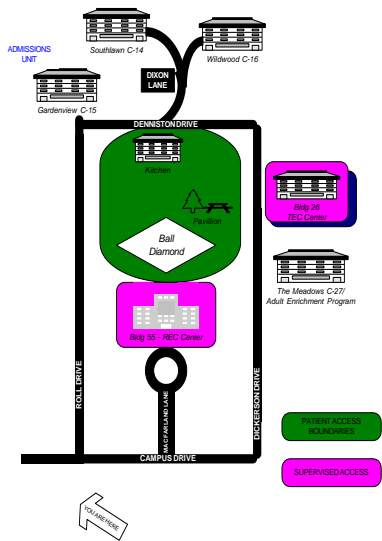


CARO CENTER CAMPUS MAP



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...

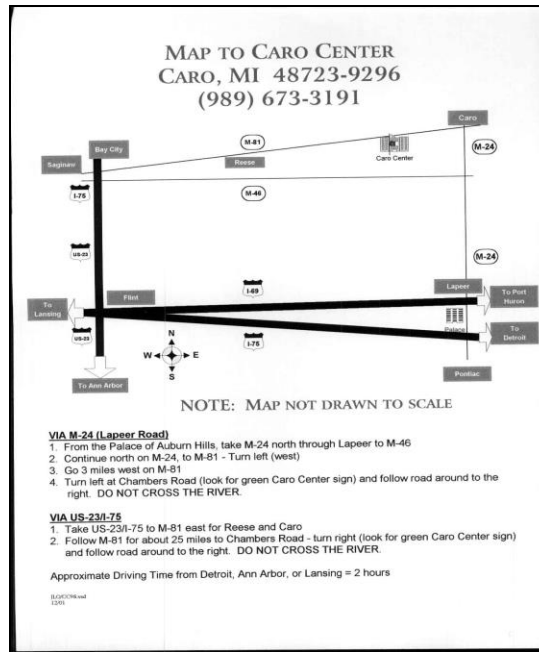
Recovery - Caro Center is committed to helping patients reclaim a life with meaning, purpose and a positive sense of self.

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.



For further information, please contact:

Caro Center

2000 Chambers Road
Caro, MI 48723-9296
Phone: 989-673-3191
TTY: 989-673-3191

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.

Mail may be sent to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL, 60181

VISITOR INFORMATION



Putting People First Since 1914

It is the policy of Caro Center to ensure the safety of patients, staff, and visitors at the Caro Center.

The following procedures have been established in an effort to effectively assist individuals coming on the Caro Center premises and entering buildings.

- ◆ Visitors are requested to register at the Administration Building Reception Desk each time they visit to obtain a Visitor Pass/I.D. badge.
- ◆ Visitors will be requested to complete the Visitor Request Form located at the Reception Desk.
- ◆ The receptionist will contact the patient's residence informing staff of the visitor's arrival.
- ◆ Residence staff will inform the receptionist when there is any visiting restriction and of the patient's whereabouts.
- ◆ Visits may be supervised by staff or restricted based on the patient's clinical status as prescribed by the psychiatrist.
- ◆ The receptionist will issue a Visitor I.D. badge to the visitor(s) or will inform the visitor when there is a visiting restriction.
- ◆ Visitors are expected to attach the Visitor I.D. badge to their clothing so it remains visible and to wear the I.D. badge the entire time they are visiting.
- ◆ Visitors will be guided to the residential building to visit.
- ◆ Visitors are not to leave their vehicles unlocked or unattended while running.
- ◆ Visits outside the residential building, on hospital grounds, in non-restricted areas, must be approved by the psychiatrist.
- ◆ Visitors will be asked to give their I.D. badge to the building staff at the conclusion of their visit. It will be attached to the Visitor Request Form which will be filed in the patient's clinical record.
- ◆ If a visitor, friend or relation of a patient has concerns about the patient's medical needs, any team member or unit staff should be notified. The patient will be evaluated by a Registered Nurse with physician follow-up.

Designated Visiting Hours

Effective July 1, 2002

WEEKDAYS:
2 PM to 9 PM

WEEKENDS AND HOLIDAYS:
9 AM to 9 PM

Visits outside the designated visiting hours may be arranged by contacting the psychiatrist.

Expectations During the Visit

- ◆ All items brought for a patient must be checked in by a staff person to ensure that property is inventoried and safety is maintained.
- ◆ Caro Center is a tobacco free environment. Tobacco products, cigarettes and chewing tobacco are prohibited.
- ◆ Use of photographic or recording equipment without prior approval is prohibited.
- ◆ Excluded items that are not permitted are posted in each building.
- ◆ Visitors are encouraged to visit in designated visitor areas.
- ◆ Visitors under 16 years of age are not permitted in patient living areas.
- ◆ Visitors are requested to inform staff when the visit has ended.
- ◆ Visitors are not allowed to bring pets onto hospital grounds.

Contractors or Vendors

When contractors or vendors are hired to perform repairs or maintenance at Caro Center, the individual must contact the department head in charge of the project.

The department supervisor will maintain a log book to register pertinent information.

A visitor's I.D. badge will be issued by the department head or supervisor. The contractor will wear this badge while working on Caro Center grounds for identification purposes.

Contractors or vendors are not to leave their vehicle unlocked or unattended while running. Any exceptions will be determined by Administration.