you are at the hospital. How long you stay at the hospital depends on a number of things, such as where you are in your recovery, your safety, and your justice involvement. Your team will work closely with you to create your discharge plan. Prior to discharge, you are asked to complete a satisfaction survey to help us improve the quality of our care, treatment, and services.

<h2 style="text-align: center;">When does my recovery team meet?</h2> <p style="text-align: center;">Each recovery team begins around 8:30/9 a.m. as scheduled</p>				
Monday	Tuesday	Wednesday	Thursday	Friday
APSA	APSA PBMS GRPS PSRH	APSA L-500	APSA PBMS	APSA PSRH

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Monday	Tuesday	Wednesday	Thursday	Friday
APSA	APSA PBMS GRPS PSRH	APSA L-500	APSA PBMS	APSA PSRH

RECOVERY GOALS

Use the following space to track your recovery goals and other important information:

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings on the paper.

COPING AHEAD

Coping ahead in emotionally intense situation is an important skill to have. When we handle situations poorly, or without thinking, we are likely to feel regret, defeated, and a lack of self-control. The staff want to help you effectively problem solve challenging situations with the skills and resources you learn here at the hospital. We want you to feel confident and successful in the choices you make.

What I am like when I am feeling alright:

What I need to do each day to keep myself feeling alright:

Early warning signs/triggers I am not alright:

When the above warning signs or triggers occur, I can do these things to help regain clear thinking and keep myself safe and healthy:

Your Responsibilities

- **Be safe.** Many of the rules we have are to keep everyone safe. If you do not feel safe, please let staff know. They can help. Follow staff directions quickly during an emergency, such as fire or when someone is hurt.
- **Take part in your recovery.** Our goal is to help you to recover and return to the community. Your task is to work with your recovery team and participate in your recovery and programming each day. Community unit meetings will be held on weekends. You are asked to attend.
- **Come out of your room when it is time for meals, medication, and programming**
- **Ask questions when you do not understand or need more information.**
- **Be aware of the unit and hospital guidelines.**
- **Keep yourself and your room clean.** Shower regularly and wash your clothes. Keep food and beverages out of your room.
- **Keep noise down.** Use a considerate tone of voice and keep a moderate television/radio volume so it does not bother others. Running and horseplay are not permitted on the living unit or at the treatment mall.
- **Respect others, including their personal space.** Respect people's privacy. Do not enter other people's rooms or intrude on their personal space. Politely knock and tell others if they have a phone call.
- **Respect personal property.** Do not buy or sell anything from peers. Before borrowing anything, please work with your recovery team. Any items found in your possession that are not on your property list will be placed in storage or returned to their original owner.
- **Respect hospital property.** Be careful not to damage hospital property and not stockpile supplies. You may have to pay if you damage anything that belongs to the hospital or to other people.

MEDICAL CARE

Your physical health is just as important as your mental health. Your unit has a medical doctor who is trained in primary care, a family nurse practitioner, or physician's assistant and several registered nurses to meet your medical care and pain management needs. The hospital provides other medical services on campus, including dental and x-ray services, a foot doctor, a dietician, a laboratory, a pharmacy, an infection control department and more. If the hospital does not offer the medical treatment you need during your stay, staff will arrange medical services off campus.

PAIN MANAGEMENT

You have a right to pain management. Please let staff know about your pain management needs. You can expect:

- Information about pain and pain relief measures
- Commitment to pain prevention and management
- Health professionals who respond timely to reports of pain

MEDICATION

You cannot be forced to take drugs or other medical treatment, except:

1. In an emergency;
2. When a judge has decided that you are not able to give your consent;
3. If you have a guardian who decides that you need medication; or
4. If a court orders it.

Your recovery is more likely if you work closely with your doctor to make decisions about your medical treatment and work together toward a common goal. Please come to the medication room to receive your medication. Usual medication times are 7:30 a.m., noon, 4 p.m. and 8:30 p.m. Staff will provide you with reminders about your medication times until you learn your routine.

TOBACCO CESSATION

NDSH is a tobacco free environment. If you need assistance, please let your primary provider know, even if you have already been asked. The following are some available options:

- Practical counseling is offered at each admission and as requested
- Individualized therapy upon request
- Nicotine replacement therapy
- Medication assistance therapy

EMERGENCY TREATMENT

If you or others are at immediate risk of injury because of your illness, and if there is not time to get your permission, the hospital may treat you right away without your permission. Staff will do their best to make sure your recovery is safe. Written records will be kept of the incident and the treatment provided.

The NDSH philosophy on seclusion and restraints is to ensure use of seclusion and restrain only in emergent situations in which a person poses an imminent threat of harm to self or others after other measures have failed. Seclusion and/or restraint shall end when the person has achieved behavioral self-control. It shall preserve the dignity, respect, and safety of the person by recognizing how it is experienced by the individual served.

UNIT SAFETY

Staff complete rounds to ensure everyone's safety at various intervals. Sometimes staff will check on someone more often as part of that person's recovery needs. Staff are present to engage with you, support your recovery, and ensure the safety of the unit.

MEALS AND SNACKS

- Three healthy meals and one evening snack are provided by Nutrition Services.
 - Meals may only be held for one hour after the scheduled meal time.
 - A peanut butter and jelly sandwich may be substituted for your meal.
- Nutrition Services will work with you to select an appropriate meal plan
- Around 10 a.m. and 2 p.m. coffee, water, or a sugar free drink shall be offered. A piece of fresh fruit is provided upon request.
- Caffeinated coffee may be provided through the 2 p.m. beverage break.
- Decaffeinated coffee will be served at dinner and HS snack time.
- You may drink your beverages in common areas (dining room, hallway, music rooms, TV rooms, group rooms). While on APSA and PBMS, you may have a cup for water only.
- Unless approved by team, staff will not go to the vending machine on your behalf.

PERSONAL SNACKS & ORDERING OUT

- While on APSA/L-100 and PBMS/L-200, L500 and PSRH/L600 you may earn the ability to go to the Gobbler. Snacks shall be eaten while at the Gobbler and will not be stored on the unit. Snacks purchased from the vending machines shall also be eaten when purchased.
- With your own funds, you may order take out when you live on GRPS/L-300, PSRH/L-600, and L-500.
 - You may order out up to two times per month with team approval and completing 10 hours of programming over the past 7 days.
 - Leftover food from ordering out may only be kept for 24 hours.
 - When ordering out – this shall replace your scheduled meal.
- For GRPS ONLY: Personal snacks are served Wednesday PM shift and Sunday AM shift.
 - Available pop/soda is served at 2 p.m. daily on GRPS.

ROOM ASSIGNMENT

Most often, you will live in a double room with a roommate. It may be helpful to have pictures of familiar people and things in your room. Your room is your own personal space, but there are some rules about what you can have to keep you and others safe. Health and safety inspections may occur within your room and personal belongings if there is safety concern or risk.

- You may hang your pictures on the space with provided tape.
- You are responsible for keeping your belongings neat and tidy.
- Your room may be cleaned while you are attending programming.
- You will change your bed linens at least one time per week and if needed, assistance will be provided.
- You will be asked to clean your room on Saturday mornings and if needed, assistance will be provided.
- You may not have pictures or items related to sex, drugs, alcohol, gangs, violence, or crime.
- Please do not go into the personal room of another peer.

PERSONAL ITEMS & CLOTHING

Storage limitations and safety limit the amount and type of personal items you can have. Upon arrival, your personal items are inventoried and recorded in your electronic health record.

Important items and documents are placed in a secure storage area at the hospital. These items include keys, credit cards, checks, driver's licenses, and other forms of identification. Items that are not allowed on your living unit are kept in a separate storage area. Stored items will be returned upon discharge. Items left at time of discharge will be stored for a period of 90 days and will then be disposed.

You are asked to be appropriately dressed and wearing socks or footwear at all times. Within 72 hours of admission, you shall be dressed in personal clothing and no longer wearing hospital issued pajamas. If you need clothing, please visit with a staff member and they will assist you with getting a limited amount of clothing from Thankful Threads.

You may have up to:

	APSA/PBMS	GRSP/PSRH/ L-500
Bathrobe and a Pair of Pajamas	1	1 to 2
Belts (may <u>not</u> have on APSA & PBMS)	0	1
Briefs, Boxers, Panties, Bras (any combo)	5	8
Pants/Sweats/Lounge Pants/J Jeans/Skirts/Shorts/Leggings	4	8
Shirts/Sweaters/Sweatshirts/T-shirts/Sleeve less tops (must have at least two inches of shoulder strap)	4	8
Shoes/ Boots/Tennis Shoes/Sandals/Shower Shoes (you may <u>not</u> have laces on APSA and PBMS; no hardened safety toed/steel toed or boots of any kind on APSA/PBMS)	2	4 pair
Socks	4	8 pair
Hats	0	2
Gloves	1	1 pair
Scarves (may not have on APSA or PBMS)	0	2

- Clothing on APSA and PBMS may not have strings of any kind.
- Clothing and personal items may be temporarily limited due to your individual treatment and recovery needs.

Personal items must be free from glass, alcohol, drugs, metal, or any other item that may pose a safety risk to yourself, others, or staff. No item should exceed \$100.00 value. You are responsible for lost or stolen items. Please visit with your recovery team if you are in need of additional information.

MISCELLANEOUS	
Personal hygiene supplies (including makeup - no glass or mirrors) will fit into one provided storage container. APSA and PBMS may only use electric razors.	
Cellphone and others electronic devices (may not contain a camera; charging cord to be stored in nurse's office)	1
Headphones or battery-operated radio may be checked out from staff (on designated units)	1
Alarm clock (battery operated; with team approval on APSA and PBMS)	1
Jewelry (APSA and PBMS shall limit chains and hoops or dangling earrings for safety)	
Sunglasses	1
Pillow, personal blanket, <u>or</u> stuffed animal (must be machine washable)	1
Personal books (soft covered for APSA and PBMS)	5
Notebooks (not spiral bound)	5
Folders (without metal prongs)	5
Personal craft or art supplies (requires team approval or to be checked out on APSA and PBMS; Safety pencils/pens are utilized on APSA and PBMS)	
Personal electronics (requires team approval)	

PERSONAL CARE

Personal hygiene – washing hands, brushing teeth and keeping your hair and body clean and neat – helps everyone at the hospital stay healthy. Ask staff if you need personal care supplies. Hand washing is the best way to stop the spread of illness like colds and flus, so wash your hands often. Haircuts are available, please ask staff to sign you up. Daily you should:

- Shower (at least every other day)
- Wear clean clothes
- Complete oral care (brush teeth)

LAUNDRY

Generally, you are responsible for washing your own clothes. Your room will have a hamper for your dirty clothes. The laundry area has washers, dryers, and detergent for your use. You can ask staff to help you learn how to use the machines and for additional assistance.

SLEEP

Regular sleep is important for recovery and is a part of a balanced lifestyle. We encourage everyone to remain in their rooms to rest and sleep, if possible, between **10:30 p.m. and 6 a.m.** You may rest in your room during the noon hour, after programming hours, and during extended rest hours on Saturday and Sunday. If you are not getting a good night's rest, please let the staff know.

TELEVISION

The staff will assist you with changing the channel. Exceptions are made for major world or national events. Staff may turn off the TV or change the channel at any time to prevent unit disruption. Television times:

Monday through Friday:

6 a.m. to 10 a.m.

Noon to 1 p.m.

3:30 p.m. to 11 p.m.

Saturday, Sundays, Holidays:

6 a.m. to 11 p.m.

TELEPHONES & CELL PHONES

You may make and receive private phone calls from your unit's phone or your personal cell phone (without a camera) from:

Monday through Friday:

7 a.m. to 10 a.m.

Noon to 1 p.m.

3:30 p.m. to 10 p.m.

Saturday, Sundays, Holidays:

7 a.m. to 10 p.m.

You may keep your cell phone in your room at night unless it hinders your sleeping patterns. Cell phone chargers will always be kept in the nurse's office. It is recommended you turn your cell phone in at night for it to be charged while you sleep.

**** TV and telephone times may be altered due to programming changes.**

If you answer the phone and the call is for someone else, please politely check to see if the person is around and tell them they have a call. If that person is not around, let the caller know and suggest a better time to call back.

VISITS

Visitors are encouraged to be scheduled outside of treatment and programming hours **Monday through Friday between 4 p.m. and 9 p.m. and 9 a.m. to 9 p.m. Saturdays, Sundays, and Holidays.** Visits may occur outside of these times and may require additional wait time for the visitor as staff seek to accommodate.

1. You may refuse a visit at any time.
2. Visitors may bring additional clothing or personal items for your use.
3. Staff will work with you to ensure all items meet the unit guidelines. All items will be inventoried.
4. Visitors may bring food and non-alcoholic drinks to your visit. Food and drinks may not be homemade and must come from a restaurant or bought from a store. Visitors must take any leftover food with them when they leave.

MAIL AND PACKAGES

Everyone has the right to send and receive sealed mail. Mail is received daily except Sunday and holidays. You can buy stamps if you have money. If you do not have money to buy your own, the hospital will give you one free stamp per week. You must open all mail and packages in front of a staff member to be sure the contents are safe. When living on APSA and PBMS, please do not have friends or family send you food items.

MONEY

You are responsible for your money. If you choose, staff may keep your money locked in a secured area. If you require assistance with money management or your funds are limited, you may be assisted with a budget plan.

- You may keep up to \$25.00 in your personal possession per week.
- With team approval on GRPS, PSRH, and L500, you may order up to two times per month with a \$25.00 spending limit.
- Additional monies above \$25 for ordering out, shopping or planned activities may be withdrawn with your team's approval.
- Sharing of personal money between peers is not allowed.
- With team approval, you may utilize your debit card for ordering out or individualized shopping activities.

Care Services

LIBRARY

The library has a variety of resources to enhance your recovery experience. The internet, local newspaper, self-help books, and DVDs are available for your use. You are encouraged to visit the library with staff or during your independent leisure time. If you are not able to attend the library, you may call the library (253-3679) and request materials be sent to your unit. You may check out up to two books and one movie at a time. DVDs may be stored in locked area.

GOBBLER

The Gobbler is a place to purchase snacks, beverages, a meal or to socialize with peers and staff. Items purchased at the Gobbler must fit into your snack container stored in the dining room on GRPS/L300, L500 and PSRH/600. Clients living on PBMS and APSA must finish their snack items before returning to the unit. Items will not be stored.

CHAPLAINCY

Spiritual care can be an important part of your recovery. Chaplains are available (253-3052) for pastoral care, counseling, assist with locating spiritual literature and other resources.

- A schedule of religious services will be posted on each unit's informational bulletin board.
- Sacraments are available on the units.
- Individuals and staff can arrange for other observances through the Chaplaincy Department.
- Your recovery team can assist you in contacting your local spiritual leader to assist in your recovery.

VOLUNTEERS – Thankful Threads

Volunteer Services is available to those in need of basic clothing needs. Your Recovery Team will assist you in completing a clothing request form to ensure your immediate needs are met. There are a limited number of items you can receive. If you have funds available, you may be asked to pay a minimal fee.

HAIR CUTS

Hair cutting services are available on campus to assist with your hair care needs. Please work with unit staff to arrange an appointment.

APS STEP SYSTEM

As you progress in your recovery and plan for community reintegration you will have greater opportunity to participate in independent leisure time and community-based integration activities. These are opportunities to practice the skills you have learned. Cues and assistance will be provided to ensure task completion and your success.

****If you are involved with the Justice System (Evaluation, Legal Hold, Fitness to Proceed, Restoration Treatment, etc.) during your stay at NDSH, you are NOT eligible for STEPS 1, 2 and 3, or independent campus free time or off campus activities. Your movement about campus may also be limited to indoor walkways dependent on your team's assessment of your safety needs.**

There may be times your care and safety require individualized orders or plans which do not align with the General Step System.

The Guiding Principles of the APS Step System:

- Facilitating/helping solve instead of offering solutions
- Giving options
- Creating opportunities to use skills
- Empowerment & Independence
- More teaching - less doing
- Increased treatment and programming participation
- "Errorless" step-by-step learning

General Expectations

As you request higher levels of steps, you will be expected to show increased use of skill and participation in your recovery. You are asked to:

- Complete Step Advancement Questionnaire
- Give your best effort toward your recovery
- Keep yourself and others safe – healthy communication and personal boundaries
- Attend group, therapy and work as scheduled
- Keep yourself and your living space clean and tidy
- Participate in community meetings
- Utilize independent leisure time as assigned
- Seek prior approval for community-based activities
- Complete shopping request list prior to shopping trips
- Sign out and in at the nurse's station or community mall hub

Utilizing Independent Leisure Time and Activities Off Unit

- Your safety is assessed prior to leaving the unit. Staff may ask you to reschedule your independent leisure time or off unit activity if there is an immediate safety concern.
- Upon utilizing a PRN medication to assist with emotion regulation or symptom management, you will remain on your unit for at least 60 minutes.
- Independent free time cannot be utilized before 8:30 a.m. or from 3:00 to 4:00 p.m. and you must remain inside after dusk.
- Independent leisure time needs to be utilized outside of group times.
- Independent leisure time may be modified to meet your recovery needs.

Loss of Independent Leisure Time

Your independent leisure time may be placed on hold if there is concern about your safety or the safety of a peer or staff member (see examples below). Staff may place your independent free time on hold for 24 hours. You and your recovery team will then meet to determine next steps.

While your independent free time is on hold, you are still expected to attend your scheduled treatment (group, therapy, work) and programming.

Examples of when independent leisure time is placed on hold:

- Physical aggression
- Threats of violence toward yourself or others
- Property damage
- Continuous verbal aggression
- Leaving the hospital grounds without permission
- Misuse of free time
- Bringing tobacco, drugs, alcohol, or other contraband onto the unit
- Inappropriate sexual behavior
- Lack of engagement in your recovery
- Decrease in attendance of your scheduled groups, therapies or work

ESCORT

- **Red Status:** If you become a danger to self or others you may be placed on Unit Hold. Unit hold may be 1/2 day, 24 hours or longer as determined by your team. You may be placed on red status for a minimal of 3 days if you become physically aggressive to others or property. How long you then remain on yellow status is determined by your team.
- **Yellow Status:** Upon admission and for a minimum of 7 days you will be on escort status. You will be provided your recovery program log to start tracking your engagement in your recovery. After 7 days of safe interactions, participating in daily programming and taking medication as prescribed you may request green status on a team request form.
- **Green Status:** With team approval, after 7 days, participating in 10 hours of programming and continuing to take medications as prescribed. You may check out unit resources and order books and movies from the library. You may be escorted to the community mall and participate in activities such as going to the library, the gobbler, the Lahaug rec room, gym, or attending other on campus social events at schedules times.

Complete Step Advancement Questionnaire for Team Review

STEP 1 15 x 2

- Remain on Step 1 for a minimum of 7 days
- Participating in at least 10 hours of programming on unit or at community mall
- Taking medications as prescribed
- Engaging in recovery planning
- Attending the Community Mall Monday through Friday
- Setting daily recovery goal and record on participation sheet
- 15 minutes of free time twice a day Monday - Friday; 15 x 4 Saturday and Sunday
- Continue to maintain all requirements to stay at this level

Complete Step Advancement Questionnaire for Team Review

STEP 2 30 x 2

- Remain on Step 2 for a minimum of 7 days
- Actively engage in recovery planning
- Attending the Community Mall Monday through Friday
- Participating in at least 15 hours of scheduled programming
- Taking medication as prescribed
- Setting daily recovery goal and record on participation sheet
- 30 minutes of free time twice a day Monday - Friday; 30 x 4 Saturday through Sunday
- 30 minutes of extra library time daily - in addition to free time 2 times per week
- May attend AA/NA or self-help groups in the community (with team approval)
- May attend community based activities (with team approval)
- May utilize 2nd Floor Core or Lounge independently for 30 minutes at a time after 4pm M-F; after 10am Saturday and Sunday (outside of free time)
- Continue to maintain all requirements to stay at this level

Complete Step Advancement Questionnaire for Team Review

STEP 3 60 x 2

- Actively engaging in recovery planning
- Attending the Community Mall Monday through Friday
- Participating in at least 20 hours of scheduled programming
- Taking medication as prescribed
- Setting daily recovery goal and record on participation sheet
- 60 minutes of free time twice a day Monday through Friday; 60 x 4 Saturday and Sunday
- 60 minutes of extra library time daily (outside of free time)
- May attend AA/NA or self help groups in the community (with team approval)
- May attend community based activities (with team approval)
- May utilize 2nd Floor Core or lounge independently for 60 minutes at a time after 4pm M-F; after 10am Saturday and Sunday (outside of free time)
- 60 minutes of extra library time - in addition to free time 2 times per week
- May request independent community passes
- Continue to maintain all requirements to stay at this level

Step Advancement Questionnaire

Please request questionnaire from staff and complete prior to the next recovery team meeting. These questions will help you and your recovery team determine if you are ready for the next step. If you need help answering the questions, please ask for staff help.

1. STEP I am requesting (circle one): STEP 1 STEP 2 STEP 3
2. Describe positive changes you have made towards your recovery:
3. Describe how your prescribed medication is a part of your recovery:
4. Tell us about your participation in groups, activities, and programming:
5. Describe how you are keeping your living and treatment space safe:
6. Describe how you are being a support to your peers:
7. Obtain a signature from a Group Leader and Nursing Staff who will advocate for your increase in free time.

WHAT TO DO IF YOU HAVE A PROBLEM OR GREIVANCE

If you believe your needs are not being met or you feel you are being treated unfairly, talk to a staff and your treatment team about it. You can write down your concern on a team request form, a piece of paper, or simply ask to speak with someone. Your treatment team will discuss your concern and work with you to try to resolve it.

If that does not help, you can file a grievance. Ask a staff member for a Grievance Form. Staff know how to help you file a grievance. Your treatment team will again try to work with you to resolve your grievance. You may choose to have your concern reviewed by the program director.

If your grievance is not resolved, the hospital Human Rights Committee may hold a meeting about it and continue to work with you to resolve your concern. You may ask to see a staff member to see the written grievance policy.

At any time, you may contact **Protection and Advocacy at 1-800-472-2670**. You may also contact North Dakota Health and Human Services or The Joint Commission to express your concerns or grievances.

Protection and Advocacy can be reached Monday-Friday from 8 a.m. to noon and 1 p.m. to 5 p.m. After hours, weekends, and holidays, you may leave a message or utilize other crisis numbers provided by Protection and Advocacy in their recorded message.

ND Health and Human Services

600 East Boulevard Avenue
Bismarck, ND 58505-0202
701-328-2352

The Joint Commission

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-638-792-5000

PAYING FOR YOUR CARE

You, an insurance company, a government agency, or a combination of these pays for your care at the NDSH. Every patient is responsible for all charges not covered by one of these entities.

The NDSH has developed the Sliding Scale Fee Program to help low-income individuals delay payment for care and treatment charges incurred. The Sliding Scale Fee Program is voluntary, and you must complete an application form for enrollment. Your social worker and/or the Business Office can provide you with additional information on how to enroll.

CLIENT CONSUMER SURVEY: HOW IS NDSH DOING?

As you prepare to discharge from NDSH, you will be offered the opportunity to complete a brief survey about the services you received. NDSH strives to maintain excellence in the treatment and care we provide. Your responses to the questions help us identify our strengths and the areas in which we can grow. These questions are the same questions you will be asked on respond to on the Client Consumer Survey.

Staff at NDSH welcome any questions you may have about the survey and can help you understand what each question means for you and your recovery.

1. I am better able to deal with crisis.
2. My symptoms are not bothering as much.
3. The medications I am taking help me control symptoms that used to bother me.
4. I do better in social situations.
5. I deal more effectively with daily problems.
6. I was treated with dignity and respect.
7. Staff here believed that I could grow, change, and recover.
8. I felt comfortable asking questions about my treatment and medications.
9. I was encouraged to use self-help/support groups.
10. I was given information about how to manage my medication side effects.
11. My other medical conditions were treated.
12. I felt this hospital stay was necessary.
13. I felt free to complain without fear of retaliation.
14. I felt safe to refuse medication or treatment during my hospital stay.
15. My complaints and grievances were addressed.
16. I participated in planning my discharge.
17. Both I and my doctor or therapist from the community were actively involved in my hospital treatment plan.
18. I had an opportunity to talk with my doctor or therapist from the community prior to discharge.
19. The surroundings and atmosphere at the hospital helped me get better.
20. I felt I had enough privacy in the hospital.
21. I felt safe while I was in the hospital.
22. The hospital environment was clean and comfortable.
23. Staff were sensitive to my cultural background.
24. My family and/or friends were able to visit me.
25. I had a choice of treatment options.
26. My contact with doctor was helpful.
27. My contact with nurses and therapists was helpful.
28. If I had a choice of hospitals, I would still choose this one.

Resources

Suicide Crisis Prevention

- Suicide & Crisis Lifeline: Call or text 988 or chat 988lifeline.org/chat
- Trans Life Line: 1-877- 565-8860
- The Trevor Project (866) 488-7386 or text STARTS to 678-678
- American Foundation for Suicide Prevention: <https://www.afsp.org/>
- FirstLink: Dial 2-1-1 or 701-235-7335(SEEK); to text send zip code to 898211; <https://myfirstlink.org/>

Physical Health

- American Diabetes Association: <http://www.diabetes.org/>
- Academy of Nutrition and Dietetics: <http://eatright.org>
- Choose my Plate: <https://www.choosemyplate.gov/>
- American Heart Association: <https://www.heart.org/>
- Smoking Cessation:
https://www.cdc.gov/tobacco/data_statistics/fact_sheets/cessation/smoking-cessation-fast-facts/index.html
- ND Quits: 1-800-280-5512 <https://ndquits.health.nd.gov/>

Mental Health

- National Alliance on Mental Illness: <https://www.nami.org/>
- Depression and Bipolar Support Alliance: <http://dbsalliance.org>
- Anxiety and Depression Association of America: <https://adaa.org/>
- Alcoholic Anonymous: <https://www.aa.org/> or dial 1-855-495-2693
- Narcotics Anonymous: <https://www.addictioncenter.com/treatment/12-step-programs/narcotics-anonymous/> or dial (855) 548-7139
- Substance Abuse and Mental Health Services Administration (SAMHSA): <https://www.samhsa.gov>

Safety

- Immediate Emergency Dial 9-1-1
- National Domestic Violence Hotline: <https://www.thehotline.org/> or dial 1-800-799-7233
- Poison Control: <https://www.poison.org/18002221222> or dial 1-800-222-1222

Housing, Financial, & Work

- ND Rent Help Program 701-328-1097 or www.hhs.nd.gov/applyforhelp/rent-help
- North Dakota Navigators (Health Insurance Marketplace) 1-800-233-1737
- North Dakota Job Service 701-328-2825
- Veterans' Employment Team Contact 701-253-6200
- First Link 2-1-1 Community Resources
- Social Security Administration 1-800-772-1213

Support

- Disability Services: <https://www.usa.gov/disability-services> or dial 1-844-USA-GOV1 (1-844-872-4681)
- Peer Support: peersupport@nd.gov or visit behavioralhealth.nd.gov/peer-support
- Freedom Resource Center www.freedomrc.org/#
- Dakota Outright <https://dakotaoutright.org>
- Mandan, Hidatsa, Arikara Nation Recovery Hotline Number: 701-421-8869
- National Center for Transgender Equality: www.transequality.org
- Pride Collective and Community Center: 218- 287-8034; fmpridecollective.org
- Veterans Affairs
 - MyVA411 Main information line 1-800-698-2411
 - VA benefits hotline 1-800-827-1000
 - GI Bill hotline 1-888-442-4551
 - VA health benefits hotline 1-877-327-0022

Human Service Centers and Human Service Zones

Fargo Area

Cass Co. Human Service Zone

1010 2nd Ave S.
Fargo, ND 58103
1-866-614-6005

Southeast Human Service Center

2924 9th Ave S
Fargo, ND 58103
701-298-4500

Agassiz Valley Human Service Zone

114 W. Caledone Ave
PO Box 190
Hillsboro, ND 58045
701-636-5220

RSR Human Service Zone (Richland Co.)

413 3rd Ave N
Wahpeton, ND 58075
701-642-7751

Grand Forks Area

Grand Forks Human Service Zone

151 S 4th St, Ste 201
Grand Forks, ND 58201
701-787-1426

Northeast Human Service Center

151 S 4th St. Ste 401
Grand Forks, ND 58201
701-795-3000

Devils Lake Area

Mountain Lakes Human Service Zone

524 4th Ave NE #19
Devils Lake, ND 58301
701-662-7095

Lake Region Human Service Center

200 Hwy 2 W.
Devils Lake, ND 58301
701-665-2200

Northern Valley Human Service Zone

324 7th Ave
PO Box 630
Langdon, ND 58249
701-256-2175

Rolla Outreach Office

1102 Main Ave W.
Rolla ND, 58367
701-477-9050

Jamestown Area**Buffalo Bridges Human Service Zone**

116 1st St E
Jamestown, ND 58401
701-952-6868

South Central Human Service Center

520 3rd St NW
Jamestown, ND 58401
701-253-6300

Valley City Satellite Clinic

* Appointments made through South Central HSC
415 2nd Ave NE Suite 202
Valley City, ND 58072

Bismarck/Mandan Area**Burleigh County Human Service Zone**

415 E Rosser Ave Suite 113
Bismarck, ND 58501
701-222-6670

West Central Human Service Center

1237 W. Divide Ave., Suite 5
Bismarck, ND 58501
701-328-8888

Three Rivers Human Service Zone

(Morton Co)
210 2nd Ave NW
Mandan, ND 58554
701-667-3395

South Country Human Service Zone

100 NW 4th St
PO Box 726
Linton, ND 58552
701-254-4503

Minot Area**Ward Human Service Zone**

225 3rd St. SE
Minot, ND 58701
701-852-3552

North Central Human Service Center

1015 S. Broadway, Suite 18
Minot ND 58701
701-857-8500

Northern Prairie Human Service Zone

314 W 5th St, Ste 1
Bottineau, ND 58318
701-228-3613

Mountrail McKenzie Human Service Zone

18 2nd Ave SE
PO box 39
Stanley, ND 58784
701-628-2925

Williston Area

North Star Human Service Zone

(Williams Co.)
110 W Broadway Ste 202
Williston ND 58802
701-774-6300

Northwest Human Service Center

PO Box 1266
316 2nd Ave W.
Williston, ND 58802
701-774-4600

Dickinson Area

Roughrider North Human Service Zone

67 1st St. SE
PO Box 279
Beach, ND 58261
701-872-4121

Badlands Human Service Center

1463 I-94 Business Loop East
Dickinson, ND 58601
701-227-7600

Southwest Dakota Human Service Zone

104 1st St. NW, Suite 8
Bowman, ND 58623
701-523-3285

NOTES

[illegible]

Time Management

An effective tool used in recovery is the ability to effectively manage your time by adding routine and structure into your day. You might consider using this form to record times for medication, meals, visits with your recovery team and other times you find important to remember.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7 a.m.							
8 a.m.							
9 a.m.							
10 a.m.							
11 a.m.							
Noon							
1 p.m.							
2 p.m.							
3 p.m.							
4 p.m.							
5 p.m.							
6 p.m.							
7 p.m.							
8 p.m.							
9 p.m.							
10 p.m.							
11 p.m.							