



## When is visitation?

Visitation for patients on the **GENERATIONS** unit at Springwoods occurs on the unit during the following times:

***Monday, Wednesday, Friday, Saturday and Sunday  
from 10:30am. to 11:30a.m.***

***Tuesday and Thursday  
from 5:45p.m to 6:45p.m.***

These hours will help avoid interruption in the treatment process. Visitation outside these times must be approved by the physician and treatment team. Due to safety concerns, minor children are not permitted to visit on the unit. Only 2 visitors are allowed at a time per patient. If any visitors are former patients of the hospital, permission of the treatment team must be obtained prior to visitation. We strongly encourage former patients to not visit anyone in the hospital for at least 1 year after they have been discharged. Anything brought to you by a visitor must be checked at the nurse's station. Visitors may not bring purses, cell phones, bags, lighters, etc. in the visitation area.

## What about telephone calls and mail?

There are telephones available for patient use; however, there are no telephones in patient rooms. Telephone use is not permitted during group times and scheduled activities. Outgoing calls can be made during free times; Incoming calls are accepted daily between the hours of **12:15pm – 1:00pm** and **5:45pm – 6:45pm**. As a courtesy to other patients, please attempt to limit telephone calls to 10 minutes.

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 to 11:00pm Monday through Friday, and 8:00am to 8:00pm Saturday and Sunday. Belts, shoelaces, and drawstrings are not allowed. All items are searched prior to entering the unit. Please see the complete list of restricted items on the opposite side of this page. 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. Generally, patients should bring clothing for approximately 5 days. A laundry room is available for patient use.

## 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