



# Sempervirens Visitor's Information Guide

## Welcome to Sempervirens Psychiatric Health Facility

While at Sempervirens Psychiatric Health Facility, your friend or family member will be assigned to and cared for by a treatment team of mental health professionals including psychiatrists, nurses, social workers, drug and alcohol specialists, occupational/recreational therapists and others. This brochure is designed to answer questions you may have about their stay on the unit and the unit rules.

### Patients' Rights Advocates

Please contact a PRA if you have questions regarding a patient's rights.  
**707-268-2995**

### Confidentiality

It is illegal for staff members to give any information about a patient unless the patient signs a release of information.

### When You Visit:

Visitors must provide identification prior to visiting.

- Check in at the nurse's station when you arrive and obtain a visitor's badge.
- Give your purses, keys, phones and packages to the staff for safekeeping.
- Check in all gifts, food and clothing so they can be itemized on the patients' property list.
- The charge nurse is available to answer questions and provide you with additional assistance if needed.
- All visiting takes place in designated common areas.

Please be understanding if your friend or family member declines a visit with you. Feel free to check in with the nursing staff anytime or with the social worker seven days a week between 8 a.m. and 5 p.m.

No minor under the age of 18 years may visit a patient without the approval of the unit psychiatrist or on-call physician.

### Family Support

Services are available to assist, support and educate families and caregivers who have loved ones with mental illness. Support groups meet weekly. For more information please call **707-268-2963**.  
NAMI: National Alliance in Mental Illness Call: 800-950-NAMI (6264)  
E-mail: [info@nami.org](mailto:info@nami.org) Text: "NAMI" to 741741

### What is Contraband?

Services The following are not allowed in Sempervirens:

- Keys
- Personal tape recorders, CD players, iPods, radios, cell phones, cameras
- Caffeinated beverages, soft drink cans, coffee, specialty beverages, tea
- Razors, scissors, safety pins or any item with cutting edges or sharp points
- Weapons: knives, guns, slingshots, tasers, pepper spray, mace
- Personal medications (over the counter or prescription) unless requested by the nursing staff
- Alcohol or any illegal substances
- Cigarette lighters, matches, cigarettes, e-cigarettes, vape devices
- Nail files, nail clippers, tweezers, mirrors
- Glass containers/objects, hard plastic items, metallic toothpaste tubes
- Barrettes, sharp jewelry, hard plastic items
- Plastic bags, laundry detergent, knitting or embroidery needles, crochet hooks, yarn, craft projects, twine, rope
- Any clothing too short or revealing, belts, or shoes with laces or steel toes
- Any other items that staff members determine may be used to do bodily harm.





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## Things You Need to Know

- Daily Visiting Hours: 12:45-2 p.m., 6-7:30 p.m.
- Use the entrance on Wood Street
- Leave personal belongings locked in vehicle or provided locker.

**Patient's phone:** 707-445-7290 Please only call between 9 a.m. and 9 p.m.

**Nurse's station:** 707-445-7710 24 hours a day, seven days a week

**Crisis Services:** 707-445-7715, 24 hours a day, seven days a week, or toll free: 888-849-5728

Humboldt County Behavioral Health: [humboldt.gov/BehavioralHealth](http://humboldt.gov/BehavioralHealth).

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720 Wood St.

Eureka, CA 95501

phone: **707-268-2900** | fax: **707-476-4061**

