

**Support for Friends and Family:** We encourage you to take advantage of the mental health agency services available in your community.

The Alliance for the Mentally Ill has many resources to help families and friends cope with mental illness, including support groups, seminars and workshops, informative newsletters and other publications, and information and referral services. Ask the social worker of your family member for any available information. The National Alliance on Mental Illness (NAMI) help line is 1-800-950-NAMI (6264).

Assuming the consumer has given permission, we encourage you to talk with staff about your family member's treatment and progress. If you have questions, please feel free to call the social worker at the telephone number listed on the last page of this booklet.

**Other Questions:** If you have questions which we have not answered here, please feel free to ask at the Front Desk, ask your patient's social worker or any of the staff on the unit. Again, we hope that this stay will be helpful and that your friend or family member will be able to return to the community ready to continue on the path to recovery, as quickly as possible.

## Unit Information Hospital Phone Number

must be dialed before any extension: 847-742-1040

Unit \_\_\_\_\_

My psychiatrist's name is

\_\_\_\_\_

at extension \_\_\_\_\_

My social worker's name is

\_\_\_\_\_

at extension \_\_\_\_\_

My nurse manager's name is

\_\_\_\_\_

at extension \_\_\_\_\_



Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

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State of Illinois  
Department of Human Services

Elgin Mental Health Center

# GOLDMAN INFORMATION FOR FAMILY & FRIENDS



Please let us know if you prefer to discuss your treatment in a language other than English. Interpreters and translated written materials can be provided for you and/or your family members free of charge.

The Elgin Mental Health Center (EMHC) is a state operated hospital of the Department of Human Services (DHS), Division of Mental Health.



## Our Mission

Elgin Mental Health Center provides treatment for relief and restoration of the people we serve. It is a place of hope for the healing of mind, body, and spirit where many find health and happiness again.

## Welcome to Elgin Mental Health Center

Elgin Mental Health Center values your contribution to all phases of treatment and recovery. We hope this information booklet will be a helpful tool for answering your questions.

## EMHC Campus is a Smoke Free Environment.

Visitors may smoke in their car.

## Clinical Services

Patient care at EMHC is directed by the attending Psychiatrist and Clinical Nurse Manager. Additionally, a full range of professional and para-professional staff work with patients.

Medical care is available at all times - if you become aware that your family member/friend is not feeling well or may be injured, please report this to the Unit Nurse right away.

Treatment provided at EMHC conforms to standards of the Joint Commission which accredits us, and we are certified by the Centers for Medicaid/Medicare Services.

## What Can You Expect?

Your active participation is vital to the success of treatment. You should feel free to discuss treatment with the patient's social worker at any time – phone extensions are on the back of this brochure.

Treatment at EMHC includes Medication Therapy, Group and Individual Therapy, Educational Programs – and may include other services, depending on needs.

**Complaints and Concerns:** Your complaints lead to our improvements. Please don't hesitate to help us get better by telling staff. In addition to the Unit Phone Number, you may wish to contact the Hospital Administrator or one of the organizations posted in lobby and Visitation Area. Allegations of abuse or neglect reported to staff are immediately referred to the Office of the Inspector General.

**Contraband and Restricted Items:** Plan to make your visit easy. Following is a list of Items that cannot be carried past our lobby – please leave these in your car. Any item that may cause a patient harm including: glass objects, electronics (phones, laptops, etc), aerosol cans, sharp items (knives, scissors), smoking/vaping supplies, medications and nutritional supplements. Also, any illegal items are not permitted and will be reported to the Elgin Police Department.

**Bringing Food & Snack Food:** You are welcome to bring food to share during visitation with your family member/friend. The food may not return to the unit. Drinks (pop and water) may be purchased in the Visitor's Lounge and vending items are also available – visitors may not bring liquids. Food may not be shared between groups because other patients may have health restrictions. Visitors can bring up to \$25.00 for the patient to spend on vending during their stay. If Visitation rules about contraband or civil behavior are violated, the visit will be stopped and the visitor may be prevented from future visits.

**Safekeeping of Valuables:** If your family member brings valuables to EMHC, they will be kept in our Trust Fund and returned when the patient is discharged.

**Clothing:** Please bring only the clothing your family member/friend needs (7 or fewer changes) and mark it to avoid mix-ups. Each patient has an assigned locker. The hospital provides basic clothing for anyone in need.

**Special Visits:** Special Visits may be arranged with the patient's social worker for purposes such as connecting with children during a hospital stay, or having a family meeting.

**Telephone Calls and Mail:** You may call your family member/friend and send letters. The patient/public phone numbers are listed on the back of this brochure. The phones are shared by all patients, so a 15-minute courtesy time limit is asked of all calls. Phones are available from 6:30 am until 10 pm.

If it becomes necessary for hospital to restrict telephone or mail rights for any reason, patients may ask that we notify you of the restriction.

When you call the main number or a specific unit, staff will take and deliver a message to the patient within a reasonable time. This will be done without confirmation that the patient in question is a patient here – in compliance with Privacy Laws.

## Unit Phones

### Brunk public phones:

847-429-5738 and 847-429-5739

Hinton public phones: 847-429-5742

## Visitation

	Brunk	Hinton
Sunday	1:00-2:00pm	4:15-5:15pm
Wednesday	6:00-7:00pm	
Thursday		2:30-3:30pm
Thanksgiving Day Christmas New Year's Day	1:00-2:00pm	4:15-5:15pm

Additional details are available in the Visitors' Brochure.