

## CLINICAL SUPPORT SERVICES

- Licensed/Limited Licensed Master Social Workers
- Licensed Psychologists
- Certified Music Therapists
- Recreation Therapists
- Registered Dietitians
- Registered Occupational Therapists
- Registered Pharmacists

## INNOVATIVE PROGRAM

- We deliver “active treatment” focused on services received, not simply planned, utilizing a person centered approach that includes the patient in the development of his or her treatment plan and assures services are provided based on the condition and needs of the individual using the least restrictive methods;
- We utilize recognized treatments and programs for persons with mental illness;
- We work to build “patterns of success” in daily living;
- We strive to provide normalized environments and experiences; and
- Full Interdisciplinary Treatment Teams are assigned to each residential unit.

## PATIENT GRIEVANCES

Patients, their families, and visitors are encouraged to address any complaints with hospital employees at the time the complaint arises and employees will make every attempt to resolve complaints immediately or refer the complainant to the appropriate employee/department for assistance. If staff are not able to resolve a patient's complaint, grievance forms can be found on all patient living units and programming areas. Medicare beneficiaries can request to have grievances forwarded to KEPRO or QIO.

## RECIPIENT RIGHTS

Caro Center strongly supports both the Michigan Department of Health and Human Service's Office of Recipient Rights and Michigan Protection and Advocacy Services (“P&A”). Concerns may be directed to the ORR Advisor at (989) 672-9244. Michigan Protection and Advocacy may be reached at (800) 288-5923.

Caro Center has a Rights and Organizational Ethics Team to support ethical decision making.

## TOBACCO FREE ENVIRONMENT

Caro Center is a Tobacco Free Environment. Use of tobacco products, cigarettes and chewing tobacco are prohibited in this hospital by a State of Michigan law.

CARO CENTER is proud of its tradition of:

### “Putting People First Since 1914”

and encourages cooperative efforts between our patients, families, staff, CMH staff and other agencies which impact on the lives of those whom we serve.

- ◆ Fully Accredited by the Joint Commission
- ◆ Certified by Centers for Medicaid and Medicare Services (CMS)
- ◆ Equal Opportunity/Affirmative Action (EO/AA) Employer
- ◆ Americans with Disabilities Act (ADA) Compliant

For further information, please call:

(989) 673-3191

TTY (989) 673-3191

Mailing address:

**Caro Center**

2000 Chambers Road

Caro, MI 48723-9296

**Questions or concerns regarding patient care or treatment may be addressed to the Hospital Director, Rose Laskowski, at 989-673-3191, ext. 9261 or contact the Joint Commission at**

**(800) 994-6610, FAX (630) 792-5636,**

**E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org).**

**Mail may be sent to:**

**Office of Quality Monitoring**

**The Joint Commission**

**One Renaissance Blvd.**

**Oakbrook Terrace, IL 60181**



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**Michigan Department of  
Health and Human Services**

## Mission...

- ◆ Our mission is to provide the highest quality mental health services in a safe and supportive environment that maximizes opportunities for individual growth and successful reintegration into the community.

## Vision...

- ◆ Our patients will realize their hopes for the future with our ongoing support during their treatment and recovery experience.

## Values...

- ◆ Recovery - Caro Center is committed to helping patients reclaim a life with meaning, purpose and a positive sense of self.
- ◆ Dignity - Caro Center is committed to recognizing the inherent worth of each patient while promoting treatment with dignity and respect.
- ◆ Individuality - Caro Center is committed to acknowledging the uniqueness and diversity of all, being sensitive to cultural differences and practices.
- ◆ Best Practices - Caro Center is committed to using evidence based interventions that provide quality services tailored to meet the changing individual needs of our patients.
- ◆ Compassion - Caro Center is committed to delivering care with empathy and kindness that fosters recovery.

## **RESIDENTIAL PROGRAMS**

- **Admissions and Pre-Discharge Gardenview** (Cottage 15)
- **Long-Term Care/Pre-Discharge Southlawn** (Cottage 14)  
**Wildwood** (Cottage 16)
- **Neuropsychiatric Disorders The Meadows** (Cottage 27)

Over 150 certified beds are available. We offer specialized programs for admissions, long-term care, and neuropsychiatric disorders.

Interdisciplinary Teams are available in each residential unit to provide ongoing therapy, support and treatment. Individualized person centered treatment planning meetings are conducted intermittently throughout the patient's hospitalization and include the patient, representatives from the sending community agency, as well as anyone else the patient desires to have attend. As the patient progresses with his/her treatment, a transfer to another program that offers diversity with patient centered planning may be provided to assist with community reintegration.

Caro Center's "SAFE" Haven is a specialized treatment approach for patients displaying severe psychiatric and behavior problems, predominantly self-abusive in nature. SAFE is an acronym for "Self Abuse Finally Ends." The program is located in Apartments 1 & 2 at Cottage 16. Many of these patients have a diagnosis of Borderline Personality Disorder. The primary method of treatment is Dialectical Behavior Therapy (DBT). This is an evidence based, internationally utilized approach developed specifically for this patient population. The interdisciplinary treatment team consisting of a psychiatrist, medical physician, nurse, psychologist, social worker, recreation therapist and resident care aides strive to provide an environment that is free of physical and emotional hazards. Emphasis is placed on patients learning coping skills, growing in self-awareness, confidence, cooperation, and being connected to their community.

## **PSYCHOSOCIAL REHABILITATION**

The Psychosocial Rehabilitation (PSR) programs at Caro Center are designed to address the varied needs of patients coping with mental illness, while preparing them for community reintegration.

Therapeutically designed programs are conducted Monday through Friday during the morning (10:00 – 11:45), afternoon (12:45 – 2:00), and evening (6:00 – 8:00) hours adding structure and routine to the patient's daily schedules. This programming typically takes place outside of the patient's living areas to provide an experience similar to that of community living.

Educational, recreational and work activities are selected by patients and authorized by Interdisciplinary Teams to address each patient's treatment needs and interests. Professional staff from all disciplines provide services in the PSR program, contributing to the rich diversity with their individual expertise.

Educational Core Groups held during the morning hours include, but are not limited to, the following:

- Community Re-Entry
- NGRI Re-Entry
- IST Issues
- Anger/Stress Management
- Living with Mental Illness and Substance Abuse
- Relapse Prevention
- Medication/Symptom Management
- Anxiety Reduction
- Self Esteem Enhancement
- Spirituality
- Changing Habits
- Patient Education
- Life Skills
- Brain Power

During the afternoon hours, patients are involved in Recreational or Work Activity groups for 1.25 hours daily. The Work Activity groups offer interested patients the opportunity to develop employment skills while augmenting self esteem and the provision of monetary compensation based on the individual's productivity and work performance. Groups available include:

- Recreation for Leisure
- Print Shop
- Work Crew, and
- Cleaning Crew

The evening PSR program provides all patients with the opportunity for involvement in appropriate therapeutic activities Monday through Friday, 6:00 – 8:00 PM. The treatment focus of the program is

essentially recreational and closely resembles the day program in delivery and structure. Activity groups facilitated by Activity Therapy Staff and Direct Care Staff include:

- Music
- Nature Awareness
- Hobbies
- Creative Writing
- Men's Interest
- Gym/Volleyball/Cardio
- Billiards Plus
- Arts/Crafts
- Table Games
- Current Events
- Heart Health Walking

In addition, the Pre-PSR Program, AEP, and Division I Program provide increased structure and supervision, while maintaining content and diversity for more severely impaired individuals who are unable to participate in the regular PSR programming.

## **OTHER EDUCATION SERVICES**

Cooperative relationships are maintained with Tuscola County Intermediate School District to ensure educational services for all patients who are eligible and desire to participate.

The Caro Center, Staff Development Department provides educational experiences for both patients and their families/significant others. Classes are designed to meet the patient's unique learning needs related to psychiatric, substance abuse and medical issues. Classes are provided in the following subjects: Nature of Mental Illness, Substance Abuse, Stress Management, Medication Utilization, Preventative Health and General Health classes, and are scheduled for the convenience of patients and their family/significant other(s).

For more information contact the Staff Development Department at (989) 672-9205.

## **MEDICAL SUPPORT SERVICES**

All patients residing at Caro Center are served by a complement of medical physicians, psychiatrist, and registered nursing personnel 24 hours a day, seven days a week. Contracts with community hospitals are maintained for emergency medical treatment and complex procedures relating to medical needs. Staff from Caro Center accompany patients to community hospitals.