

Resident Handbook

NFETC - November, 2012



1. Recovery

Whether you are committed as Incompetent to Proceed (ITP) or Not Guilty By Reason of Insanity (NGI), your key to success is **responsible behavior**. Responsible behavior means two things: first, following the rules while at the center, and second, following your recovery plan and daily schedule. If in doubt on how to do something or what to do, please ask the staff. They will be able to explain the rules to you.

The Building Staff include Unit treatment staff, Shift Supervisors and the Building Manager. These staff are responsible for:

- Your daily care
- Assisting you in meeting your responsibilities
- Helping you understand how things work
- Informing you about Center expectations

Staff are here for you 24 hours a day / 7 days a week. To reach someone call into the Control Board Operator using your room speaker and they will help you.

During your stay at NFETC you will hear the term Recovery. Recovery is an idea that supports your ability to live a rewarding life while managing the limitations caused by a mental illness. The focus is on individuals making healthy choices and decisions for themselves. Your Recovery Team includes you and may include the following individuals. These individuals will help you throughout your treatment at the Center. They work with you to explore your strengths, needs, abilities, and preferences while you are in recovery.

Your Recovery Team

Resident: While at NFETC you are part of your Recovery Team. You will be asked to participate in your treatment and recovery, to the best of your ability.

Resident Advocate and Mentor (RAM): Your RAM is a Building Staff member assigned to assist you in getting along, understanding, and completing your responsibilities.

Counselor: Your Counselor is a clinical staff person who will:

- Assist in assessing your strengths, needs, abilities, and preferences.
- Help develop your recovery plan and daily schedule
- Provide individual and group counseling
- Provide education and skills training
- Participate in the development of the summary to the court
- Provide help in a number of personal matters to include
 - ♦ Contacts with family
 - ♦ Visits
 - ♦ Dealing with the stresses of institutional life
 - ♦ Help coordinate your treatment with other service providers.

Counselors are here and available from 8:00 am to 4:30 pm, Monday through Friday.

Psychiatrist: A psychiatrist is a doctor; they lead the Recovery Team. Their job is:

- To assess your medical and psychiatric needs
- To assist in the creation of your recovery plan
- To prescribe psychotropic medication if needed
- To watch for signs and symptoms of possible side effects that you may have in using the medications

The psychiatrist will answer any questions you may have about these issues and listen to any concerns you may have about

your psychiatric treatment while at NFETC. The psychiatrist is here and available from 8:00 am to 4:30 pm, Monday through Friday. NFETC has a doctor on call weekdays after 4:30 pm and on weekends.



Health Coordinator: Your Health Coordinator is the Nurse responsible for helping to assess your medical needs and create your recovery plan. Along with other Nursing staff, they will:

- Give you medications
- Provide education about your medications
- Provide medical treatments
- Screen your sick call concerns
- Provide health education and counseling.
- Check your weight, blood pressure, blood sugar, and pulse monthly and as needed.

Nurses are here 24 hours a day / 7 days a week to meet your medical needs. Call into the Control Board Operator using your room speaker and they will contact the nurse for you.

Psychologist / Behavioral Specialist: The Psychology Department provides treatment to the residents at NFETC in the form of assessment and psychotherapy. During the third week of your stay a Psychologist will invite you to the department for a routine assessment. Your Recovery Team will review this assessment to aid in your recovery planning. At some point in your recovery process you may also be referred to the Psychology Department to be seen by a psychologist or a behavioral specialist for various assessments, evaluations, and/or individual or group psychotherapy.

Assessments, evaluations, and/or individual or group psychotherapy will not be completed unless we have your full consent. If you desire to see a Psychologist during your stay,

you will need to notify your Recovery Team. The psychiatrist makes all referrals to the Psychology Department.

Dietitian: The dietitian will meet with you at admission to assess for issues with nutritional status:

- Appetite or dramatic weight changes
- Special diet needs
- Food allergies or intolerances
- Difficulty with chewing, digestion, bowels or other medical concerns

The dietitian also provides counseling regarding therapeutic lifestyle change, including weight control, exercise and diet. If you need to see the dietician, talk with your counselor, nurse, or physician.

Dentist: The dentist provides routine dental care such as cleanings, fillings, and tooth removal and replacement.

You will be offered a dental examination within 10 days of admission and then scheduled for dental treatment if necessary. If you are having a dental problem, let your Nurse or Counselor know about it and they will refer you to the dentist.

The dentist is here from 8:00 am. to 4:30 pm., Monday through Friday.

Many other staff and professionals will work with you throughout your stay.

It is very important to work closely with your Recovery Team, and to speak openly and honestly with them, in order to help them develop your recovery plan. You will meet regularly with your team during rounds, every week for the first four weeks, then once a month after that. This is the time for the Recovery

Team to ask questions and assess progress. You should feel free to ask any questions or express how you feel, especially about your quality of care. This is also the time to express any needs or concerns you may have about your medications, the treatment process or problems that have occurred since the last visit.

You will have the opportunity to participate with your counselor in developing your own recovery plan based on the issues and concerns you and your recovery team identify and on your strengths, needs, abilities, and preferences. Your progress toward meeting the goals in your treatment plan will be discussed during your individual counseling sessions and in rounds.

Resident Rights and Support

2. Rights of Forensic Residents

The North Florida Evaluation and Treatment Center is a forensic mental health treatment facility as defined in Chapter 916, Florida Statutes. Residents have, by law, certain rights as described below. A complete version containing the statutory language and the rules that carry out the statute are available at the Resident Library. These rights are also posted on the pod bulletin board.

Right To Individual Dignity - Residents will, at all times, receive appropriate treatment, be treated with respect, be free from abuse or neglect, and live in a safe, secure and humane environment.

Right To Treatment - Residents will receive mental health services that are best suited to their needs. These services will be given in the least restrictive manner consistent with the safety and security of the Center and community.

Right To Express And Informed Consent - Before treatment is started, Residents will be asked to give express and informed consent. In an emergency treatment may be

ordered if a Physician has determined it is necessary for the safety of the Resident or others. If a Resident does not consent to treatment deemed essential to his care, a Court may authorize treatment by Court order.

Right To Quality Of Treatment - Residents will receive treatment that is delivered skillfully, safely, and humanely with full respect for their dignity. Residents will receive services designed to expedite their return to the jurisdiction of commitment.

Right To Communication, Abuse Reporting and Visits - Residents will be permitted to communicate freely and privately with persons outside the Center through letters, telephone calls, and visits unless determined that such communication is harmful to the Resident or others. Residents will have ready access to a telephone to report an alleged abuse through the Abuse Registry.

Right To Care And Custody Of Personal Effects - Residents will be given clothing by the Center and may have other personal effects. The availability of these items may be limited if they are hazardous to the welfare of the Resident, others, or the safe operation of the Center.

Right To Vote In Public Elections - Residents who qualify to vote in primary or general elections will be assisted in registering to vote and voting if requested.

Right To Confidentiality Of A Resident's Clinical Record - Residents' clinical records are confidential and, except as provided by law, may not be released or shown to others without the written permission of the Resident.

Right To Petition For A Writ Of Habeas Corpus - Residents may, at any time, petition the Circuit Court to question the cause and legality of their commitment.

Right To Safe And Dignified Transportation - Residents will be transported to and from the Center in a manner designed to ensure personal safety and dignity.

Right To Be Informed - Residents will be informed of all patient rights and have them explained in detail, if requested.

Right to Fresh Air and Exercise – Residents have the right to a minimum of fifteen minutes of fresh air and exercise on A and B shift. This may only be restricted for reasons of weather, security, or medical necessity.

3. Respect for Your Rights

NFETC has a Code of Ethics, which requires that your staff treat you with respect and dignity. Staff must act professionally and legally. If you feel you have been treated unfairly, you can contact the Resident Advocate, Joe Milligan, at 375-8484 Ext 388.

Resident Advocate

4. Resident Relations Coordinator (Advocate)

A full time resident advocate is available to help you with matters you are unable to resolve through your Building Staff, Counselor, or other members of your Recovery Team. The Resident Relations Coordinator provides the following services:

- Explanation of rights, policies and practices
- Means and strategies for resolving issues.
- Assistance in resolving conflict.
- Assistance in facilitating Resident Life Services committee and monitoring building community meetings.
- Administers the Resident Grievance Process.
- Serves as liaison with external advocates to include the Advocacy Center.
- Gives satisfaction surveys yearly and at the time of discharge.

You may contact the Resident Advocate at 375-8484 Ext 388, and leave a message. Instructions are posted on the pod bulletin board. If you need help contacting the Resident Advocate, ask your Counselor or RAM.

5. Abuse Reporting, Grievances, and Writs

If you feel you or another resident are being treated unfairly, or if another resident has threatened you, you are encouraged to

discuss this with a member of your Recovery Team. If this doesn't offer the help you need or you don't feel comfortable talking to staff about it, you should:

- **Contact the Resident Advocate at Ext 388**
- Phone the Abuse Hotline 1-800-96-ABUSE/ 1- 800 962 2873
- Phone the Advocacy Center 1-800-342-0823
- File a Petition for a Writ of Habeas Corpus with the Court, you can get the form from your counselor and they will help you file it

Forms for filing grievances are available on your building. Ask Building Staff if you need help.

6. Advance Directives

Advance Directives are a set of written instructions to your doctor that advises them of your wishes regarding medical care to prolong your life if you become seriously ill from an injury or disease, which will very likely cause your death. It allows you to make final end-of-life decisions ahead of time. If a psychiatrist finds that you are competent to understand and make knowledgeable decisions about your end of life decisions, you will be given the opportunity to prepare a "Living Will" and select a "Health Care Surrogate".

A "Living Will" is a written and witnessed document where a person, who is terminally ill, voluntarily writes instructions for their doctor about whether or not they want medical care that will prolong their life. A "Health Care Surrogate" is the person you name to make medical decisions for you if you are so ill you are not able to do it for yourself. If you have questions about this process, your counselor or doctor may contact the center attorney, but generally it is a very simple process.

7. Confidentiality

Each resident at NFETC has a right to confidentiality which means that information we have in our records can only be shared at certain times. These are:

- If you or your legal guardian gives written permission, information may be shared for a specific time period to the person or agency named in the written authorization.
- The Center sends your information to the attorneys involved in your case and the court that sent you here.
- The Court may order the Center to release information to a specific agency or person.
- If you say that you intend to harm someone we have a duty to warn the potential victim.
- In order to make sure necessary care is continued after you leave the center we can share information with groups such as:
 - ♦ Social Security and Veteran's Administration.
 - ♦ Law enforcement personnel, state attorneys, public defenders and judges.
 - ♦ People at the jail where you may return.
 - ♦ Community mental health agencies and others who will be providing services when you return to the community.
 - ♦ If you get a serious medical illness the Center can contact your next of kin.

8. Community Meetings

You are expected to attend regular pod/building meetings twice a month. These meetings give you a chance to discuss activities, issues of group concern, and building and center wide resident life issues. Each building has a resident representative that can take concerns and feedback to the Center Food Service and Resident Life Services committees. Ask your building staff when they are scheduled and who your representatives are.

Resident Information

9. Telephones

Telephones are available in front of Building 5 and inside the Common Room of each treatment building. Residents must ask the Control Board Operator to use the phone in the Common Room. Long distance calls must be made collect or with a calling card. As a courtesy to others, no calls may exceed 15 minutes.

If you are restricted and need to use the phone, notify staff.

10. Mobility Status

Freedom of movement within the facility is a privilege that depends on your behavior. Your behavior includes your mental status (whether you are seen as being able to show responsible behavior), participation in your recovery plan, and following the Code of Conduct.

Acceptable behavior leads you to full freedom of movement. Unacceptable behavior on your part, results in less freedom of movement. The levels of freedom of movement are shown by mobility status, which can be adjusted up or down, depending on your behavior. If your status is lowered you must:

- Show appropriate, non-disruptive, cooperative behavior.
- Attend all TAP classes and core modules.
- Follow the directives of your treatment team / Counselor.
- Not engage in any violent or self-harming behavior.

These behaviors will lead to an increase in mobility status.

Mobility status levels are as follows:

Pod Restriction - Residents on pod restriction may not leave the pod area without staff permission. You usually have this status when you are first admitted. You can also get this status for behavior problems, or for medical reasons. If for medical

reasons, you will not need to regain status, your status will be regained as your health allows.

No Status – A status reserved for those residents who choose not to participate in TAP. No Status residents are not allowed to leave the building. They are able to resume participation in therapeutic activities the next morning if appropriate behavior and mental status are shown. This is the first step in attaining or regaining status. You do not get Canteen privileges.

Resident/Staff (RS) - Residents may only leave the building with a staff escort. You are eligible for limited Canteen privileges (3 items).

Resident Alone (RA) - This status is the highest level of movement. This means during daylight hours, when campus is open, you may move about freely, without direct staff supervision. You must attend all TAP classes and maintain expected levels of behavior in order to maintain this status. You are eligible for maximum canteen privileges (6 items).

Each resident is permitted a minimum of fifteen minutes on A and B shift, to be outdoors for fresh air and exercise with staff escort. This is a right and may only be restricted for reasons of weather, security and medical necessity.

11. Seclusion and Restraint

It is the goal of the Center to use seclusion and restraint only as clinically needed and in a way that considers the civil liberties, dignity, and safety of all residents and staff. It is the goal of NFETC to create an environment that limits situations resulting in seclusion and restraint. This is done by preventing emergency situations that have the possibility of leading to the use of seclusion and restraint. Our goal is to help end seclusion and restraint as soon as possible without harming others or the therapeutic environment. Seclusion and restraint will never be used as a means of coercion, discipline, retaliation, or for the convenience of staff.

12. Visitation



Residents with RS Status and above may have visits with family and friends during regular visitation hours.

Visitation:

- Weekends and on all State Holidays.
- Does not require pre-arrangements or appointments.
- Hours are 9:00 am until 4:45 pm.

Visitors:

- Will be processed from 9:00 to 11:45 am and 1:00 to 4:00 pm.
- Must have a picture identification card to enter the visitation area (excludes children).
- May bring food in non-metal or non-glass containers. Caffeinated beverages are not allowed.
- Will be searched by Security as will all food.

Residents may not bring food or anything else back to the building from visitation.

WEEKDAY VISITATION IS BY APPOINTMENT ONLY.

This requires prior approval and your family or friends **MUST** contact your Counselor for details and to set the visit up at least **48 hours** in advance. Please let your family and friends know this before visiting.

13. Accountability

It is important to be on time to each of the following:

- Appointments
- Meals
- Assigned activities
- Medication

To continue your ability (status) to go outside you must sign in/out properly and follow these procedures:

- Use a destination code when signing out to show where you are going. The destination codes are posted near the sign out boards.
- You are limited to a maximum of one hour outside the building unless you are in a scheduled activity.
- You are limited to a maximum of two hours outside the building while in scheduled activities.

If you are in Visitation, attending TAP (**T**herapeutic **A**ctivity **P**rogramming), Rehabilitation Services programs, the Resident Work Program, or scheduled appointments (e.g., Clinic) you do not have to follow the above time limits.

You will have a daily schedule on file to make sure you are signing out to the right places. Your individualized recovery plan and daily schedule must be followed at all times unless otherwise approved by staff.

If you have appointments at the Clinic, Rehab Services, Psychology or other buildings on campus, you must get an Access Slip from Building Staff before leaving your building. You present the Access Slip at your destination and return the Access Slip to the building Control Board Operator when you return to the building.

You should **NOT** enter the following areas:

- Any outside stairwell area.
- Building patios other than your OWN building.
- Rehab Services activity areas except for scheduled activities and appointments.
- Residential buildings (other than your own) without staff approval.
- Other areas as determined by Building and/or Security Staff.

Some areas inside the building are off limits:

Remain on the carpeted area while on the pod except when going to, or coming from your room, the Counselor's or Nurse's office, or completing housekeeping duties.

Never enter the Control Room or other restricted areas.

14. Code of Conduct

In order to assist the staff in making this a safe and supportive community, we ask that you follow the Resident's Code of Conduct:

Responsibility: I will strive to take care of myself and be dependable. I will learn what is expected of me and act accordingly. If I need help I will do my best to cooperate and will report concerns I have about myself or others to staff.

Respect: I will show concern and consideration for myself and others. Despite our imperfections we are worthy of showing and receiving respect.

Honesty: I will be truthful in all I say and do.

Safety: All of my actions will consider the safety of others and myself. I will report to staff any unsafe conditions or actions. If I have a disagreement with staff or residents I will report it to my Counselor or Building Manager.

Courtesy: I will be considerate of others, show good manners, and try not to be disruptive.

Violations of the Code of Conduct and other rules may result in a loss or decrease in my mobility status and other privileges. The goal is for each resident to fulfill his responsibilities; a big part of this is understanding and following the Code of Conduct.

The following are prohibited:

- Physically contacting another person, directly or with an object, with the intent to harm or intimidate, to include hitting, punching, slapping shoving, pinching, grabbing, head butting, and kicking.
- Defecating or urinating in places other than a toilet or urinal.
- Deliberately damaging Center property or the property of others.
- Extreme profanity and obscene language or gestures.
- Horse playing (rowdy or rough play) and shadowboxing (faking a fight).
- Planning or attempting to escape while on the grounds or under supervision off grounds.
- Stealing from others and borrowing without permission.
- Verbal and physical threats directed at others.

Violations of rules may result in loss of mobility status (freedom of movement). More serious rule violations could also result in the filing of criminal charges and responsibility for damages.

15. Trafficking

Trafficking is the unapproved exchange of items between residents or between a resident and a staff member. This is not allowed at this facility.

The following items **may be exchanged** or traded with another resident **only** if it is **approved by the Counselor** and is in accordance to Center Policy, are as follows: canteen items, books/magazines, clothing, stamps/CD's and game cartridges.

Soliciting/panhandling from residents, staff, or volunteers is not allowed.

16. Smoking

There is NO smoking or use of any tobacco products at the Center or on the grounds.



17. Interactions with Others

Your behavior and interactions with others should follow the Code of Conduct and specifically these are not allowed:

- Physical intimacy, to include holding hands, kissing, and sexual contact, with other residents, staff, or volunteers
- Masturbating in public or in any area other than your room is not allowed.
- Directing, encouraging, or otherwise coercing another resident to engage in a prohibited act
- Visiting inside another resident's room
- Speaking, passing material, or otherwise interacting with another resident who is subject to "quiet time" or seclusion
- Physically contacting another person, directly or with an object, with the intent to harm or intimidate, to include hitting, punching, slapping shoving, pinching, grabbing, head butting, and kicking (VIOLATION COULD INCLUDE CRIMINAL CHARGES).
- Directing body substances, to include spit, blood, urine, feces, vomit, and sperm, at another person jokingly or with the intention of committing harm (VIOLATION MAY RESULT IN RESTRICTION OF COMMUNICATION AND/OR CRIMINAL CHARGES).
- Writing letters or making telephone calls that are threatening or harassing (VIOLATION MAY RESULT IN RESTRICTION OF COMMUNICATION AND/OR CRIMINAL CHARGES).
- Deliberately exposing genitals not associated with routine bathing, medical/nursing procedures, or security strip searches
- Suggestive or sexual remarks

18. Building Rules

Some rules and procedures may differ for different buildings. Some rules may have changed since the printing of this handbook. Check with Building Staff regarding current rules. Your Recovery Team may change the rules as a part of your Recovery plan.

19. Contraband

Possession of contraband is not allowed. Possession includes on your person, inside your assigned room, or to be hidden or stored on the building or anywhere on NFETC grounds. Contraband is any object or material which is not appropriately issued or authorized and which includes, but is not limited to, the following:

- Any form of medication, toxin, alcohol, tobacco, or illegal substance
- Cash, checks, or money orders, identification or credit cards (except phone cards)
- Matches, lighters, or any other fire starting devices
- Explicitly sexual or violent literature, pictures, videotapes, or recorded music
- Glass, metal, pottery, plastic, or ceramic shards
- Any object which could be used to inflict harm on self or others
- Ropes, maps, tools of any kind, or any object which could help with an attempt to escape

Possession of certain contraband could also result in criminal charges.

If you have contraband or know where contraband is located, let staff know so they can dispose of it.

20. Wake up and Sleep Times

Room doors are opened (accessed) at 7:00 am and closed (secured) at 11:00 pm daily.

21. Room Items

The items you may have in your room are limited for reasons of safety, sanitation, and security. Standards, subject to change, are as follows:

- Personal papers to include legal files, references, and letters will be kept neatly and not exceed one standard cardboard box file.
- Unsealed food items and perishables may not be kept in your room past 9:45 PM.
- Up to 7 unopened canteen items are allowed.
- No more than 6 sugar substitutes, 6 tea bags, and 6 coffee packs are allowed.
- No Styrofoam materials are allowed.
- You are permitted 5 books and 5 magazines.
- Electronic equipment is limited to one portable radio cassette player
- or radio headset. One radio with or without a clock. One set of headphones.
- Clothing is limited to amounts listed below, under **#22 Dress Code**.

22. Dress Code

You will be given clothing and shoes while you are at NFETC instead of wearing personal clothing. Personal clothing will be placed in an inventoried storage bin with the capacity size of 50 quarts, or about 28" x 16" x 11". This bin reflects the maximum storage size available for clothing and items (excluding legal

documents and research) while at NFETC. You may choose to have items that exceed storage limits shipped out (at your expense), donated or disposed of.

You will receive the following items:

- 1 Bathrobe (belt attached)
- 7 Undershirts – white
- 7 Socks (pairs)
- 7 Underwear (boxers or briefs)
- 1 Black Sweatshirt
- 1 Athletic shoes-Black
- 1 Shower shoes (if needed)
- 2 Sets of scrubs

Once a resident is deemed calm, stable and exhibits appropriate behavior by the counselor, an appointment will be made for the resident to come to the shop to receive the following items:

- 1 Ball cap-black
- 2 Pajama sets
- 2 Collared shirts (maroon, blue)
- 3 Colored T shirts (green, black and tan)
- 3 Shorts (blue, black and khaki)
- 1 Sweat shirt (gray)
- 1 Sweat pants (gray)
- 3 Jeans trousers
- 2 Khaki trousers
- 1 Athletic shoes-White

The following items are issued seasonally:

- 1 Jacket (fall/winter only)
- 1 Gloves (fall/winter only)
- 1 Cold weather cap (fall/winter only)
- 1 Swim trunks (open pool season only)

When discharged from this facility, clothing and items in your inventory will be returned. Most facility issued clothing will remain at NFETC, however you will be allowed to keep one trouser and shirt set, underwear, socks, athletic and shower shoes, gloves, cold weather cap and ball cap.

You are to wear pants (or shorts), shirt (including T-shirts) and shoes (including flip flops) the way they are designed to be worn. You are also to wear clean underwear at all times.

In the interest of comfort and ease of movement, you may go shirtless while participating in recreational activities.

The following are other dress code requirements:

- Robes may only be worn while going to and from the shower.
- Shower shoes may only be worn inside your treatment building.
- Sunglasses may not be worn over the eyes while inside any building.
- Headphones may not be worn over the ears except in your room, outdoors, or as part of a special activity (e.g., Library).
- Appointments and visits outside the Center, except for purposes of recreation, require a fresh shower (and shampoo), proper grooming, shoes and socks, and clean clothing, to include underwear and long pants. This also includes the Visitation area and Medication Court.

The following are examples of unacceptable attire:

- Belts/shoes not fastened.
- Clothing that is not yours (All clothing is labeled with your name and resident number).
- Any form of piercing jewelry (to include earrings, nose, tongue or lip rings, or jewelry to fill any other body piercing)
- Female attire.
- Head gear including bandanas and “do rags”. Only hats and caps are allowed.
- Inappropriate slogans or designs.
- “Saggies” - Pants/shorts worn below the waist – Underwear may not be showing.

- Shirts or jackets that are worn without underwear and left unbuttoned or unzipped or simply tied to belt loops or tied around the midsection
- Shirts and other top coverings thrown over the shoulders or tied in some manner about the body.
- Trousers or shorts that, whether through use or design, have holes that leave any inappropriate anatomy exposed.
- Unbuttoned or unzipped trousers or shorts.
- Sleeveless shirts.

23. Clean up and Inspections



You are responsible for cleaning your room and participating in room and pod clean-up Monday through Friday. Staff announces clean up time. You are responsible for getting cleaning supplies from staff. If you need help due to a disability, staff will help you. Staff will inspect your room to see if you are meeting hygiene and safety standards and in compliance with the Center's Contraband policy before you are allowed to leave the building. Room Inspections will include, but are not limited to, Staff physically moving the personal items of the Resident (clothing, books, magazines, paperwork, etc.) to look for contraband items, maintain inventory levels, and to identify anything that is not allowed in the Resident's room. Random Room Inspections and clean ups may be done as necessary on weekends on day and evening shifts. The standards are as follows:

- Bed made (linens changed weekly).
- Clothes folded on shelves or in laundry basket.
- Floor swept and mopped.
- Personal items stored neatly
- Sink and toilet clean.
- Windowsills and cabinet dusted.
- Trash must always be placed in designated containers, both inside and outside the building.

- Designated common area cleaning duties must be completed as scheduled.

24. Controlled Items

Certain items are controlled (i.e., nail clippers, razors). This means you can check them out from the Control Room for specific periods of time. These may not be kept and must be returned within the specified time frame or as directed by staff.

To speak with staff, use your room speaker.

25. Linens, Blankets, and Towels

Regular linen and towel exchange takes place at specified times on each building (see pod schedule). Turn in all linen and towels and pick up a fresh set each week. Blankets are exchanged monthly.

26. Laundry

Assigned days for washing and drying your clothes will be posted on your pod. Keeping your clothes clean is an important responsibility. If your status is RS or below, staff will help arrange for your laundry to be done. If your status is RA you will be shown how to use the washers and dryers and then you will be expected to do your own laundry. Staff will lock and unlock the laundry area.



27. Personal Hygiene

Standards of personal hygiene to include showering, brushing teeth, combing/brushing hair and wearing clean and neat clothing will be regularly followed.

We encourage you to shower and be properly groomed and dressed every day. Please notify the Control Board Operator from your room prior to getting in the shower. Showers must be taken before 9:00 pm each day.

You may request personal hygiene supplies to include soap, shampoo, deodorant, toothpaste, and toilet paper, from the control room at any time during day and evening shift. Used containers must be returned.

Razors, shaving cream, and shaving powder may be checked out from the control room, for no more than 15 minutes. Shaving occurs in the evening. Shaving times may vary from building to building.

28. Meals and Snacks

Meals are served in the Common Room of your building three times a day, at approximately 7:30 am, 12:15, and 5:30 pm. Staff will announce mealtime for each pod over the intercom. The order of pods will be rotated daily. All food (served at meal time) must be consumed in the Common Room or stored in the Common Room refrigerator unless staff makes specific exceptions. If you wish to skip a meal, please notify staff. After eating, you are responsible for returning your tray and assisting with wiping off your table.

A Physician must order special diets of any kind. "Seconds" are not permitted unless ordered by the doctor.

The Resident Food Service Committee meets regularly to address resident preferences and complaints. Notify your resident representative or Building Manager if you have any concerns regarding food service.

Snacks are served with tea seven days a week after evening medications.

Residents on Pod Restriction have the choice to eat in their rooms, at the pod table, or as directed by Building Staff.

29. Medications

Medications are a very important part of your care and treatment and may be prescribed by your doctor. A Nurse will give medications on the pod at the times ordered by your physician. Refer to your building schedule and listen to the intercom for exact times. You are responsible for reporting promptly when times are announced. If you are on seclusion or otherwise restricted, the Nurse will deliver medications to you. You will be expected to agree to mouth checks.

30. Sick Call

You are requested to report any uncomfortable or unusual feelings, signs, or symptoms to a staff member at any time. You should also report if you are having trouble with your bowel movements. Routine complaints may be reported to your Building Staff during morning sick call, usually at breakfast time. When reporting problems, you will be asked to stay on or near the building until cleared by the Nurse. If you are referred to the Clinic, you will have to stay on the building until seen and cleared.

31. Health and Wellness



At NFETC we offer a variety of preventive health options to help you maintain a healthy body.

- Admission and Annual Physical, Dental, and Nutrition Assessments
- Management of general medical/dental conditions and emergencies
- Referrals to outside consultants when indicated
- Dietary and Nutrition Counseling
- Tuberculosis and STD screening (when indicated)
- Vaccinations

Talk with your psychiatrist or nurse for further information regarding any of these options.

32. Infection Control and Prevention

Be a partner and help prevent the spread of illness:

- Wash your hands before and after eating and after blowing your nose.
- Use hand sanitizer before and after meals and before medication.
- Cough or sneeze into a tissue or your elbow so that you don't spread germs.
- Keep your area clean and free from trash.
- Take a shower daily.

You can help by:

- Telling us whenever you are bleeding, cut, or scraped, so the Nurse can give you first aid
- Avoiding fights
- Telling staff or the nurse if you are feeling sick

Notify staff if you see blood, vomit, or other body fluids, so that they can be properly cleaned up.

33. Evacuation



During your orientation process staff will show you where the emergency exits are located. If a fire alarm is sounded you need to evacuate the building. Follow staffs instructions, because they will tell you where to go. Do not push or run, stay calm. Our number one goal is to get everyone safely evacuated from the building.

Staff has access to fire extinguishers, which are located in the control room and the housekeeper's closet. **If you see smoke or fire, report it to staff.**

34. Banking

NFETC is a cashless campus. All resident personal funds are deposited in an interest bearing trust fund. Interest on balances is posted monthly to your account. The funds may be used, by your choice, for canteen and shop purchases. Banking services are offered at the NFETC bank window. All transactions are recorded to your electronic banking record and you will receive a statement, when requested.

Any questions about your account, such as purchases or other transactions, are answered at your request during normal banking hours. In addition all purchases made at the canteen or the shop are recorded and may be reviewed at your request. Residents with very small or no cash balances may qualify for a special weekly allowance known as "indigent support", from the Resident Welfare Fund. If you feel you may qualify, speak to your counselor.

Bank hours (excludes holidays). Buildings are assigned specific times:

Monday through Friday
10:45 to 11:45 a.m. and again 1:00 to 2:00 p.m.

35. Fee for Care and Treatment

Under Florida law you have a responsibility to pay for all or a portion of the services you receive here, depending upon your financial resources. You will not be denied services if you don't have any money. However, if you do have income, you are responsible to help pay for the cost of your care and treatment.

If you receive checks from the government, other types of assistance, or disability money, you will be asked to agree to use that money to help pay for your care and treatment after deducting legitimate expenses such as child support and insurance.

If you are assessed a Maintenance Fee, you will begin to receive monthly bills. If you have any questions regarding this process, please contact the Accounting staff at the Bank window. A staff person can explain your assessment or arrange an appointment with accounting staff.

36. Legal Services and Court Appearances

The Office of the Public Defender or your personal attorney represents you in the matter of your commitment. The Center’s Staff Attorney cannot represent you in these matters. The Staff Attorney represents the Center and the Administrator.

If you need the services of an outside attorney for civil matters, for example, divorce or child custody, and cannot afford a private attorney, you may ask your Counselor to help you contact Legal Aid.

The Library offers access to personal legal research through Lexis Nexis (online).

Alachua County provides a Judge or General Magistrate to hear petitions on psychotropic medication administration and other medical issues. The hearings are generally held twice a month here at NFETC.

The Center will honor any transport order authorized by the committing judge for the purposes of attending any necessary hearings.

37. Mail



Incoming mail is distributed daily, Monday thru Friday (excludes holidays).

Money received in the mail will be deposited into your account (for personal checks, money will not be available until the check clears – 21 days). You will be provided a receipt for all money deposited.

You may mail up to three regular letters each week at no charge, if your name is on the envelope and there is no extra drawings or writing on the front or back of the envelope. Additional stamps may be purchased at the Canteen. A mailbox is provided on Main Street across from the resident telephones for your outgoing mail.

Your mailing address is:

Your Name
North Florida Evaluation and Treatment Center
1200 NE 55th Blvd.
Gainesville, FL 32641-2783

38. Packages



In order for you to receive packages, a **Package Permit must be completed and approved by your Counselor or the Building Manager and sent to Resident Property for final approval and processing. All packages received will be screened. Clothing items are not permitted. The packages are taken to The Shop daily to be picked up by the residents. The Shop will notify your building if you have a package to be picked up.**

39. The Shop

When you arrive at the facility your counselor will schedule an appointment at the Shop to get you clothing that is listed above under **#22 Dress Code**. The Shop has replacement clothing, radios, greeting cards, and various items for sale. Please do not trade or throw away worn or ill-fitting clothes. Notify your Counselor or Building Staff to help exchange these for new clothes. Please check with Building Staff to find out the hours of The Shop.

40. Radios, Players, and Headphones

Your counselor, through the Package permit process, must approve radios and players. You may only wear headphones over your ears outside the building or in your room.

You must keep the volume of your radio in your room so that it does not disturb others. Staff will advise you on what is an acceptable volume level. Radios with permanent cords must be kept in your room. These are important responsibilities for safety and courtesy.

41. Canteen

The Canteen is where a variety of items can be purchased. The ability to go to the Canteen is a privilege and not a right. Canteen privileges may be suspended for disciplinary reasons, medical reasons, and failure to participate in TAP.

Purchases are limited by your mobility status. Check with your Building Staff to find out what time your building visits the Canteen.

42. Television and Movies

The television is a privilege for all residents not otherwise restricted. When one resident is watching a program, it will remain on that channel until the program is finished unless he agrees to a change or he leaves the area. If more than one resident wishes to watch TV, majority rules on choice of program. Ties are broken by a coin toss by staff.

The remote control must be returned to the Control Room immediately following a change to the TV (some Buildings do not allow resident to use the remote).

Building movies may be checked out from the library and played on the building provided prior arrangements are made with the Building Staff.

Services and Activities

43. Rehabilitation Services Department

Our Rehab Services department offers a variety of classes and other services that are listed below. Please review current offerings with your Counselor who will help with referral and scheduling.

The Barber Weekly barber services are available through the Rehab Services Department. Residents can have a haircut or beard trim/shave once every four weeks unless their schedule is modified by a doctor's order. Please ask your Building Staff for times and an Access Slip.

Academic classes: provided for residents who have a broad range of skills, needs, abilities and preferences. Basic educational classes are offered for residents who would like to learn to read or improve their reading and other basic educational skills. Residents can also prepare to take the test to earn their General Equivalency Diploma (GED). Residents can be scheduled for testing when the instructor determines they are ready. Residents also can elect to take introductory computer classes as well as learn to type. A class is also available in small engine repair. Please review current offerings with your Counselor who will help with referral and scheduling.

Special Activities: Each Friday activities are planned for the residents and encompass a wide variety of events such as softball, flag football, basketball, volleyball, shuffleboard and horseshoes. The game room and the library are generally open for free access. Special campus wide events are planned monthly that are centered on art or music. In addition, a center wide cookout is held once a month for the residents and they are served a picnic style lunch. During the summer months the pool is open for swimming, water volleyball and various other pool activities.

44. TAP – Therapeutic Activity Programming



You will be participating in therapeutic activities, Monday through Thursday. These hours/days are subject to change. Each building attends these classes as a group, and classes last for an hour each. Appropriate behavior and participation in these activities provides you an opportunity to gain freedom of movement (mobility status). Below is a list of classes currently offered:

Art Therapy: Art Therapy uses drawings, paints, chalks and other art expressions that are helpful in communicating issues, emotions and conflicts. These methods are also a means to create a verbal exchange between the therapist and resident to resolve conflicts and gain insight, while problem solving that may lead to positive change, growth and healing.

Crafts: Crafts therapy offers an opportunity for self-expression, develops fine motor skills and acts as a distraction while being creative. Leather crafts, ceramics, pottery, bead making, coloring, and card making are all methods used to provide the resident with opportunities to meet these goals.

Educational Videos: Educational Videos give the resident an opportunity to sit and visit countries, traditions, history, cities and today's current events.

Feature Films: Different feature films are shown to residents twice a week as part of TAP to provide entertainment and relaxation for them. In addition, movies are shown during the evenings and on weekends on the Center's in house channel.

Game Room Activities: The game room creates an atmosphere of freedom for the residents, and helps them improve their fine motor skills, enhance their cognition and provide them with opportunities to socialize with peers and staff. Wii and Play Station 2 games, foosball and ping - pong are available for residents' use. Residents can also play a variety of board games such as chess and Battleship.

Horti-therapy: Horticulture Therapy is the art and science of growing plants. Residents are exposed to learning about plants, and they take part in planning, propagating, planting, growing and caring for them. Residents learn about the benefits of organic gardening and the positive impact that it has on the environment and nutritional value of vegetables. Residents are able to enjoy the benefits by eating what they grow.

Multi-Purpose Building/Gym: In our new facility that is a gym, classroom and recreation hall, a number of activities are held for residents. The gym is available as a part of TAP and for sport (basketball, volleyball, etc.). Discuss opportunities with your counselor or building staff.



Social/Vocational Skills Training: The Social/Vocational Skills module is an interactive class that offers opportunities for residents to learn the “basic” skills needed to increase their potential to successfully live in the community. It covers a wide range of topics from how to apply/interview for a job, employer expectations, getting along with others, Social Security benefits, accessing community services, how to pick the job for you, Stress Management and relaxation, just to mention a few.

45. Building Activities

Recreational activities to include cards, table games, bingo, movies, sporting events, and cookouts are conducted by individual buildings. Each building also holds modules on the weekends and evenings. Talk with your RAM or the Building Manager to find out when these activities occur.

46. Religious Services



If you wish to have your home clergy or a clergy member of your faith from this area visit you, the Resident Advocate will help arrange this visit. The Advocate can be reached by talking to your counselor, your building manager or by calling extension 388.

47. Discharge and Transition Planning

The Recovery Team begins planning for your discharge the day of your admission. You are the most important part of your Recovery Team. The Recovery Team will discuss any transitions, your appropriateness for a lesser restrictive environment and how your legal and mental status will affect your discharge.

Cooperation with medication, treatment, and attending therapeutic activities are important parts of your discharge plan.

48. Discharge Criteria

The Courts control the discharge process. No resident leaves NFETC without a Court order.

- **If you are Incompetent to proceed you will achieve discharge readiness when your Recovery team reports to the court that you are able to:**
 - State your charges.
 - State all possible penalties, the four pleas and describe plea-bargaining.
 - Name the officers of the court, their roles, and the consequences of the NGI plea, should you choose to pursue that course.
 - Tell your attorney the facts of your case, and assist in mounting a defense.
 - Demonstrate your ability to maintain appropriate behavior while in a courtroom.
 - Be able to testify relevantly.

Once your Recovery team decides that you are competent, your counselor will write your summary. Your summary will be edited and then sent to the Court. Once your summary is sent to the Court, the Court will issue a transport order and have you returned to that Court.

Once you have been returned to your home community, an expert hired by the Court likely will reassess you for competency. It is vital that you continue to take your medications and review your competency material.

If you are NGI you will achieve discharge readiness when you:

- Demonstrate non-dangerous, threatening or self-harming behavior for a minimum of four months, and:
- No escape attempts

Once your Recovery team decides that you are ready for discharge to a less restrictive environment, the team has two general choices:

Either a conditional release plan for appropriate outpatient care and treatment has been developed in conjunction with your forensic specialist, submitted to and approved by the court.

- The plan must include provisions for residential care and supervision, outpatient mental health and substance abuse services, and auxiliary services such as vocational training, educational services or special medical care needs.
- If you are found to be in violation of the conditional release order, you could be returned to jail and even returned to a forensic treatment facility such as NFETC.
- **The number one reason that residents are returned to NFETC is that the residents stopped taking their meds and they started to drink alcohol and use illicit drugs.**
- Before a resident is discharged to the community, we usually work with Social Security to determine what benefits that you might be entitled to.

Or a transfer to a state civil hospital.

- Once you have been transferred to a civil hospital, you will be assigned to one of their Recovery teams.
- How long you stay at the Civil hospital depends on your behavior and progress in treatment.
- If you have problems in Civil, you could be returned to NFETC.

The Civil hospitals are:

- (1) Florida State Hospital in Chattahoochee
- (2) North East Florida State Hospital in MacClenny
- (3) South Florida State Hospital in Pembroke Pines

49. Discharge Follow-up

If you are an ITP or NGI that is discharged to the community our Continuity of Care Department will follow-up on your care. They will contact your placement and your forensic specialist after 30 days following your discharge.

It is important that you sign releases of information before your discharge.

50. Forensic Specialists & Community Case Managers

Every resident at NFETC is assigned a forensic specialist from your home county/circuit. The forensic specialist will visit you, typically on a quarterly basis (every three months). The forensic specialist works for the Community Mental Health agency in your home county/circuit. They will:

- Talk with your public defender
- Will attend Court hearings
- Help you obtain your medications
- Visit you while in jail
- Help you with obtaining your benefits
- Help with finding you placement after you are discharged to the community.

They are a link back to your home community.

If you have been discharged to the community under an order of conditional release, the forensic specialist will also monitor your progress and report back to the Court. Sometimes when you have been returned to the community, your case might be transferred from a forensic specialist to a community case manager.

Please ask your counselor or forensic specialist to complete this contact information. Save it! That way, you can always be able to contact your forensic specialist.

Your forensic specialist:

Agency:

Address:

Telephone number:

E-mail: