



When is visitation?

Visitation for patients on the ADOLESCENT unit at Springwoods occurs in the dining room during the following times:

Wednesday, from 6:00pm to 6:45pm

Saturday and Sunday, from 1:00pm to 2:00pm

These hours will help avoid interruption in the treatment process. To assist patients with their adjustment to the program, Visitation is not permitted until after the first 24 hours of treatment. Visitation outside these times must be approved by the physician and treatment team. Due to safety concerns, children under the age of 12 are not permitted to visit without prior permission and are not permitted to be on patient units. Only 2 visitors are allowed at a time per patient. Only immediate family (parents, siblings, grandparents, etc) or clergy are allowed to visit unless prior approval is obtained by the patient's therapist. Anything brought into the hospital by a visitor must be checked by a staff member. Visitors may not bring purses, cell phones, bags, lighters, etc. into the visitation area. **Food** is not allowed to be brought into the hospital. Special arrangements can be made for visitation to occur on the unit when a patient is restricted to the unit, provided that staff is able to accommodate this request safely. **Patients are not permitted to have visitors in their rooms.**

What about telephone calls and mail?

In order to protect the privacy of our adolescent patients and encourage adjustment to treatment, phone calls to/from patients are not allowed until after the first full day of treatment. However, parents/guardians may phone the unit at any time to speak with nursing staff or the therapist. All callers must be pre-approved by the parents/guardians at the time of admission, although we ask that only family members or clergy be included on a patient's call list. Telephone calls to friends during acute treatment are not usually beneficial to a patient.

After the first 24 hours of treatment, patients may make/receive one 5-minute phone call each evening between the hours of 6:30pm and 8:00pm only. Patients who have achieved the third level in our behavior modification program — as a result of their commitment to treatment and their ability to make positive choices — will have an opportunity to make one additional 5-minute phone call per evening to an approved family member. Due to call volume, we discourage in-coming calls from family members during the evening phone call times.

The phone number to the main switchboard at Springwoods is: **(479) 973-6000.**

Incoming mail is distributed daily. Letters and packages must be opened in front of the staff to prevent the possibility of dangerous or restricted items arriving on the unit. Outgoing mail is picked up daily. The mailing address to Springwoods is:

**Springwoods Behavioral Health
1955 W. Truckers Drive
Fayetteville, AR 72704**

What is needed while at the hospital?

Patients wear comfortable clothes and are not required to wear hospital gowns. Clothing and other items can be dropped off at the reception desk from 7:00am – 11:00pm Monday through Friday, and 8:00am – 8:00pm Saturday and Sunday. Belts, shoelaces, underwire bras and drawstrings are not allowed. All items are searched prior to entering the unit. We ask that you limit the amount of items that are brought into the hospital. Generally, patients should bring clothing for approximately 5 days. A laundry room is available for patient use. A complete inventory of each patient's belongings is documented in the chart and reviewed by the patient. Please see the complete list of restricted items attached. The nursing staff will be happy to answer any questions concerning items patients can or cannot have on the unit. Patients will need casual clothes, pajamas, and toiletries including toothbrush, shampoo, toothpaste, hair combs and brushes and other necessities. Some toiletry items are available on the unit as needed. Clothing that is not allowed includes: 1) Clothing with drug, alcohol, sexual, satanic or gang-related messages; and 2) Clothing that is revealing such as halter tops, midriff-baring shirts, short shorts and clothing that is extremely tight. Patients must wear shoes, slippers, or slipper socks at all times.

Items Prohibited at Springwoods:

"No Names" on clothing	Keys
Alcohol (items with alcohol such as facial cleaners)	Knitting Needles
Anything with a cord or battery	Mace
Bandanas	Matches
Battery-Operated Tooth-Brush	Medications (includes "any" type)
Belts	Metal grooming equipment (includes combs)
Blackberry	Metal Nail Files
Blankets/Pillows/Stuffed Animals	Mirrors (includes compacts with mirrors)
Bluetooth Phones	Mouthwash
Boots	Nail polish (includes polish remover)
Camera	Neck-Ties
Cans (Aluminum, metal-suck, aerosol) /Deodorant	Needles
Caps/Hats (Yamakas <u>are</u> permitted)	Pagers
CD's/ CD Players	Pantyhose
Cell phones	Paperclips
Cigarette Lighter or Cigarettes	Pepper Spray
Clocks	Personal/Musical recreation equipment
Curling/Flat Irons	Picture frames <i>with</i> glass
Dental Floss	Pins (includes straight pins and safety pins)
Drawstrings	Plastic bags (any size)
DVD's/DVD players	Purses
Earphones (includes any electronic device)	Razors
Electric Shavers	Scarves
Electronic cigarettes	Scissors
Fingernail clippers/Tweezers	See-through clothing
Firearms	Shoelaces
Food or Beverages	Short skirts/Short shorts
Gang-related clothing	Spray cans (includes hairspray)
Glass Containers	Staples (paperwork with staples)
Glue or White-Out	Steel-toe boots and/or shoes with cleats
G-Strings or Thongs	Strings
Gum or Candy	Three Ring Binders
Hair Dryers	Tight clothing
Headbands	Tooth-pick
Herbal chewing tobacco	Torn clothing
Hooded tops or Jackets	Under-wire Bras
Ink Pens/Pencils/Pencil Sharpener	Video Games/Handheld Games
iPods/Radios/MP3 Players (any electronic device)	Walkmans (any electronic device)
Jewelry/Watches/Body Jewelry	Wire hangers
	Wristbands