



## Rules and Expectations

Welcome to EsteemCare. Please read through the following rules and expectations which have been compiled to ensure your safety and comfort.

We strongly advise that you attend to any urgent dental, medical, financial and personal matters prior to your admission.

The program has been developed specifically for your well-being. Patients are not allowed to leave the hospital to attend to personal matters during admission. Patients may only leave the hospital upon discharge. The success of the program relies on continuous treatment.

### 1. General Rules During Admission

- A family member's contact details must be made available upon admission in order to arrange a meeting with the Social Worker and in case of emergencies.
- Belongings deemed inappropriate for your stay will be sent home. We advise that you leave valuables at home as EsteemCare does not take responsibility for the loss or damage thereof.
- If deemed necessary and requested by the doctor, the following may be conducted:
  - A 5-panel drug test and routine urine test will be conducted upon admission. A patient may be accompanied by a staff member if deemed necessary.
  - A full body search.
  - Pregnancy test.
  - ECG
  - Breathalyzer test.
  - Special observations, vitals, sleep routine, etc.
  - If the patient refuses to take any of the requested tests the result will automatically be recorded as positive as we need to account for all possibilities.
- Phones, laptops and tablets will be permitted from Mondays to Sundays between 19h00 and 20h00. These items must be locked away during all other hours of the day. No internet/Wifi access will be provided.
- No food and drinks may be brought into the hospital.
- No excessive jewelry. We advise that jewelry be kept to a minimum.
  - E.g., Only stud earrings and wedding rings.
- No hand-held mirrors will be permitted.

- No sharp objects will be permitted. Including, but not limited to, nail files, clippers, scissors, razors, sharpeners, hair pins, etc.
- Males are not permitted to visit the female unit and vice versa.
- If leaving the unit, the patient must report to a staff member first.
- You are expected to fully participate in all program activities outlined in the hospital program.
- Exemption from groups will only be permitted on instruction of the treating professional.
- Failure to participate in activities/the program will result in failure to obtain the desired therapeutic results.
- All meals are compulsory and will only be served in the dedicated time slots as per the program.
- Room and bed allocations are done by the nursing staff.
- Clients are expected to be dressed and ready before their first session.
- No inappropriate behavior will be tolerated. This includes but is not limited to:
  - Intimidation: verbally or physically
  - Aggressive behavior towards staff and other patients
  - Inappropriate physical contact e.g., kissing, touching, lying down together, hugging etc.
  - Sexual activities
  - Self-harming
  - Absconding (any attempt to leave without written permission)
  - Stealing (Hospital, staff and other patient belongings)
- Tuck-shop/"Snoepie":
  - Money for tuck shop to be paid at reception upon admission.
  - Tuck shop vouchers can be purchased at reception on Mondays to Fridays between 08h30 and 16h30.
  - Tuck shop hours are Wednesdays, Saturdays and Sundays from 15h00 – 16h00
  - No food or drinks may be taken to the rooms. Food and drinks kept in the fridge are placed there at own risk.
  - Upon discharge, the remaining balance at the tuck shop will be credited to your account.
- Visitation:
  - Visiting Times:

- Mondays to Fridays 19h00 – 19h30 (Two (2) visitors only; closest relatives only)
- Saturdays and Sundays (and Public Holidays) 14h00 – 17h00 (Limited to five (5) visitors)
- Visitors must sign in the visitors' book.
- Smoking:
  - Smoking is only allowed in the designated areas under supervision.
  - Smoking times:
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    - Only one (1) cigarette is permitted per smoking session.
    - No sharing of cigarettes/vapes/e-cigarettes permitted.
    - All cigarettes, vapes, e-cigarettes, matches and lighters will be kept locked away by the nursing staff and will be provided to the patient during allocated smoking times.
    - Vapes: Vapes must be brought in empty (without oil) with a sealed bottle of vape oil. No opened bottles will be permitted
- Emergency calls:
  - In case of emergency, the patient will be permitted to contact his/her next of kin as per the admission document.
  - This phone call will be made from the hospital phone line under strict supervision.
- Reports:
  - EsteemCare must be informed of any pending court cases or outstanding forensic issues prior to admission. No reports or assessments will be provided by EsteemCare for Forensic purposes. Admission at EsteemCare will purely focus on therapy.
  - No reports or information will be given to referring agencies or employers unless formally requested on a letterhead with a stamp, stating what information is needed and why this information is needed. Before this information is released, written consent must be obtained from the patient.
  - A sick leave note will serve as proof of absence from work.
- Please note that the hospital is under 24-hour surveillance. Privacy in rooms and bathrooms are respected. Only management has access to the footage, and it is kept in the highest degree of confidentiality.

2. What you will need to bring along:

<b>Item and notes</b>	
<i>**Item will be kept by nursing staff and provided to patient only when needed</i>	
Water Bottle (Plastic)	
For Smokers:	
Enough cigarettes for you stay.**	
Enough Vape oil for your stay (Sealed)**	

Matches/Lighters**	
Existing medication and prescription**	
Clothing:	
Appropriate for the season.	
Females: No camisoles (spaghetti strap tops).	
No revealing clothing.	
Shorts and dresses must be knee length or longer.	
Appropriate sportswear for physical activities.	
Shoes – No heels allowed.	
<i>Please note: Washing facilities are only available on Saturdays and Sundays.</i>	
Toiletries: (Only in plastic containers)	
<i>Note: All toiletries brought in must be declared and searched by nursing staff.</i>	
Basic toiletries such as soap, shampoo, toothpaste, toothbrush, sanitary towels/products etc.	
Towel and wash cloth	
Mouthwash (Alcohol free)	
Shaving equipment**	
<i>Shaving will be done under supervision and equipment kept by nursing staff.</i>	
Deodorants	
<i>Aerosol spray bottles and perfumes will be locked up by nursing staff and provided to patient when needed.**</i>	
Minimal make-up allowed	
Hairbrush	
Hairdryer	

I, \_\_\_\_\_, understand that EsteemCare is an accredited training facility and makes use of Interns and Students as approved by the HPCNA. I acknowledge and accept that I may receive treatment from an intern/student as part of their practical training which will be conducted under the supervision of a fully registered Clinical Psychologist.

Furthermore, I have read and understood the rules and expectations as set out in this document and by signing I accept and agree to the content thereof.

Signed on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_