

DEPARTMENT OF STATE HOSPITALS - ATASCADERO**INFORMATION TO FAMILY & FRIENDS**

Effective: August 11, 2021

DIRECTOR'S MESSAGE:

Department of State Hospitals - Atascadero is a maximum-security forensic hospital located on the Central Coast of California. We provide inpatient treatment and forensic services for adults who are committed from the Superior Courts or the Department of Corrections and Rehabilitation from throughout the State of California.

This informational letter is designed to answer basic questions for families and friends of patients housed in our facility. The involvement of family and friends is encouraged in the treatment planning process for our patient population.

For more information on the Department of State Hospitals - Atascadero, please visit us on the web at <https://www.dsh.ca.gov/Atascadero>.

FOR INFORMATION ABOUT A PATIENT:

Each housing unit in the facility has an incoming telephone accessible to the patients. If you know the unit number of your family member or friend at Department of State Hospitals - Atascadero, you may call the hospital's main line at (805) 468-2000, then press 0, provide the patient's name and current unit number, and you'll be connected to the a patient-only telephone on the unit.

If you want information about a patient's treatment or discharge plan, you may contact a treatment team member. Due to confidentiality laws, operators will not tell you if a patient is admitted or discharged, and our hospital staff are prohibited from giving any information about a patient unless the patient has given written consent. If you want information about a patient, you may also write to the hospital address:

Department of State Hospitals - Atascadero
Clinical Administrator
P.O. Box 7001
Atascadero, California, 93423-7001

After receiving your inquiry, our hospital staff will make every effort to obtain the consent of the patient in order to respond to you.

TREATMENT:

The hospital embraces a Recovery philosophy of treatment. This model emphasizes hope, empowerment, and participation in the recovery process. The hospital also incorporates Trauma-Informed Care into treatment. This approach to care can create a safe, accepting, and respectful environment often needed to support treatment and the change process. The hospital encourages family members to participate with the staff in discussion of the patient's treatment needs. If you are interested in becoming involved, please write or telephone the patient's Clinical Social Worker to discuss. If you do not have the Clinical Social Worker's name or telephone number, call the hospital's main number. The operator will help you reach the Clinical Social Worker.

MAIL:

Patients may send and receive mail. Family and friends are encouraged to keep in touch by letters and visits. Mail is not censored but will be opened and inspected for contraband before being given to the patient. All mail must have a complete return address, which includes a first and last name and physical street address.

Write to a patient using the following address:

PATIENT NAME (Include AT number and Unit number, if known)
DEPARTMENT OF STATE HOSPITALS - ATASCADERO
P.O. BOX 7001
ATASCADERO, CALIFORNIA 93423-7001

MAILING FUNDS DIRECTLY TO A PATIENT'S ACCOUNT:

1. Checks or money orders may be mailed to patients on their unit or mailed directly to Patients' Accounts for deposit. The sender's name and address will need to be included on all checks or money orders.
2. Checks or money orders mailed to Patients' Accounts will need to be made payable to: Department of State Hospitals - Atascadero for patient name.
3. All mail must have a complete return address which includes a first and last name and physical street address.
4. Address mailing envelope to:

PATIENTS' ACCOUNTS
DEPARTMENT OF STATE HOSPITALS - ATASCADERO
P.O. BOX 7001
ATASCADERO, CALIFORNIA 93423-7001

5. Upon delivery of cashier's checks or money orders, funds will be available on the next working day in most cases (exceptions can occur).
6. Personal checks or company checks will be held until cleared by the issuing bank for ten working days.

7. Cash and/or travelers checks shall not be accepted in the mail. They will be returned to sender at the return address listed on the original envelope.

INCOMING PACKAGES:

Department of State Hospitals – Atascadero will only accept packages from approved vendors. No packages will be accepted directly from visitors and employees are restricted from receiving mail/packages/gifts from patients or their families/friends. A list of approved vendors can be found on the Acceptable Incoming Items List. You may request catalogs from the vendors as well as shop on their websites. Patient packages received from any sender other than those listed in the Acceptable Incoming Items List cannot be accepted. Please remember that not all products advertised online or in the catalogs are allowed at this facility.

All packages are subject to inspection for contraband by employees of Department of State Hospitals – Atascadero. Due to safety and security reasons, the Acceptable Incoming Items List and Approved Vendor List are subject to change without prior notice. Families and friends are advised to call the hospital and have a current listing mailed to you or visit the hospital's web page for current information. This list is also provided to the patients.

The criteria below define a package as anything:

1. greater than ½ inches thick or heavier than 16 ounces.
2. identified by electronic scanning device as containing anything other than correspondence, or
3. containing bubble wrap or additional packing material.

All incoming packages shall be addressed correctly and **must have the patient's name and Department of State Hospitals – Atascadero identifying number (AT#). Without this information the package will be returned to sender.** Please include the unit number of the patient to further ensure proper and timely delivery.

Packages shall not exceed 30 pounds in weight or the size limit of 24 inches by 19 inches by 12 inches. Packages exceeding the weight or size limitations will not be accepted and will be returned to the post office or shipping agent. Incoming packages are limited to three packages per patient per calendar quarter:

January – March
April – June

July – September
October – December

One extra package will be allowed (total 4) during the October-December quarter due to the holidays. Packages in excess of three packages per calendar quarter will be returned to the post office or shipping agent.

SUPPLIES:

The hospital supplies all clothing, meals, medications, and other items needed for the care and treatment of our patients. In addition, there is a canteen where the

patient can purchase reading material, snack foods, personal supplies, batteries, etc. The canteen also serves food and snacks that a patient may purchase. Although patients are not permitted to have cash, they may draw from their personal accounts.

TELEPHONE:

For information about the hospital, or to talk with hospital staff, call (805) 468-2000 during regular business hours (8:00am - 4:30pm, Monday through Friday). If you have an emergency, need to contact a patient by telephone, and you are unable to reach the patient by calling the public telephone, call the hospital operator (805) 468-2000 and ask the operator to leave a message with a staff member asking the patient to call you.

To make an appointment with a staff member, write or telephone in advance. When you arrive and sign in, tell the Department of Police Services Reception Desk located in the main lobby that you have an appointment.

UNIT TELEPHONES:

Patients may use the public telephone on the unit where they live to make outgoing phone calls. A patient may also receive incoming calls on their unit if they or another patient is available to answer the public telephone between the hours of 7a.m. and 11p.m. If a patient has told you their unit number, call the unit telephone directly, Area Code (**805**):

Unit Telephones for Patient Use

Unit 1: 468-2721	Unit 13: 468-2793	Unit 26: 468-2806 or 3676
Unit 2: 468-2724	Unit 14: 468-2794	Unit 27: 468-2807 or 3661
Unit 3: 468-2726	Unit 15: 468-2795	Unit 28: 468-2808 or 2576
Unit 4: 468-2728	Unit 16: 468-2796 or 3412	Unit 29: 468-3156 or 3442
Unit 5: 468-2729	Unit 17: 468-2797 or 2900	Unit: 30 468-3157 or 3443
Unit 6: 468-2731	Unit 18: 468-2798 or 2383	Unit 31: 468-3158 or 3444
Unit 7: 468-2777	Unit 19: 468-2799 or 2986	Unit 32: 468-3159 or 3445
Unit 8: 468-2781	Unit 20: 468-2800	Unit 33: 468-3160 or 3446
Unit 9: 468-2784	Unit 21: 468-2801	Unit 34: 468-3161 or 3447
Unit 10: 468-2787	Unit 22: 468-2802	
Unit 11: 468-2791	Unit 23: 468-2803	
Unit 12: 468-2792	Unit 25: 468-2805 or 3675	

VISITING INFORMATION:

Department of State Hospitals-Atascadero offers both tele-visitation and in-person visitation options. Receiving visitors is a right guaranteed to patients by law. However, due to security and operational requirements/needs, visiting regulations are subject to change without prior notice. To ensure visitors are aware of current regulations, it is advisable to contact Telecommunications at (805) 468-2000 prior to visitation or check the Department of State Hospitals–Atascadero website for

possible visiting room closure prior to your visit. The website may be found at <https://www.dsh.ca.gov/Atascadero>. Visitors may also contact the Public Information Office at (805) 468-2008 to request a copy of the hospital's current visiting policy.

General Visiting Guidelines -

- Visitation may be modified or suspended based on the hospital's current COVID-19 and Infection Control conditions or as recommended by CDC, CDPH, local Public Health Department guidance. Check our Visitor Information web page for up to date information related to visiting: <https://www.dsh.ca.gov/Atascadero>.
- Please do not visit in-person if you have a fever, a productive cough, temperature, or any illness that could be given to others in the Visiting Room. If you have been exposed to any diseases such as measles, mumps, or chicken pox, and you have not had the illness before, please wait at least 3 weeks before visiting.
- To allow for wider patient access to both forms of visitation, each patient can only be scheduled for one type of visit per day.
- Visit scheduling will be on a first come first serve basis and is subject to change at any time. Incomplete or inaccurate visit requests will be denied.
- Children (under the age of 18) may be allowed to visit with a patient with prior approval from the patient's treatment team and the Clinical Administrator, or the Executive Officer of the Day. This approval must be obtained in advance of the planned visit. The parents or legal guardians of the minor children shall complete the Minor Visitation Authorization Form then attach a photocopy of the birth certificates or guardianship papers for each minor. The completed packet should be mailed to the assigned Clinical Social Worker.

Approval for minor visitation is contingent upon the following criteria:

- The adult escort must be the minor's parent or legal guardian.
 - There are no restrictions applied by the courts or the Department of Corrections and Rehabilitation.
 - The minor has not been victimized by the patient.
 - All minors must be constantly supervised, accompanied to and from the restroom by the adult escort, and remain in the immediate area of their adult escort at all times while on hospital property.
 - Minor children of either sex are not allowed to sit on a patient's lap at any time for any reason.
 - Patients are not allowed to remove any article of a minor's clothing.
- To schedule an in-person or tele-visit please visit: https://www.dsh.ca.gov/Atascadero/Visitor_Information.html

ACCOMMODATIONS:

The City of Atascadero is located midway between San Francisco and Los Angeles on Highway 101. Department of State Hospitals - Atascadero is three miles south of Atascadero on El Camino Real. Signs on the highway provide direction to the hospital.

The nearest airport is in San Luis Obispo; 24 miles south of the hospital. Transportation from San Luis Obispo is limited to Greyhound, Atascadero Transit DIAL-A-RIDE (805-466-7433), or Regional Transit Authority of San Luis Obispo County (805-541-2228), Monday through Friday. There are no public eating facilities at the hospital. There are many restaurants in the area, but the nearest is about a half-mile away. Motel facilities are located in Atascadero.

ACCEPTABLE INCOMING ITEMS LIST

Reference Administrative Directive: 610.2, 610.3, 805,811

Revision Date 03-01-2021

NOTE: EFFECTIVE DECEMBER 1, 2013, ALL PACKAGES MAY ONLY BE RECEIVED FROM AN APPROVED VENDOR

Only the items and amounts listed will be permitted. ALL ITEMS MUST BE IN FACTORY SEALED CONTAINERS AND REQUIRE NO REFRIGERATION, COOKING OR MICROWAVING.

Items packaged in contraband containers will not be accepted. All acceptable incoming items will be inspected. All incoming packages must have the patient's name and A T number. The unit number of the patient (if known) is helpful to further ensure proper and timely delivery.

Package size may not be any heavier than 30 pounds and box may not be any larger than 24 inches long, 19 inches wide and 12 inches high

Package limitations:

Incoming packages are limited to (3) packages per patient per calendar quarter for the first (3) quarters of the year. These dates are January 1 – March 31; April 1 – June 30; July 1 - September 30.

During the 4th quarter of the year, incoming packages are limited to (4) vendor packages. These dates are October 1 – December 31.

Category Food and Drink:

Beverages and Drink Mixes	<p>Permitted Types: Decaf Tea Chocolate drink mix Fruit flavored drink mixes</p> <p>All items must be bag type, powdered, and sugar free only.</p>	<p>Non-Permitted Type: No liquids No Herbal and or supplemental or enhance drink mixes. No drinking bottles, plastic or glass containers No Kool-aid No Herbal Teas of any kind No Creamer No Caffeine allowed</p>
Decaf Coffee	<p>Permitted Types: Instant powder or teabag only No more than 80 ounces allowed per package</p>	<p>Non-Permitted Type: No caffeinated drinks, food or candy of any kind No plastic or glass containers</p>
Cakes, Cookies and Pastries	<p>Permitted Types: In sealed secondary factory packaging</p> <p>Dried items only</p>	<p>Non-Permitted Types: No fruit cake No real fruit No fruit pies or pastries No tortillas, croissants, bread or bread like items</p>
Chips and Crackers	<p>Permitted Types: In sealed, unopened factory packaging</p>	<p>Non-Permitted Types: No spicy seasoning No chili, picante, flaming hot, habanero, cayenne, chili pepper, wasabi etc No plastic containers with lids</p>

Candy	<p>Permitted Types: In sealed unopened factory packaging</p>	<p>Non-Permitted Types: No liquor filled candy No candy on sticks No candied fruit or gum No candy wrapped in foil No skittles No candy with caffeine</p>
Cereal and Granola	<p>Permitted Types: Dried Cereal Individual hot cereal packets allowed</p>	<p>Non-Permitted Types: No fruit pieces in cereal No containers with lids</p>
Cheeses and Meats	<p>Permitted Types: Dried Meats, Jerky and cheeses that require no refrigeration only. Even if the item states “refrigerate after opening, “the item will not be permitted Individual squeeze cheese packets are permitted For a spicy option, Only the Bushy Creek Hot summer sausage is permitted. Same brand offered within the Canteen.</p>	<p>Non-Permitted Types: No individual cheese/cracker packages that contain a utensil of any kind No wet packs No chili, picante, flaming hot, habanero, cayenne, chili pepper, wasabi etc. No plastic, resealable containers No preservation packets No Velveeta cheese</p>
Nuts, seeds and trail mix	<p>Permitted Types: In sealed unopened factory packaging</p>	<p>Non-Permitted Types: No trail mix with fruit No nuts or seeds that still have their shell No chili, picante, flaming hot, habanero, cayenne, chili pepper, wasabi etc.</p>
Protein Bars	<p>Permitted Types: In sealed unopened factory packaging</p>	<p>Non-Permitted Types: No fruit ingredients No supplements No vitamins</p>
Soups	<p>Permitted Types: Dried soup only Top Ramen style soup only. The soup can be any brand, but all ingredients and instructions must be in English</p>	<p>Non- Permitted Types: No hot, spicy, picante, wasabi or Cajun flavors No soups that require cooking by microwave or stove No wet packed seasoning or wet condiments such as soy sauce, chili oil etc. No cup a noodle No rice No pickles</p>
Sugars and Sweeteners	<p>Permitted Types: Individual sized sugar or sweetener packets. Patients are only permitted 10 packets at a time</p>	<p>Non-Permitted Types: No enhancing ingredients</p>

Category **Electric Equipment:**

Cassette tapes	<p>Permitted Types: Factory sealed only Maximum 20 tapes in possession</p>	<p>Non-Permitted Types: No homemade or blank tapes</p>
Headphones and Earbuds	<p>Permitted Types: Vendor purchase only</p>	<p>Non-Permitted Types: No steel in headbands No noise canceling equipment Cord thickness will not be greater than 16 gauge. Cord length will not exceed 4 feet long The headphone or earbud may not cup the ear Coby style 130 or 160 headphones or earbuds are not permitted.</p>
Personal electronics and games	<p>Permitted Types: Vendor purchase only Calculators, dictionary or thesaurus may not exceed 6 inches wide, 6 inches high and 3 inches in depth Battery operated only</p> <p>Video game system, My Arcade, is the only approved game system currently</p> <p>All personal electronics must be clear plastic</p>	<p>Non-Permitted Types: No accessories, AV cords or excess cords allowed No rechargeable batteries No equipment or games with USB connectors No items that re-cord voice or data No electronic devices that have data sharing capabilities from one device to another No Gameboys No graphing calculators</p>
Radios, Walkman's, and clocks	<p>Permitted Types: May not exceed 5 inches wide, 5 inches high and 2 inches in depth Clocks must be digital Battery operated only Must be clear plastic</p>	<p>Non-Permitted Types: No radio accessories No antennas No CD-Players or CD's No Televisions or Television accessories No equipment that plays sound over an external speaker</p>
MP3 Player	<p>Permitted Types: Purchased from Walkenhorst, LOCKED version only.</p> <p>Purchase of devise, songs, loading of songs and shipping may NOT exceed \$400.00.</p> <p>All MP3 players must be clear plastic.</p>	<p>Non-Permitted Types: No other types allowed.</p>

Category **Personal Care Products:**

Soap, Body wash, Shampoo, Conditioner,	<p>Permitted Types: Vendor Purchased only Shampoo, Conditioner, Body Wash and Deodorant must be in</p>	<p>Non-Permitted Types: No cologne or perfume No alcohol-based products No makeup products</p>
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Deodorant, Lotion, Hair products	Clear packaging only. Only 2 of each item may be purchased at a time If Body Wash and soap is being purchased in the same order, only 1 bar of soap and 1 bottle of Body wash may be purchased	No medications No mineral enhanced products No cough drops No medicated products No flammable products No hair ties allowed Lotion and Hair Grease brands sold by the Canteen are the only acceptable items for purchase through Vendor.
Toothpaste	Permitted Types: Toothpaste may not exceed 2.5 ounces and can only be Colgate brand	Non- Permitted Types: No bleaching toothpaste.

Category **Personal Attire:**

Hats and Clothing	Permitted Types: Patients are permitted only one Kufi cap, one straw hat, one yarmulke, three baseball caps at a time, three beanies white, grey or khaki in color, Kufi caps, Yarmulkes and baseball caps may only come in white, gray or khaki beige One wave cap is allowed and may only be used on the unit. Wave caps may only come in white or grey	Non-Permitted Types: No metal in hats No patterns No logos, sports team insignia, lettering or pictures of any kind Nothing gang related will be permitted No, Du-rags No watch caps or adjustable length beanies with a fold or ribbed cuff option
Jewelry	Permitted Types: Patients are permitted only one neckless, one pendant and one watch. 2 pairs of stud and post earrings only 2 wedding bands only	Non-Permitted Types: No beaded necklaces allowed Necklaces may not exceed 1mm thickness Pendant may not exceed the size of a 25- cent quarter Watches are not to exceed 1.5 inches in diameter and .25 inches in thickness. The watch cannot exceed 3 ounces No jewelry should have protruding, sharp or cutting edges and may not exceed 75 dollars in value.
Shoes	Permitted Types: Shoes will only be Velcro or slip on and low top style only. May not exceed 75 dollars in value. Gym shoes must be predominantly white, contain no metal and cannot have shoelaces. Shower Shoes must be rubber,	Non-Permitted Types: No K-Swiss, Bugle Boy, Joy Walkers, British Knights, Pumps, Gels, Airlifts or similar items. No zippers, eyelets or support that contains metal in any shoe types. No enhanced or excess cushioning. No air pocket types of soles

	<p>single layer with a thickness that does not exceed 1 inch and can only be black, khaki or white</p> <p>Slipper or house shoes may only be black, grey or white.</p>	<p>No forefoot straps or sandals.</p> <p>No shoes with any structure that could be used for hidden compartments.</p> <p>No cleats or shoes with tread greater than ¼ inch.</p>
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Sunglasses and Eyeglasses	<p>Permitted Types: Plastic sunglasses only Eyeglasses must be a plastic frame. Eyeglasses will be reviewed by Unit Supervisor.</p>	<p>Non-Permitted Types: No metal in any glasses. No mirrored Lenses No lenses that are too dark impeding the ability to assess the Patients eyes. No wrap around glasses.</p>
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Category Items:

Batteries	<p>Permitted Types: Battery types Double and Triple A only Limited 12 per package</p>	<p>Non- Permitted Types: No rechargeable batteries or rechargeable battery accessories</p>
Books and Magazines	<p>Permitted Types: Limited to 10 per package</p>	<p>Non- Permitted Types: No hard-bound books. No material with Martial Arts, hunting or violence. Maxim, Stuff, Shot Gun News and Wired magazines are not permitted</p>
Hobbies	<p>Permitted Types: Playing cards allowed. Tarot cards allowed but must not exceed 5.25 inches by 3.75 inches.</p>	<p>Non-Permitted Types: No dominos No toys of any kind No board games No art supplies No arts and crafts No magic Cards or collectible trading cards No stickers No adhesive labels.</p>
Photos and Albums	<p>Permitted Types: Photo album without metal only Photos will be reviewed by the Patient Packaging Officer and Unit Supervisor.</p>	<p>Non-Permitted Types: No photos of patient alone. No photos of patient's victims No pictures of crime scenes Photos containing the patient are subject to review and refusal by DPS</p>
Plastic Ware	<p>Permitted Types: 20-ounce Cups and tumblers made of flexible plastic only. 12-ounce bowl of flexible plastic only Patients are only allowed 2 tumblers and 2 bowls</p>	<p>Non- Permitted Types: No thermo cups Not to exceed 6 inches in diameter. No lids No utensils of any kind.</p>

APPROVED VENDOR LIST

Access Securepak	P.O. Box 50028, Sparks, NV 89435 Telephone Number 800-546-6283. For more information, please visit Access securepak
Mikes Better Shoes	1256 Haddonfield-Berlin Road, Voorhees, NJ 08043 Telephone Number 856-767-1300 Mikes Better Shoes can be ordered through Golden State Packages Catalog. For more information, please visit Mikes Better Shoes
East Bay	P.O. Box 8066 Wausau, WI 54402 Telephone Number 800-826-2205. For more information, please visit Eastbay
Hamilton Booksellers	P.O. Box 5010, Falls Village, CT 06031 No Telephone Number Available. For more information, please visit Hamilton Book
Golden State Care Package. Also known as Package R Us	212 East Rowland Street Number 424, Covina, CA 91723 Telephone Number 866-387-9030. For more information, please visit Golden State Care Package
Union Supply Direct	Dept.100, P.O. Box 9018, Rancho Dominguez, CA 90224 Telephone Number 866-404-8989. For more information, please visit Union Supply Direct
Walkenhorst's	540 Technology Way, Napa CA 94558 Telephone Number 800-660-9255 or 707-255-4412. For more information, please visit Walkenhorst's

Not all items listed in Approved Vendor Catalogs will be permitted into the Hospital.
All items ordered must comply with current hospital policies.
No upgraded items will be allowed as replacements by the Vendor providing goods.

Items will only be accepted if shipped directly to DSHA - Atascadero from one of the approved Vendors. Patients or their families and friends can order approved items from these Vendors only.

Prior to submitting orders, for Vendor purchase, orders will be reviewed by the Unit Supervisor or designee for appropriateness and compliance with policy.

It is the responsibility of the individual to order approved items only. All items will be opened in the Package Room, in accordance with existing policies and procedures.

Items that have "refrigerate after opening" and/or are received in contraband containers will NOT be accepted. Inappropriate, non-approved, or contraband items will be returned to the Vendor at the patient's expense by appointment only

Patient will have 45 days to mail the non-allowable items back to the Vendor, a family member or a friend outside the State Hospital System. Patients have the option to donate non-allowable items or to discard them into the contraband trash.

Remember, only items on the DSHA – Atascadero Incoming Approved Items List may be sent into DSHA – Atascadero by an Approved Vendor.

Approved Vendor list for Religious Items

The following religious vendors have been approved to accommodate the needs of the various religious denominations at DSH-Atascadero.

Native American Vendor: Crazy Crow	P.O. Box 847, Pottsboro, TX 75076 Telephone Number 800-786-3210 For more information, please visit Crazy Crow
Islamic Vendor: Islamic Bookstore	3840 Bank Street, Baltimore MD 21224 Telephone Number 410-675-0040 For more information, please visit Islamic Bookstore
Jewish Vendor: Aleph Institute	9540 Collins Avenue, Surfside, FL 33154 Telephone Number 305-864-5553 For more information, please visit Aleph Institute
Catholic Vendor: Autom	1013 Veterans Drive, Lewisburg, TN 37091 Telephone Number 800-521-2914 For more information, please visit Autom
Christian Vendor: Christian Book Distributor	P.O. Box 7000, Peabody, MA 01961 Telephone Number 800-247-4784 For more information, please visit Christian Book
General Religious: Union Supply Direct Religious Items Catalog	P.O. Box 9018, Rancho Dominguez, CA 90224 Catalog orders may be placed by postal mail or by Telephone Number 866-404-8989

Note: Only “allowable religious items” may be ordered by patients (See AD 618.1 Religious and Spiritual Items). No contraband items may be ordered or received

Steps in ordering a religious item:

1. A patient who wants to purchase a spiritual item will need to contact his religious leader and or Chaplin. Together they will review the item in their approved Catalogs.
2. When an item is selected, the order form is completed. The Chaplin then gives the form to the Chief of Recovery and Mall Services.
3. The order will be reviewed, sent to the patients Unit Supervisor, who will then assist the Patient in the completion of the order. The patient will need to fill out a Withdrawal of Client’s Funds form, which will then be forwarded to the DSH-Atascadero Trust Office. Staff will notify the Patient Packaging Room Officer to expect the order.
4. When the item arrives, it will be sent to the Patient Packaging Room. The Patient Packaging Officer will notify the Unit for pickup of the item.

Families of Patients at Atascadero State Hospital

You Can Participate in Treatment

You can be a very important partner in the treatment process at ASH. The effectiveness of the care provided may be greatly enhanced by your participation. If you choose, you can help and participate by:

- **Providing information:**

Families can to the best of their knowledge provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health to the responsible treatment staff. Families may also report concerns about their loved one's care or any unexpected changes in the patient's care.

- **Asking questions:**

Families can ask questions when they do not understand what they have been told about the patient's care or about what they are expected to do. The social worker must have authorization from the patient in order to provide any information to a family member about a specific patient in our care.

- **Following instructions:**

Families can follow and encourage the patient to follow the care, service, or treatment plan developed by the Treatment Team. They can express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to the patient's specific needs and strengths. Families can be sure that they understand the consequences of the treatment alternatives and of not following the proposed course of care.

- **Following rules and regulations:**

Families can help by following the hospital's rules and regulations concerning patient care and conduct and by encouraging the patient to do the same.

- **Encouraging the patient to show respect and consideration:**

Families can help by being considerate of the hospital's employees and property and by encouraging the patient to do the same.

- **Encouraging the patient to treat staff and other patients with respect and consideration:**

Families can help by encouraging their loved one who is a patient to show consideration of fellow patients. Families can also help by encouraging the patient to minimize disruptive behavior that inhibits rehabilitation and therapy. This includes encouraging their loved one to control noise and disturbances. Families can help by encouraging the patient to be considerate of other patients and by following the hospital's no tobacco/smoking policy.

- **Encouraging the patient to maintain professional boundaries with staff:**

Staff-Patient relationships at ASH are one-way helping relationships. Staff are here to help patients in treatment. Appropriate interactions with staff are critical to the provision of effective treatment. Families can help by encouraging the patient to follow the instructions of their treatment team regarding the maintenance of professional boundaries with staff.

- **If you have concerns about the quality of the hospital's care/treatment of your family member, complaints may be filed with the Joint Commission:**

The mailing address is Division of Accreditation Operations, Office of Quality Monitoring, Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181; Website: www.jointcommission.org; Phone: (800) 994-6610 or complete online "Report a Patient Safety Event" form.

- You can call (805) 468-2000 and leave a message for a Social Worker. If your family member has signed a consent form, information about his care may be released to you.

Is your family member having difficulty coping and in need of help?

Does your family member feel like they:

- can't manage their anger?
- can't cope with their mental illness?
- can't cope with day-to-day life?
- wants to drink or take drugs?
- might commit a crime?
- might hurt someone?
- might hurt themselves?

Suicide is a preventable form of death.

Help your loved one by knowing what to look for and what to do.

These things might suggest that your family member is more likely to hurt themselves (especially if they have hurt themselves in the past):

- They are more depressed.
- They are drinking or taking drugs
- They are in legal or financial trouble.
- They have gotten some bad news.

Warning signs for self-harm, things to watch for:

- Thoughts about suicide
- Talking about suicide
- Preoccupation with death
- Giving away possessions
- Relationship troubles
- Keeping to themselves more
- Trouble eating or sleeping
- Feelings of worthlessness
- Loss of interest in their appearance

What You Can Do to Help

1. **Check in with your family member often.**

Ask them what they are thinking and how they are feeling.

2. **If your loved one tells you they are thinking about or planning to hurt themselves, ask more questions:**

- "How do you plan to do it?"
- "When do you plan to do it?"

Sometimes it is hard to talk about these things. The best way to help your loved one is to know what he is planning to do.

3. **Do not leave them alone.**

4. **Make sure that the method they want to use is not available (gun, rope, knife, etc.).**

5. **Tell the rest of your family or your important support people so they can help you.**

6. **Contact a mental health institution (like County Mental Health) right away so they can help.**

Perez-Barrero (2008). Preventing suicide: A resource for the family. Annals of General Psychiatry. 7:1.

Resources to Call

Write in your local numbers and keep somewhere easily accessible

County Mental Health:

Therapist:

Priest or Minister:

Local crisis hotline:

A trusted family member or friend:

Peer-Run Warm Line:
1-855-845-7415

National Suicide Prevention Lifeline:
1-800-273-8255 (1-800-273-TALK)
1-800-784-2433 (1-800-SUICIDE)

National Alliance on Mental Illness:
1-800-950-6264 (1-800-950-NAMI)

Substance Abuse and Mental Health Services Administration National Helpline:
1-800-662-4357 (1-800-662-TALK)

National Domestic Abuse Hotline:
1-800-799-7233 (1-800-799-SAFE)

Now that you are out of the hospital, are you having difficulty coping? Do you need some help?

Do you feel like:

- You can't manage your anger?
- You can't cope with your mental illness?
- You can't cope with day-to-day life?
- You want to drink or take drugs?
- You might commit a crime?
- You might hurt someone?
- You might hurt yourself?



What You Can Do

1. **Tell someone you are having trouble:**
Tell staff at your new facility or a friend or family member from the community.
2. **Call for help:**
Use the list in the box to the right. Be sure to fill in your resource numbers while you are feeling well, in case you need them later. Keep them somewhere easily accessible.
3. **Go where other people are:**
You are much less likely to hurt yourself if you are around other people.
4. **Practice my coping strategies listed below:**

Resources to Call

You are not alone!

Write in your resource numbers:

Therapist :

Hotline:

Spiritual leader:

A trusted family member or friend:

County Mental Health:

Peer-Run Warm Line:
1-855-845-7415

National Suicide Prevention Lifeline:
1-800-273-8255 (1-800-273-TALK)
1-800-784-2433 (1-800-SUICIDE)National

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National Domestic Abuse Hotline:
1-800-799-7233 (1-800-799-SAFE)

California County Mental Health Departments

Alameda	1-800-491-9099	Orange	1-877-727-4747
Alpine	1-800-318-8212	Placer	1-888-886-5401
Amador	1-888-310-6555	Plumas	1-800-757-7898
Butte	1-800-334-6622	Riverside	1-800-706-7500
Calaveras	1-800-499-3030	Sacramento	1-888-881-4881
Colusa	1-888-793-6580	San Benito	1-888-636-4020
Contra Costa	1-888-678-7277	San Bernardino	1-888-743-1478
Del Norte	1-888-446-4408	San Diego	1-888-724-7240
El Dorado	1-800-929-1955	San Francisco	1-888-246-3333
Fresno	1-800-654-3937	San Joaquin	1-888-468-9370
Glenn	1-800-507-3530	San Luis Obispo	1-800-838-1381
Humboldt	1-888-849-5728	San Mateo	1-800-686-0101
Imperial	1-800-817-5292	Santa Barbara	1-888-868-1649
Inyo	1-800-841-5011	Santa Clara	1-800-704-0900
Kern	1-800-991-5272	Santa Cruz	1-800-952-2335
Kings	1-800-655-2553	Shasta	1-888-385-5201
Lake	1-800-900-2075	Sierra	1-877-332-2754
Lassen	1-888-530-8688	Siskiyou	1-800-842-8979
Los Angeles	1-800-854-7771	Solano	1-800-547-0495
Madera	1-888-275-9779	Sonoma	1-800-870-8786
Marin	1-888-818-1115	Stanislaus	1-888-376-6246
Mariposa	1-800-549-6741	Sutter / Yuba	1-888-923-3800
Mendocino	1-800-555-5906	Tehama	1-800-240-3208
Merced	1-888-334-0163	Trinity	1-888-624-5820
Modoc	1-800-699-4880	Tulare	1-800-320-1616
Mono	1-800-687-1101	Tuolumne	1-800-630-1130
Monterey	1-888-258-6029	Ventura	1-866-998-2243
Napa	1-800-648-8650	Yolo	1-888-965-6647
Nevada	1-888-801-1437		

<https://www.dhcs.ca.gov/individuals/Pages/MHPCContactList.aspx>

GA 515 (Soc Work) Revised 04/20

**DSH-ATASCADERO
PATIENT HISTORY QUESTIONNAIRE FORM**

It would be appreciated if you would complete this form about the patient named below. This information will help us to understand the patient and will be very useful to us in planning their treatment. Please use extra paper, if needed.

Name of patient: _____ AT#: _____

Patient's Birthplace: _____ Is patient a U.S. Citizen _____

Patient's last home address: _____

Patient's Usual Occupation: _____ Last Worked: _____

Religion: _____

Marital Status (circle one): Single Married Divorced Widowed Separated

Personal History

Were there any medical/physical problems when the patient was born?

What childhood diseases did the patient have (for example: chicken pox, measles) and at what age(s)?

What childhood vaccinations did the patient have?

Did the patient suffer any head injuries, loss of consciousness, high fever, or any severe illness at any time in their life?

Describe the patient's home life as a child:

As a child and teenager, how did the patient get along with family, friends, and teachers?

How did the patient do in school? Did the patient have any learning disabilities? Did the patient attend special education classes? Was the patient hyperactive? How far did the patient go in school?

Did the patient use drugs or alcohol? How early? Which ones? Has the patient received treatment for substance abuse? Does anyone in the patient's family have a history of drug or alcohol abuse?

Describe the patient's adult life: marriage, children, jobs, etc.

Describe any criminal history and gang activity:

Present Mental Illness:

When did you first notice a change in the patient's behavior? Please explain:

Has the patient been in a mental hospital(s)? When? Which one(s)?

Has the patient attempted suicide? Please explain:

Is there anyone in the patient's family who has emotional problems or a history of mental illness? Please explain

Is there anyone in the patient's family who has medical problems? Please explain:

Thank-you for taking the time to complete this form. All information received becomes a part of the individual clinical record which the hospital maintains for each patient. The information is available to hospital staff, and it may be made available to other agencies which have responsibility for care and treatment of the patient. It is available to courts and correctional agencies when decisions are made about such issues as legal competence, trial, or commitment for involuntary treatment.

Information about patients is held confidential under all other circumstances, as required by the California Welfare and Institutions Code, Section 5328. It cannot be released without written permission of the patient.

Your interest in the patient and your contact with them is an important part of the treatment process and we would like to encourage you to be involved in their treatment. You may call the patient's unit Clinical Social Worker to discuss the ways in which you can participate in their treatment. If you do not know the name and phone number of the Clinical Social Worker, please call the hospital's central number (805) 468-2000, and they will help you reach them.

Name of person giving history: _____

Relationship to the patient: _____

Address: _____

Telephone Number: _____

When completed, please return to:

Department of State Hospitals – Atascadero
Family & Community Services Unit Social Worker
P.O. Box 7001
Atascadero, CA 93423-7001