



Rainier Springs

2805 NE 129th Street • Vancouver, WA 98686 • (360) 356-1890

Welcome to Rainier Springs! We are grateful you have chosen us to take care of your loved one. Our patients are taken care of by a multi-disciplinary team of Therapists, Nurses, Patient Care Assistants, and Physicians. We welcome you to participate in our family-oriented treatment plan.

Your loved one is being cared for on the _____ unit and prior to visitations and phone calls, you will NEED to provide this **patient ID#** _____.

Cedars Visitation	Meadows Visitation	Sunrise Visitation
Tues / Wed /Thurs Check-in: 6:00 to 6:30 pm 6:30 to 7:30 pm	Tues / Wed /Thurs Check-in: 6:00 to 6:30 pm 6:30 to 7:30 pm	Tues / Wed /Thurs Check-in: 6:00 to 6:30 pm 6:30 to 7:30 pm
Saturday Lunch Check-in: 11:45 to 11:55 am Lunch: 12:00 - 12:30 pm	Saturday Lunch Check-in: 11:15 to 11:25 am Lunch: 11:30 am - 12:00 pm	Saturday Lunch Check-in: 10:45 to 10:55 am Lunch: 11:00 - 11:30 am
<ul style="list-style-type: none"> • Standard Visits are kept to one hour from the time the patient’s arrive for the visit, and patients may have 2 visitors at a time. • Saturday Lunch Visits are 30 minutes, and guests can enjoy a meal with their loved one. • Visitors under the age of 18 require prior approval and must be accompanied by an adult at all times. These visits will take place in a private consult room not located on the unit. • Visitors should have their photo ID ready when arriving at the facility. • <i>If you arrive outside of visiting hours, the patient may be having a meal, participating in therapy, or meeting with their doctor.</i> 		

If you wish to contact a patient by phone, please call the family voicemail line to leave a message. The patient may return your call during their scheduled personal time.

Family Voicemail Line:

Cedars: 360-524-0819

Meadows: 360-524-0818

Sunrise: 360-524-0820

Patient Belongings

Please remember when bringing things for your loved one what they **can** and **cannot** have. Please review the packing list on our website and the patient belongings section of this packet.

Disclaimer: It is at the discretion of our patients to allow or deny access to information regarding their stay at Rainier Springs. We ask you to respect their safety and privacy.



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In order to best serve our patients and honor their valuable time here, please be aware that the following guidelines regarding telephone calls and visitation must be upheld. Out of respect for patient privacy, anyone calling or visiting must provide the patient's **6-character ID#** and be listed on the patient's Telephone/Visitor Authorization form.

Telephone Calls

- Phone messages are taken for patients by calling the family voicemail line.
- The voicemail inbox is checked by staff throughout the day at 7:30am, 11:30am, 4:00pm, and 8:00pm. They will ensure messages are delivered to the patients in a timely manner.
- When requesting that a patient return your call, include a call-back number in your message.

Visitation

- Check in will be from 6-6:30pm, and will be done at the Out Patient front desk.
- See reverse for unit-specific visitation hours.
- Two visitors per patient are allowed on the unit at a time.
- Visitors will have 1 hour to visit with the patient from the time they arrive to the cafeteria.
- Visitors under the age of 18 require prior approval from the doctor and nursing supervisor, and they must be accompanied by an adult at all times. These visits will take place in a separate consult room as minors are not permitted on the unit.
- Visitors will sign in at the Out Patient front desk and wear a visitor badge throughout the entire visit. The front desk will request and hold **photo IDs** during visits, so please have ID ready when entering the facility.
- Personal belongings and outside food and drink are prohibited on the unit and should be left secured in a vehicle or in a locker located in the reception lobby. When a visitor is using a locker, the front desk will safely store the locker key together with the visitor's photo ID.
- At the end of a visit, visitors will sign out at the Out Patient front desk and retrieve both photo ID and locker key at that time.
- Restrooms for visitors are located in the lobby and outside of the cafeteria.

We thank you for your cooperation in keeping Rainier Springs a safe and private environment for your loved ones.



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Frequently Asked Questions

1. When will I see my doctor?

Answer: You will see your psychiatrist and the medical doctor within 24 hours of admission. After that initial visit, you will see your psychiatrist or nurse practitioner once daily. For more information, see page 2 of the patient handbook.

2. When will I see my therapist?

Answer: You will see your therapist during Process and Psychoeducation Groups daily. If you would like to speak with them one-on-one, wait until after group and ask them if they can schedule a time to meet. Group is the primary mode of treatment and is the most effective approach for this level of care. You are encouraged to make the most of treatment by attending all groups.

3. What kinds of groups will I be attending?

Answer: Groups are led by Licensed Therapists, PCAs and Nurses. We provide a number of different therapies throughout the day and week. Check the schedule provided to you for the various options.

4. What is a Patient Care Assistant (PCA)?

Answer: Your PCAs are staff members with whom you will have the most interaction throughout the day. They perform 15-minute checks to see how you're doing and are valuable resources if you have a question or need assistance.

5. What is my patient ID# used for?

Answer: The patient ID# is a unique code assigned to patients upon admission. This code is for patients to give to friends and family who wish to visit or call. Any person who tries to contact a patient must provide their ID# in order for us to confirm a patient's presence at our facility.

6. When can my friends and family visit me?

Answer: Unit-specific visiting hours can be found in this packet, at the front desk, online, or by calling the main phone number. Visitors are requested to limit their visits to one 30-45 minute meeting a day and only two visitors per patient are allowed on the unit at a time. Visitors under the age of 18 require prior authorization, as these visits are not permitted to take place on the unit. Ask about opportunities for your family to participate in education group on Saturdays, preceded by lunch.

7. How long will I be here?

Answer: Our typical length of stay is 7-10 days. Length of stay is individualized for each patient depending on his or her treatment goals. Your treatment team works together with you to determine optimal length of treatment.

8. If I came voluntarily, can I sign myself out whenever I want?

Answer: If you want to leave, you need to have this discussion with your treatment team. We must ensure that we have a good plan for your discharge, and there are steps we must take in order to make sure that there is a good safety plan in place. For more information, see p. 3, 15, and 16 of the patient handbook.

9. I am worried about disability/FMLA documentation. What can I do?

Answer: Speak with your HR department and ask them to fax over the FMLA/disability paperwork as soon as possible to Fax# 360-356-1891 to your therapist's attention. It may take up to a week to complete the paperwork. Speak with your therapist to follow up about receipt of documentation.

10. If I am here for detox, how will it go?

Answer: The average detox is approximately 6 days. You will be surrounded by nurses and PCA staff all day, so if you are in pain or feeling any withdrawal symptoms, inform your caretakers and they can assist you. Medications are prescribed on an individual basis. If possible, after the initial detox process, we recommend additional days of treatment to ensure a relapse prevention plan is in place. For more information, talk with your doctor or nurse about the detox protocol.

11. How often are we allowed to smoke?

Answer: We allow outdoor breaks multiple times a day. Those that smoke are allowed one cigarette per break. Note – No additional outdoor breaks are allowed and there is no sharing of individual cigarettes.

12. How are meals and snacks handled throughout the day?

Answer: Breakfast, lunch, and dinner are served daily in the café. Alternative meal options are available if you notify PCA staff one meal in advance. Snacks are provided three times daily on the unit. We ask that no food or drink besides one cup of water be brought in patient rooms to prevent pests.

13. Is there a dress code in place?

Answer: Patients are permitted to wear clothes of their choice as long as it is modest. Sleepwear is only to be worn in the late evening to early morning hours. No sleepwear is allowed when attending group sessions.

14. Are there any rules about physical contact?

Answer: No kissing, handholding, or inappropriate touch of any kind will be allowed. Please remain focused on your treatment.

15. When can I watch television?

Answer: The television may not be on when groups are in session. Some TV time is scheduled in the evenings.

16. When and how do I do laundry?

Answer: Each unit has a laundry room with washers and dryers. If you need to wash clothing, notify your PCA and they will assist you with when you can do laundry and let you in the room. Detergent is provided by the hospital.

17. Can I use my phone or computer?

Answer: Due to HIPAA (Patient privacy) regulations, we cannot allow person computers or phones on the unit. If an emergency arises, talk to a staff member to see if accommodations can be made.

18. Need assistance with something that wasn't covered?

Answer: Ask your PCA or nurse. They are your main resources and will be able to assist you with questions regarding general hospital guidelines, timing of activities, grievances with another patient, etc.



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Important Information Concerning Patient Belongings

Rainier Springs will not be responsible for any lost or stolen items. Please consider prior to bringing them in.

For the safety of all our patients, the following will not be accepted:

- Any outside food, candy, or gum
- Cosmetics:
No items with mirrors, glass, or eye liner sharpeners
No pencil liners (eye, lip, or eyebrow)
- Loose tobacco products or cigarette rolling machines
- Any electronics, including chargers, headphones/earbuds (we provide headphones)
- Glass, metal, or hard plastic objects or containers
- Aerosol sprays, flammable liquids, lighters, or matches
- Guns, knives, or other weapons
- Drug paraphernalia, pornographic materials
- Ropes, string, or twine including shoe laces and draw strings.
- Spiral notebooks, three ring binders, or paper clips
- Books, magazines (these are provided on the unit)
- Picture frames
- Clothing with hoods or strings, bras w/underwire
- Tight or revealing clothing, medical scrubs, panty hose, or anything with vulgar or suggestive messages or pictures that may trigger or offend other patients (skulls, blood, nudity, etc)
- Jewelry: watches, smart watches, rings (except a wedding band), necklaces, bracelets, earrings
- Pillows, blankets, stuffed animals, duffle bags, suitcases, tote bags
- Cash/checkbook/credit cards (this will not be needed while staying here)

The following will be accepted and stored for limited use during assigned times:

- Cell Phones
- Electric razors only, nail clippers, hair dryers, curling irons, & flat irons
- Cosmetics: Limit of 5 Makeup Items
- Cigarettes to be allowed at smoke breaks

The following will be accepted and can be kept with patients:

- Eyeglasses or contact lenses
- 3 sets of clothes + 1 pair of pajamas (washer & dryer available on the units)
Underwear, socks
1 undershirt is allowed, may only be used as an undershirt
- Sport Bras, which must be worn by women at all times outside of their assigned room
- 1 pair of shoes + 1 pair of slippers (no laces)
- Basic toiletries (we provide toothpaste/brushes, deodorant, shampoo, & soap)
- 1 coat w/no strings, some jackets have string that line the bottom inside, pockets will be checked
- Wedding band ONLY
- Pictures: limit of 2, no frames