



Pasadena Villa[®]

Residential Psychiatric Services

Social Integration Model

Pasadena Villa Residential Psychiatric Services Welcome Guide

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Welcome and Thank You

On behalf of all of the team members at Pasadena Villa, we thank you for considering our programs at this very important time. As you assess the most appropriate next steps, we hope this “Welcome Guide” answers many of your questions, and provides a clear overview of our values, treatment approach, and goals.

We are a dedicated team of professionals whose primary goal is to ensure the best care possible. We understand that this is a very difficult and challenging time and hope this “guide” will serve as a guide in this process. If you have any questions that are not addressed in this “guide”, please do not hesitate to contact our Admissions staff at any time.

We look forward to the opportunity to serve you.

Jenny Stokes, Executive Administrator

Beth Kunzman, Admissions Coordinator



Mission Statement

We will distinguish ourselves in our field through providing the highest quality and most meaningful behavioral healthcare services. This will be attained internally through a participatory management and leadership culture and externally through a commitment to collaboration with other professionals to best serve our Residents and families.

Core Values

First and foremost, we believe every person can live a happy, productive and healthy life. We believe that every Resident has the ability to learn, grow and recover. We also believe that every family who entrusts us with their son or daughter can once again come together and enjoy life's journey together.

Second, we rigorously follow our Social Integration Model because we believe it is incumbent upon us to prepare our Residents for life outside of any treatment program. To us, it is less important how our Residents function within the comfort of our facilities, and far more important how they function out in the real world. Our Social Integration Model is Real Life, Real Time and Relevant.

Third, we believe in treating all Residents with compassion, and our programs are designed in ways that preserve and protect their dignity. We use every opportunity to increase the self-confidence of our Residents as they learn new and different ways to cope with the real world.

Lastly, we believe in creating an environment, in all of our continuum offerings, that is safe, comfortable, relaxed, and most importantly, highly professional. We strive to create an environment where our employees love to work, and where Residents and families are open to learning new ways of living and coping.

Code of Ethics

1. Be aware and respectful of cultural, familial, and societal backgrounds of all program Residents
2. Take reasonable steps to ensure a safe environment that addresses the emotional, spiritual, educational and physical needs of all Residents
3. Maintain high standards of competence in areas of expertise, and mindful of limitations



4. Fully disclose to prospective candidates the nature of services, benefits, risks and costs of treatment

Our Approach to Care: Social Integration Model

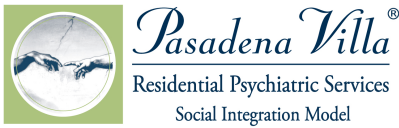
At the core of all of our programs and services, our unique and internally developed Social Integration Model is rooted in the belief that it is our utmost responsibility to do whatever we can to prepare our Residents for life outside of treatment. Simply put, our Social Integration Model is designed to assist Residents in reaching the highest level of individual functioning possible.

Of course, while in our facilities, we want our Residents to be emotionally and psychologically stable, to be comfortable and to enjoy their time in treatment. But, how our Residents “look” within our facilities is far less important than how they act, behave and function outside of our four walls. What really matters is how our Residents function in the real world – that is the premise of our Social Integration Model

Our Social Integration Model immerses Residents into real life activities within the community. In fact, recreational, social, cultural and life skills activities within the community with our licensed staff form the core treatment interventions in our programs. Traditional individual, group, family and expressive arts therapies are also utilized as a complement to our social integration therapeutic interventions.

Within the community, our staff observes Residents in real life situations, and intervenes, as appropriate, right there, on the spot and in the moment. These observations are then incorporated into the Resident’s ongoing treatment plan.

One of the most obvious and unfortunate responses to people with cognitive and emotional disabilities is that other people simply do not want to be around them. This often includes family and friends. By providing real life treatment experiences, we build appropriate interpersonal skills so our Residents can rebuild relationships with family and friends, and even make new friends.



What to Expect: Admission and Your Treatment Team

Admissions are scheduled through the admission office and residents come to us with or without their family depending on their individual situation. If residents arrive without a family member then we will be happy to pick them up at the airport. Typically we meet resident outside of the baggage claim associated with their flight. Families arriving are encouraged to see our website for directions and hotel recommendations if needed.

Residents will meet with the admission staff to sign initial paperwork including consents and a tour of the facility. They will meet with the nursing staff to review their medical history, records, medication and any other potential medical needs. Each resident is assigned a therapist who will be working with them individually at least once a week (this can be individualized to more often as needed), will facilitate a family session and/or update at least weekly and help them to customize their treatment plan and schedule. The assigned therapist will do a comprehensive assessment of individual needs and build the treatment plan to address these issues. Residents will have the opportunity to work with all of our therapists through group therapy, small and large group outings. Families are involved in our treatment process and will also work collaboratively with the resident, therapist, nursing staff and psychiatrist. Our staff psychiatrists meet with Residents on a weekly basis to review progress, medication and treatment issues.

Although we do not have an in-house pharmacy or laboratory, services have been coordinated with outside businesses to provide care at the facility. These services are billed separately from our charges. Lab results and medications are delivered directly to our facility, allowing for continuity of care with our treatment team.



Family Involvement

Residential Treatment is an extensive and long-term commitment to facilitate ongoing change and success in the Residents. In order for the treatment to be most effective and to have an overall effect on everyone involved, family is also seen as a vitally important component to this treatment process. Therefore, it is the expectation of the program that family members are involved in the following activities.

- Participate in all scheduled family sessions (most often via telephone)
- Participate in aftercare planning and aftercare skills sessions

Family Visits and Home Passes

We suggested that families who come for admission stay for just the admission process (a few hours) up to 24 hours. This allows the Resident to get settled into the treatment setting and work with staff as quickly as possible.

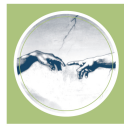
We do not have set weekends for visitation but ask that you arrange home passes and visitation with the therapist with whom you are working. We encourage Residents to have family visits and return home when clinically appropriate.



Residents Rights and Responsibilities

Resident Rights

1. To be safe from harm.
2. To be treated with dignity and respect.
3. To be informed of the Rules and Regulations.
4. To not be discriminated against because of race, sex, national origin, sexual orientation or handicap.
5. To receive treatment in the least restrictive environment possible.
6. To have treatment for your mental and physical problems.
7. To actively participate in treatment planning.
8. To have an independent review of your treatment.
9. To have available an adequate number of qualified staff.
10. To have information about you kept private.
11. To see your clinical records.
12. To see your own doctor.
13. To be informed of the effects of any medication.
14. To visit with, telephone or write your lawyer or others about legal problems.
15. To complain if you think your rights have been violated.
16. To practice your religion.
17. To attend school or obtain a job.
18. To read material of your own choosing.
19. To refuse to be photographed.
20. To see visitors you want to see; including privacy for spouses.
21. To send and receive mail without anyone else reading it.
22. To talk on the phone in private.
23. To spend your money as you want.



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24. To wear your own clothing.
25. To free use of the common areas while observing the privacy and rights of others.
26. To have access to restroom facilities at all times.

Note: Some of these rights may be restricted by your physician if determined to be in the best interests of your care and treatment Restrictions are reviewed at least every 3 days.

Resident Responsibilities

You have most of the same rights, benefits and privileges at Pasadena Villa as you have anywhere. You also have the same responsibilities...

1. You may be held legally responsible for breaking the law. You may be civilly or criminally liable if you...

- Intentionally or unintentionally damage property or hurt another patient, an employee or any other person.
- Destroy or steal property.
- Smoke inside of the building, disable a smoke detector or other any fire protection device

2. You may keep personal property, but you are responsible for taking care of it and for protecting it from theft or less.

- Most valuable property should not be brought to the facility.
- You may not bring or use any weapons, alcoholic beverages, drugs or paraphernalia or unauthorized substances into the facility.
- You may use your own personal safe for safekeeping of valuables you choose to keep.

3. You should not interfere with the care or treatment of others.

Remember that you are here, as are others, for care and treatment. You should respect the rights of others just as you want them to respect your rights. Safety concerns are the priority of Pasadena Villa. Residents who continue to place themselves or others at risk may be referred to higher levels of care. *Some examples of behaviors that are considered interfering with the treatment of others include, but are not limited to; sexual contact or gestures with other residents breach of confidentiality, harassing, bullying, or aggressive behaviors toward staff or Residents, or requesting other Residents for medications, non-compliance with medications, or elopement issues.*

4. Persons may be suspended from Pasadena Villa for any of the following:

- Major medical condition requiring ongoing 24 hours per day, 7 days per week nursing services.
- Chronic inappropriate behavior which disrupts, or could potentially disrupt, the facility's activities or is harmful to self or others;
- Any prior diagnosis, determination or legal charges categorizing the person as a sexual offender, sexual perpetrator or sexual predator.
- Patterns of non-compliance with the treatment plan, and policies of the facilities may result in termination.

5. **Your confidentiality is a priority; you are responsible for ensuring that you do not violate the confidentiality of others.**
- You are not required to make public statements about the facility or their treatment.
 - You are not required to perform in public gatherings.
 - You are not responsible for the care or supervision of others.
 - You are not permitted to access the confidential information of others
 - You are not permitted to communicate the names or any other identifying information of other residents by telephone, writing, or by any means of electronic communication, including e-mails and social networking sites.
 - You are not permitted to take photographs or videos of others nor post photos or videos of residents on public/social networking sites
6. **It is your responsibility to work with our treatment team and to be active in your own care. This includes following facility rules and treatment protocols, as well as participating in program activities. The following policies are in place to encourage participation in treatment:**
- Be actively involved in all areas of your treatment, which includes chemical dependency groups, psychotherapy groups, individual psychotherapy, and family therapy sessions. It is strongly advised that individuals who have chemical dependency issues refrain from attending locations that serve alcohol.
 - You have the right to refuse activities but cooperation and participation is strongly encouraged to maintain a cohesive milieu. It must be noted that consistent refusal or patterns of noncompliance with attending groups may result in increasing level of care or increased supervision and/or level of care.
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Levels of Care

Residents can enter at any level of care from admission; based on clinical presentation/need. We do not have a set amount of time that residents spend in a given level of care before moving on as this is individually determined. It is best to be prepared for several months and expect to work with our treatment providers on the exact date.

Intensive Residential Treatment – Our most intensive level of care, Intensive Residential Treatment offers a very high staff to Resident ratio, 24-hour staffing, and a variety of therapies, education and support in a safe, comfortable environment.

Community-Based Residential Treatment – Less intensive residential care provided in single family homes within the community. These homes offer some day and nighttime supervision by our staff, but supervision on premises is not provided 24 hours per day. On-call staff are available at all times 24 hr/day 7 days/wk, as well as customized interventions to promote independence and recovery. Residents may participate in programming full-time at Pasadena Villa during the daytime hours as determined in their individual treatment plans.

Day Treatment – Day Treatment is more intensive than outpatient care but less intensive than our community-based residential treatment. Residents live semi-independently in their own residences and participate in therapeutic activities during the day and even on weekends.

Supported Housing – For Residents living in their own residences, Supported Housing provides a myriad of housing, social and life skills support all designed to promote independence, social integration and the highest levels of personal functioning possible.

Transitional Living and Life Skills Training – For Residents who are clinically stable but still exhibiting significant social or life skills deficits, we offer a location that assists Residents with re-integration into the community, including college, the work force, social and interpersonal relations, and a variety of recreational, social and cultural activities.