



MESILLA VALLEY HOSPITAL



*Military Support
For Mental Health
Client Handbook*

General Information

Welcome to Mesilla Valley Hospital! Our highly trained professionals are here to help you in your quest for a responsible and rewarding life. We are very happy you are here and we look forward to working with you. Your treatment will be developed to meet your unique needs and require total focus and commitment on your part. The treatment team at Mesilla Valley Hospital uses a philosophy which is accepting and nonjudgmental. We assess a client's readiness for change and assist them in moving forward to make difficult changes. Our program operates 7 days a week, and our staff is available to you 24 hours a day to support you as you face challenges.

MVH uses several treatment modalities to provide you with the most comprehensive care during your stay. We use evidenced-based treatment modalities such as the Cognitive Behavioral Therapy. We have designated exercise time set aside for maintaining physical fitness. You will be given a copy of the Program Schedule upon admission. The master schedule is posted on the wall for your reference as well.

Your treatment will involve regularly scheduled individual and family therapy sessions. One of the main focuses of your treatment will be on developing a strong safety plan. Your treatment team will work with you, your family/significant other(s), and Military Mental Health Care Provider/ASAP/ADAP/Command structure to develop a comprehensive aftercare plan for you prior to your discharge from MVH.

Expectations

For You

As you embark on your quest for improved Mental Health, we expect you to:

1. Maintain focus upon yourself and your needs during treatment. It is easy to focus on others, other issues while you are here, personal relationships, interpersonal and other treatment participants, and presumed slights. However, this does not help you in your treatment.
2. Be honest with us and yourself about how you are feeling. Tell your therapist about your history, to include any abuse or trauma you have been exposed to. We understand this may be difficult, but your honesty is necessary for you to be able to use treatment effectively. Your treatment only works if you work it.
3. Be on time and prepared for your sessions, groups and meetings. Regular attendance in all areas of your treatment are highly encouraged and expected.
4. Read this manual and sign off as a contract and a commitment to treatment.

Accountability is a valuable component of the program and a critical part of the treatment process.

For MESILLA VALLEY HOSPITAL

You can expect us to:

1. Work with you through this challenging time and use evidence-based treatment philosophies that provide you with opportunities to help with your treatment challenges and provide professional caring staff.
2. Explain all rules of MVH's Programs clearly and concisely and be consistent in enforcing guidelines. Unit guidelines are attached.
3. We will be honest with you regarding our observations of your effort(s), your progress and your prognosis for the future. We will assist in providing a discharge plan that will help you after you successfully complete the program.
4. Provide a meeting with a patient advocate if you have a special concern about your patient rights and it is not resolved. Your advocate will work with you to resolve these issues.
5. Read this manual and sign off as a contract and a commitment to treatment.

On Your Arrival

When you arrive, a nursing staff member will search you, your clothing and belongings. This is done for your safety and the safety of the other clients. Items not allowed on the unit will be sent home with your family/Military Escort or locked in client storage. A list of contraband items is attached.

Your temperature, blood pressure, pulse and respiration will be taken shortly after you arrive and we will measure your height and weight. Your nurse will compile a brief medical and psychiatric history. The morning after your admission, a doctor will complete a physical examination and may request routine lab work.

Soon after arrival, you will meet your therapist, who will talk with you and complete an assessment pertaining to your history, the challenges you are faced with now, the progress you would like to make, and how you want your family to be involved in treatment. We understand that you may be angry with, or estranged from family members. We encourage you to consider having someone (e.g. a stable friend) available to support you through treatment. Please discuss this matter further with your therapist – we will do our best to assist you in connecting with a healthy adult in your life. MVH therapists conduct many family therapy sessions via telephone in order to accommodate the needs of our client's families.

You will most likely have a roommate(s) during your stay. If you are unhappy about your room or roommate(s) assignment, please discuss this with your therapist and treatment team. You will be asked to keep your area in the room

clean, as well as cleaning up after yourself in the bathroom. Please be considerate of your roommate(s) and housekeeping staff.

Privacy

Client confidentiality is essential and you are asked not to talk to **anyone** about other clients at MVH. We use first names only on the unit. **We will not share any information about you without your written permission**, with the exception of threat of harm to self or others or in case of a medical emergency. Sharing the identity or personal information about another client to someone outside of the hospital is very serious. We also ask that you respect other patient's privacy once you have left the facility.

Treatment

Sometimes you will not feel like attending or participating in therapy or other activities. This is normal. However, **you will be expected to attend unless you are excused for medical or psychiatric reasons**. We will provide you with paper or materials for journaling as well as other materials. We will also provide you with treatment assignments which will specifically address the issues you are privately working on in your therapy sessions.

Treatment Team

During your stay you will be seen by a team of professionals including your psychiatrist MD, therapist, nurses, activity assistant, discharge planner, patient advocate, utilization reviewer, and others. Along with you, they make up your treatment team. Your psychiatrist is the treatment team leader and is responsible for clinical care while you are here.

Your therapist represents you to the treatment team, and assists you in creating and updating your *Master Treatment Plan*. You will meet with your therapist for individual, family and group sessions. If you have special needs or requests, please discuss them with your therapist and or nurse, and they will assist in meeting those needs. Your therapist and discharge planner will assure you get the most comprehensive follow-up care possible.

Your registered nurse, along with your therapist, oversees the day-to-day operation of the unit. Your nurse communicates with your psychiatrist and distributes any medications you will be taking.

The mental health technicians (MHTs) are responsible for daily activities, carrying out psychiatric orders, establishing and maintaining a healthy, nurturing and therapeutic environment. They communicate your behaviors and monitor your blood pressure and temperature.

The activity therapist provides healthy recreation and independent leisure time activities such as the High and Low Ropes course, recreation and art groups.

A registered dietician is available to the treatment team if there are any special considerations during your stay. Please report any food allergies or dietary restrictions due to any medical condition.

Individual and Family Therapy

Your therapist will meet with you twice per week for individual therapy, once per week for treatment review, and once per week for a family session when appropriate.

You will plan with your therapist how much your family is included in your treatment. If you are returning home to family members, it is strongly recommended they be a part of your treatment. Optimally, they will attend family therapy sessions with you in person. If they are unable to travel here, sessions may be conducted by telephone. You will also explore how your mental health affects your family.

Your therapist schedules regular Individual therapy sessions with you. You will have written assignments to work on between sessions. You and your therapist will review your progress throughout your stay. You may always request to meet with your therapist if you feel the need to, and he or she will do their best to accommodate you. If you and your therapist cannot resolve an issue and you are not pleased with the care you are receiving, please request to speak with the Director of Clinical Services so that your concerns can be addressed immediately.

Your psychiatrist will be on the unit regularly. If you would like to speak with your psychiatrist, please let the staff know that you need to schedule an appointment.

Groups

You will be involved in several groups that are effective for treating mental health concerns. Full attendance and participation is mandatory for each group. If you and your treatment team agree you do not need to attend a certain group meeting you will be required to work on either journaling or treatment work assignments. The types of groups you may be involved in include, but are not limited to, the following:

1. Life Skills. Assist in the development of effective coping skills by education and discussion on such topics as anger management, problem solving, boundaries, and relationship skills.
2. Psycho-education. A less structured, process Group where a variety of issues can be discussed, facilitated by a Master's Level Group Therapist.
3. Family Dynamics. Clients will develop insight on how their mental health affects each member of the family. Clients and family will learn about their emotional triggers and how these triggers affect them.

4. Adjunctive. Recreational and art groups provide creative outlets for expression of thoughts and feelings. MVH is committed to “teaching” clients how to enjoy life and reduce stress. Therefore, the program is devoted to incorporating Leisure Awareness and Recreational Adjunctive Groups.
5. Community Meeting. During this time, you will identify and discuss client concerns on the unit and review milieu expectations. You will be asked to set a personal therapeutic goal for the day.
6. Wrap-Up Group. Review the day, progress made toward the goal set in the morning and to assist in promoting closure for the events of the day.

Emergency Treatment Plan Meeting

An Emergency Treatment Plan is called for when a client is continually having difficulty engaging in treatment and is negatively affecting themselves or others in treatment. The meeting focuses attention upon treatment goals and is designed to problem solve and assist in treatment. The treatment team may also recommend and/or decide to restrict certain activities until the client re-engages in treatment or discharges.

OTHER ISSUES

Phones, Visiting, and Mail –

Phones are available from 9AM-9:30 PM.

Anyone requesting to speak with you will be asked to have your client identification number. If they do not have this number, we will neither confirm nor deny that you are at the facility.

Please self monitor your phone call use and length of time, being respectful of each other on the unit. Please keep your total call time to **15 minutes**. If you engage in abusive or threatening language on the phone, your calls may be restricted, limited or suspended. Calls to your legal representative or religious leader may be placed outside of regular phone times. If you need a private area to make a telephone call, speak to the nurse or therapist prior to making the call, and they will assist you. Phone call times and attempts will be at staff’s discretion depending on what is going on in the milieu at the time of phone calls and the amount of patients who are wishing to place a phone call. **Phones are not allowed in patient rooms.**

Visiting hours are from 1:00 pm to 5:00 p.m. on Saturdays and Sundays and 6:30 to 8:00pm on Tuesdays and Thursdays. Please limit your number of guests to 5 at any given time. For the safety of others, we do not allow children under the age of 5 in the hospital. If you need special arrangements for visits please talk with your therapist ahead of time to see if arrangements can be accommodated. Visits will take place in the staff meeting room.

Passes

Passes are not allowed on the Adult Acute unit.

Passes will only be approved on the Recovery unit. All Passes should be scheduled after 1PM unless otherwise approved by the Military Point of Contact, Doctor, Nurse or therapist, because the Master Level Groups are in the morning and are a part of your treatment process. All pass forms must be filled out and turned in prior to noon on Tuesdays for the following weekend in order to give time to gain permission from the appropriate Military personnel. Passes are only allowed with immediate family only.

Mail

Clients may receive mail while at Mesilla Valley Hospital. Although staff will not read your mail, we reserve the right to be present when the mail is opened if there are concerns about the mail containing items considered to be contraband by the hospital. Such items could include drugs or sharp items. Stamps and stickers that are on letters and mail will be removed by staff so they can be properly disposed of. Clients may send mail while at the hospital by giving the mail to a staff member.

Computer Access

If computer access is needed, to pay bills etc..., please ask the unit therapist. The unit therapist will give you supervised access, if possible, at a time mutually convenient to both parties.

Meals, Food Service, and Supplements

Nutritious meals are provided three times daily. Special diets, such as diabetic and low sodium, will be accommodated. A registered dietician is also on staff to provide diet education to clients. No food, beverages, or condiments from the dining hall will be allowed back on the unit. If you are unable to go to the dining hall with the other adult clients, a nutritious meal will be brought to the unit for you. If you have special dietary requests for religious, cultural or other reasons, please inform staff in advance so that we can work with you to accommodate your need. Supplements, to include protein powder, may not be brought into the hospital.

Nursing staff will provide snacks at designated times. Outside food or snacks, to include beverages, are not allowed on the unit. No sharing of food or use of water bottles is allowed for infection control reasons. If you would like to purchase beverages, we ask that you purchase beverages from the vending machines in the front lobby. Energy drinks are not allowed. No food is allowed in the rooms to include storing snacks. Hospital provided snacks will be stored in the unit pantry. We ask that you clean up after yourselves.

COFFEE

Hours for drinking coffee are from 6:30AM- 5:00 PM
NO EXCEPTIONS

Hygiene Runs /Gym Workouts

Hygiene Runs are not allowed on the Adult Acute Unit.

Hygiene runs are only allowed on the Military Unit. Hygiene Runs are scheduled on a regular basis and designed for positive social interactions. All unit rules are expected to be followed. All patients are expected to act as role models and hold each other accountable and remain with staff during the hygiene run. Patients are not allowed to purchase medications, drugs, alcohol, or other contraband.

We offer on-site exercise during your stay. All workouts are supervised by the unit staff. For some patients moderate exercise may reduce and alleviate ordinary daily stress. Patients and or items purchased may be subject to search upon return to the unit.

Hygiene Products

All hygiene products must not be stored in the patient rooms.

Cash Policy

All other money will be kept in a locked room with your valuables. It is suggested that patients purchase gift cards to K-Mart for larger hygiene purchases. Lending or borrowing of money is not allowed.

Linens, Laundry and Rooms

A laundry room is available. Laundry detergent is provided. Laundry detergent is not allowed in the patient rooms and must be stored in the storage room only. Patients are not allowed to bring their own laundry detergent. Please keep your rooms neat, including making your bed every morning. Please keep clothing where it belongs, not on the floor.

Smoking Policies

Smoking is not allowed on the Adult Acute Unit.

Smoking is allowed only on the outdoor patio during designated smoking times. Smoking materials, including cigarettes, e-cigarettes, and lighters or matches, must be kept at the nursing station. Electronic cigarettes are not allowed. Smoking materials may not be shared with other clients. After the smoke break is over all tobacco must be disposed of, including chewing tobacco and snuff. Smoking breaks are approximately 10 minutes long and occur in accordance to postings on the unit and can be changed at the discretion of the RN on the unit. If you self-harm with a cigarette, you may lose the privilege to smoke.

If smoke break rules are broken during your stay, you may be restricted from that privilege for a certain period of time or for the remainder of your stay. No one under the age of 18 will be permitted to smoke.

Personal Behavior

Physical contact between clients is highly discouraged; this includes hugging, kissing or other physical contact. A side hug can be given with consent of the other person. It is important to understand that clients are very vulnerable during treatment, and may assume more meaning to your behavior than you intended. Additionally, we request that you maintain focus upon yourself and your needs during treatment, and do not attempt to develop close personal relationships during your stay, as it disrupts the treatment milieu for everyone and interferes with progress.

Entering another client's room is not allowed, even with the permission of that client. Standing in the doorway of another client's room is also not allowed. Please restrict visiting to public areas such as the day room.

Please do not give or exchange clothing or any personal belongings with another client. Please do not use another client's personal belongings, even with the permission of that client.

Any type of inappropriate behavior to include, but not limited to, treats, aggression, bringing in contraband onto the unit, and taking substances while admitted to the hospital may result in dismissal from the program.

Medications

Some clients may be placed on medication by their doctor as part of the treatment process. Medications are given under the direction of your attending doctor (psychiatrist) at MVH. Nurses will dispense medication, teaching you and your family about side effects and medication management.

Vitals

Vital signs are taken every morning before breakfast. If ordered by your doctor, vital signs may be taken at additional times throughout the day. If ordered your vital signs can be taken every 2 hours and can be changed to include more or less frequent monitoring as deemed necessary by your MD/Nurse on the Unit.

Bedtime

Clients should be in their rooms by 10:00 p.m. This is vital for therapeutic reasons. Good sleep is essential to your treatment. If you find you cannot sleep within about one hour of trying, please let the Nurse on duty know. Room checks are done by staff every 15 minutes throughout the night, no exceptions. Please leave your door open at least the mandatory 6 inches.

Discharge Planning

Planning for your discharge begins at admission. Your therapist will discuss recommended aftercare treatment with you as your treatment progresses. Your insurance company and Military Representatives require regular reports about your progress. Your continued stay in the program depends upon your

progress and the recommendations from the base. As you demonstrate commitment to treatment, your treatment team advocates for you. We cannot tell you for certain exactly how long of a stay you will have, but your therapist and utilization review specialist will keep you informed as they know.

All patients are expected to make follow-up appointments with their aftercare provider(s) prior to discharge. If you need assistance with this please let your therapist know.

PLEASE FEEL FREE TO ASK ANY STAFF FOR HELP AT ANY TIME. IT IS OUR PLEASURE TO BE OF ASSISTANCE TO YOU.

Unit Rules/Guidelines for a Therapeutic Environment

- No violence or threats of violence towards self or others.
- No profanity
- No gambling.
- No contraband (see list).
- Must participate in all group and activities. Only staff may excuse client for medical or psychiatric reasons.
- No littering.
- Clean up after yourself.
- Watch your personal boundaries at all times. Absolutely no sexual behaviors (this includes, touching, hugging, flashing).
- Proper social courtesy and manners are required.
- No lending, borrowing, or giving away of personal items.
- Any clothing or items brought to hospital must be searched.
- No horseplay or stealing.
- Clothing must be clean and in accordance with approved dress code.
- Special Concern forms may be completed if you feel you have been treated inappropriately. Please ask your unit nurse, staff or therapist for a form.
- No written or verbal communication with any adolescent clients.
- Lottery tickets may not be purchased or brought to the unit.
- Placing any item over the window on the door to the client rooms is not allowed. For privacy please change clothes in the bathroom.

Packing List

• 1 pair of Running Shoes, to be stored separately.
• 1 pair of slip on shoes without shoe strings attached.
• Undergarments – enough for 1 week
• 7 Pair of Athletic Socks
• Appropriate Civilian Clothes for 1 week. Civilian clothes will be tasteful and will not have any offensive language or symbols. No short shorts, mini-skirts, low rider jeans or clothing with holes. (laundry facilities are available on-site)
• Cash for personal items
• Hygiene products- tooth brush, tooth brush cover, body wash or bar

soap, if using bar soap must have a bar soap covered container, tooth paste, deodorant, lotions, razors and shaving cream.
• Pajamas – enough for 1 week
• 1 Pair of Flip Flops or Sandals

Clients will not be allowed to bring more than 10 like items (pants, shirts, shoes, etc...) into the hospital with them. If more than 10 items are brought into the facility the patient will be asked to remove them.

For your protection and upon arrival, all personal items brought in by patients will be inventoried. Any prohibited substance or items will be removed from the patient's personal articles upon admission, or at any time that they are discovered during the stay. Please DO NOT bring weapons (fire arms, utility/field knives, illegal drugs, paraphernalia, etc.). These items may or may not be returned upon completion of treatment, pursuant to compliance with Military regulations and existing state and federal laws. Treatment is intensive and in an effort to get focused, patients are also prohibited from bringing the following items as well:

Prohibited Items	Acceptable Items
Aerosol Deodorant	Stick or Roll-on Deodorant
All Aerosol products are not permitted to include hairspray	None
After shave/perfume	None
Alcoholic beverages	None
Contraceptives	None
Electronics (TVs, videos, DVDS, CDs, and CD players, iPods, video games, game systems, recorders/players, computers, radios, tablets, etc.)	Electronic devices are not allowed.
Firearms/knives/straight razors or double edge razors/scissors	Safety Razors and electric shavers
Lighter fluid/Dust off Computer Cleaner, etc.	None
Mouthwash	Alcohol free
Musical instruments	With staff approval
Over the-counter medications, Supplements	None
Pornographic material	None
T-shirts advertising sex, drugs/alcohol use, etc.	None
Shoes with shoe strings are not allowed except for one pair of gym shoes, which will be stored in an area not accessible to any patients. These shoes will be	Sandals, shoes with Velcro, and any slip on shoes without strings attached.

given out and taken back before and after on-site gym time.	
Belts, any clothing with a belt or string attached, anything with a cord.	Clothing without belts, strings, or cords.

Please note that belongings brought into this facility are subject to search and approval. While this list may not represent all prohibited substances and items, this list serves as a guideline.

ALL prescribed medications will be inventoried upon arrival and given to medical personnel and administered as prescribed by a physician. The medical staff will also administer any over-the-counter medications, such as cough syrup/drops, vitamins, etc. ALL keys and medications must be turned in upon admission.

Dress Code

Please do not give or exchange clothing, even with the permission of that client.

- Casual, inexpensive clothing is recommended. This facility cannot assume responsibility for items retained in your possession.
- No revealing or tight clothing such as spandex. No see-through attire.
- No spaghetti straps, low cut or halter tops.
- Clients will be responsible for the care of own clothing. Clothing must be clean.
- Pajamas are not to be worn outside the unit at any time.
- Clients must wear footwear at all times.
- Clothing with drawings and/or words of profanity, alcohol, drugs, sex, and/or violence is not allowed.
- Muscle shirts and tank tops may be worn underneath clothing or in client rooms at bedtime.
- Ripped, torn or cut clothing is not allowed.
- Undergarments including: boxers, underwear, bras and panties must be worn at all times and are not to be revealed in any manner.
- Shorts must be no shorter than 2 inches above the knee. No skirts above the knee.
- Clients must sleep in both shorts and a t-shirt or both top and bottoms to pajama sets.
- Stomach area must be completely covered at all times. (Must be able to do a "shirt check", raising both arms above head and bending over to touch toes without skin being revealed.)

Contraband

Contraband is any object that can be used to injure you or others. Though you might not be a danger to yourself or others, there may be patients on nearby units who do present this danger, so the rules of contraband apply to all. The following is a partial list of prohibited items:

Aluminum cans	Matches/Lighters	Plastic Bags
Tape recorders/cameras or video games	Drugs, alcohol	Pornography
Weapons of any kind	Computers/laptops	Electronic Devices
Glass bottles, vases	Sharp objects	
Cell Phones	Other electronic devices	

Any object deemed a danger by staff based on your individualized treatment. You will not be permitted to have these items during your stay. Any objects brought to the hospital will be secured by staff until you are discharged from this facility and will be returned to you at that time. Cigarettes and lighters must remain in the nursing station.

- **Blow dryers and curling irons may be used at staff discretion. All electrical appliances must be inspected and tagged by maintenance staff before use.**

ADJUNCTIVE THERAPY

Group Rules:

Adjunctive activities are a scheduled group that promotes healthy leisure skills, enhances positive social skills, and increases self esteem. Adjunctive groups are scheduled off the unit and participation is mandatory. All personal needs MUST be completed prior to attendance as you are expected to remain in adjunctive the entire session. All unit rules apply to adjunctive groups and areas. For all adjunctive activities, full participation is expected. This is a leisure group, not a treatment group, therefore, all treatment work needs to remain on the unit and may not be brought to adjunctive.

Art Room Rules:

Craft projects must be done in a specific order. Each project must be done according to instructions and signed off by adjunctive staff before proceeding to the next project. If you do not understand instructions, ask for assistance. Remember, you are not the only one in the art room, so you may need to be patient. You may start only one new project in a session and will be responsible for cleaning and returning supplies. Your work area must be maintained as neat and clean. Projects may not be related to gangs, violence, sex or anything negative. Nicknames, numbers, initials, sports and music related material are also banned. If you are not sure, please ask. You will have an opportunity to redo a project that has not been approved by adjunctive staff.

Outdoor Activities:

You may attend outdoor activities if you are not on activity restriction or if special considerations have been noted by staff. If you have any physical limitations, please notify your adjunctive staff before participation. Physical

aggression or rough play will not be tolerated. You will be evaluated on good efforts, sportsmanship, proper use of equipment and positive interactions with peers and staff.

Gym Activities:

Full participation is required in adjunctive gym and can only be excused by your doctor or nurse. Play is tolerated due to abilities of the individual patient. Appropriate shoe attire must be worn at all times. Proper use of all equipment is expected. TOUCHING OR HANGING on the basketball rims or nets is not appropriate. Physical aggression or rough play will not be tolerated.

ROPES Activities:

ROPES activities are designed to promote teamwork, cooperation and problem solving. It is a tool that can be used to help build self esteem, self confidence and a sense of accomplishment. High Ropes involves climbing various elements in the course and safety equipment must be used at all times. Attendance, assisting with groundwork and positive feedback to your peers is mandatory; however climbing the element is your choice, and is encouraged. You will be evaluated on your participation, cooperation, communication skills and following all safety procedures and instructions from staff. All outside activity and unit rules apply. Joking about or jeopardizing safety of yourself and others will not be tolerated.

Patient Rights

Your rights are posted on each unit. You have many legal rights as a patient at MVH. Your therapist or nurse can assist you in understanding your rights more clearly if there is any question regarding them. During your treatment stay if you feel your rights have been violated, there is a grievance procedure that you may pursue. Special Concern forms are available on each unit and can be submitted to the Patient Advocate for review. If clinically indicated, your physician may write an order to which may deny rights due to dangerous behavior or to protect your safety.

The interpretation of the rules, principles, responsibilities and procedures of the unit handbook can be clarified in the daily community group. ALL RULES ARE SUBJECT TO CHANGE WITHOUT NOTICE TO ESTABLISH A SAFE AND STRUCTURED ENVIRONMENT FOR ALL PATIENTS.

Contact Information

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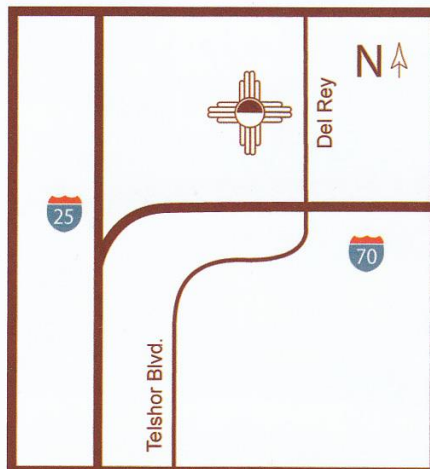
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Receipt of Handbook

I have read, understand and accept the responsibility to do my best in treatment. I sign off as a contract and a commitment to treatment.

Client

Date

Therapist/ A&R

Date