

## **HEARTVIEW FOUNDATION**

### **RESIDENTIAL PROGRAM INFORMATION**

**Dear Family Member or Friend,**

**We know this is a time of uncertainty and want to keep you informed. Here is some information that we hope you will find helpful now that your family member or friend has been admitted to the Heartview Foundation.**



#### **Contact Information**

**Heartview Foundation's phone number is 1-701-222-0386. Toll free in ND 1-800-337-3160 Our address is 101 E. Broadway, Bismarck, ND 58501. You may ask for business cards to keep this information.**

#### **Office Hours**

**Administrative Office hours are 8am-4:30pm Monday through Thursday and 8am-3pm on Fridays. If you would like to talk to your patient's counselor, or speak to someone about your patient's bill, please call during these times. If you need to drop something off for your patient, please do so at the front desk during Administrative Office Hours (see above).**

#### **Phone Calls to Your Patient**

**If you call Heartview during regular business hours, your call will be answered in the general Administrative Office area. Please ask to be connected to the residential unit. If you call after hours or on weekends, your call will go directly to the residential unit.**

**Once you are connected with the residential unit, you will be asked to identify yourself. In order to talk to a resident, a caller must be on their phone/visitor list (which is approved by their counselor). Check with your family member/friend to be sure they have added you and or other important people on their lists. (Employers-pastors-bankers etc.) If there are 2 or more numbers at which you can be reached, have your patient put additional numbers on their list.**

**Residents may make or receive calls when they are not in therapy or class (see schedule below). If you call during therapy or class, a residential staff member will take a message and give it to your patient at their next break. Residents can make and receive phone calls up until lights out (11pm Sunday through Thursday and 12am Friday and Saturday). Calls may also be made or received mornings before programming begins at 8am. Staff will take messages if any calls come in before the patient's designated wake up time, or after lights out.**

**Try to limit calls to 10min. Residents may make long distance phone calls without additional fees. If during a phone call your family member/friend becomes upset, staff will ask them to end the call until they are calmer.**

### Questions About Treatment Planning

If you have questions or concerns about your patient's treatment, you may call Heartview during regular business hours and ask to talk to a nurse. The nurse should be able to answer your questions, or will refer your call as needed. Residential staff members are prohibited from giving out personal information regarding your patient.

### Valuables

It is best for your patient to keep their valuables at home. However, we do provide individual lockers if patients wish to secure some belongings. These lockers are subject to regular, random checks by residential staff.

### Letters and Packages

Letters and packages can be received by your patient, but will be opened by your patient, in front of residential staff. Patients may write letters, but are responsible for postage. The mail is generally received at Heartview around 9:30am. Mail is outgoing around 9:30am and again at about 4:30pm.



#### **Addressing Letters:**

**Resident's Name  
c/o Heartview Foundation  
101 East Broadway Avenue  
Bismarck, North Dakota 58501**

### Residential Schedule

The residents will be in group M-TH: 8am-12pm and 1:15pm-3pm and F: 8am- 12pm, we also have a group Big Book reading @ 9:15pm. Residents will also participate in yoga (2x's/ week), acupuncture (2x per month) and art (1x every other week).



Patients will attend AA/NA meetings and other community activities in the Bismarck-Mandan area. Church services may be scheduled at the residents request, at the church of their choice. Check with your patient about their outside activities.

Lights out is 11pm Sunday-Thursday and 12am on Friday and Saturday.



#### Meals

We provide breakfast and noon meals, the evening meal is catered and brought to the facility. Family may bring snacks to the resident during visitation.

### Medical Care

Patients are assessed by the RN's on staff and appropriate care is arranged in the community or with the residents own physician if needed. Medications are monitored by staff and residents are allowed to use prescriptions or over-the-counter products as approved by the medical director.

### Visiting Hours

You may visit your friend or family member **Sunday 1-4pm only**. You may park in the south lot and enter the residential unit through **Door #1**. Please check in at the office window. The first visit, you will need to sign a confidentiality pledge. On subsequent visits, we just need to know that you are here. Children are allowed to visit. Please do not ask to go into residents rooms, as most of them share a room and we need to respect the resident's privacy.

Visiting hours are usually extended on holidays by counselor. Your patient will be able to inform you of this.

### Family Days

Family days are scheduled by the clinical staff and those members who are invited to participate will be contacted by the counselor.

### Money

Your patient is permitted to have money while at Heartview for personal use to buy essentials at a store. Credit cards are also permitted, and should always be kept in the secured locker by the patient. Admission to all activities, such as movies, bowling, community events, etc. is paid for by Heartview while your family member/friend is in treatment. Western Union services are available in the community if you need to send money to a resident from a distance or cash may be dropped off with staff during regular administrative office hours.



### Transportation

Transportation will be provided by Heartview for your patient to attend all outside meetings and activities. If desired, your patient may use their own car after they have achieved "green" status by the clinical staff which is a less restrictive level of care in the residence. However, your patient will not be permitted to transport another patient, or ride with another patient.

### Motel Accommodations for Family Members

The Comfort Inn in north Bismarck at 1030 East Interstate Avenue (223-1911) offers a reduced rate to any family members involved in Family programming.

### Patient Handbook

Please obtain a copy of and review the Patient Handbook for additional information regarding rules/guidelines your patient will be required to follow while in the residential unit.