



# **BRYLIN HOSPITAL**

## **Adult Inpatient Program Handbook**

Compassionate, Crisis Mental Health Care for Individuals  
and Families of Upstate New York.

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# Welcome to BryLin Hospital's Adult Inpatient Program

We extend a heartfelt welcome as you begin your journey toward healing and recovery.

At BryLin, we recognize that reaching out during a mental health crisis takes tremendous strength and courage. Our **Adult Inpatient Program** is centered around you. Here, you'll find a safe, supportive, and nurturing environment where your well-being comes first.

This program is designed to help adults 18 years and older facing acute psychiatric challenges — such as depression, anxiety, bipolar disorder, PTSD, psychosis, and other conditions — find stability, hope, and a path forward. Whether you're managing a single diagnosis or navigating a co-occurring disorder, our multidisciplinary team is here to provide compassionate, evidence-based care tailored to your unique needs.

Throughout your stay, our dedicated staff will work closely with you to support psychiatric stabilization, manage symptoms, and build the skills needed for long-term wellness. **You are not alone.** Every member of our team is committed to walking alongside you every step of the way.

Thank you for placing your trust in BryLin. We are honored to be part of your care.

# YOUR TREATMENT TEAM

Starting the path to healing takes courage — and **you are not alone**. At BryLin, a team of caring professionals is here to support you every step of the way. Each team member plays an important role in your care, working together to help you feel safe, supported, and heard. Meet the dedicated people who will be part of your journey.

## Psychiatrist/Psychiatric Mental Health Nurse Practitioner (PMHNP)

Within 24 hours of being admitted, you will meet your provider responsible for your mental health care during your stay, which includes diagnosis, prescribing medications, and checking in with you daily to monitor your progress and adjust treatment as needed.

## Medical Doctor

Available 24/7 to address any physical health concerns or medical needs. Your safety and well-being, both mental and physical, are important to us.

## Registered Nurse (RN)

Will help set treatment goals and establish a plan to meet those goals. The RN will make sure all doctor's orders are carried out and available to you 24/7.

## Social Work staff

Provides individual and group counseling to both yourself and your family. You will meet your clinical counselor within 24-48 hours of your admission.

## Art Therapist

Use creative activities like drawing, painting, and other art forms to help you express thoughts, feelings, or memories that might be difficult to put into words.

## Recreation Therapist & Occupational Therapist

Help patients develop coping skills, improve daily functioning, and enhance emotional well-being through therapeutic activities and group interventions..

## Mental Health Technicians (MHT)

Work closely with Registered Nurses (RNs) to support your care. They help with daily activities, ensure your safety, and are here to listen and assist you throughout your stay.

## Discharge Planner

Help with your transition home or back to the community. They help coordinate follow-up care, resources, and support to ensure a smooth and successful return after your stay.

## Dietitian/Nutritionist

Makes sure your meals meet your nutritional needs. They work with the care team to support your overall health and well-being through balanced, appropriate nutrition.

# OUR BRYLIN COMMUNITY: RESPECT, BOUNDARIES, AND SUPPORT






You are now part of a setting where patients live closely together — much like a small community. At BryLin, we value everyone’s privacy and expect all individuals to do the same. Each person arrives with their own beliefs, values, and customs, and we ask that this diversity be respected.

Please maintain appropriate boundaries with your peers and remember that everyone is in a different stage of recovery.

If you experience a conflict with a peer or staff member, avoid direct confrontation. Instead, speak with a team member so the issue can be addressed promptly and respectfully. Abusive language or aggressive behavior is not permitted.

## PRINCIPLES OF TRAUMA INFORMED CARE

Because trauma can have long-lasting effects on both physical and mental health, healthcare providers and policymakers nationwide are placing greater focus on trauma-informed care. Patients with a history of trauma can benefit from best practices that promote safety, trust, and healing. These approaches involve both clinical and organizational changes aimed at improving patient engagement, health outcomes, and staff well-being.

		
<p><b>Safety</b></p> <p>Throughout the organization, patients and staff feel physically and psychologically safe</p>	<p><b>Trustworthiness + Transparency</b></p> <p>Decisions are made with transparency, and with the goal of building and maintaining trust</p>	<p><b>Peer Support</b></p> <p>Individuals with shared experiences are integrated into the organization and viewed as integral to service delivery</p>
		
<p><b>Collaboration</b></p> <p>Power differences — between staff and clients and among organizational staff — are leveled to support shared decision-making</p>	<p><b>Empowerment</b></p> <p>Patient and staff strengths are recognized, built on, and validated — this includes a belief in resilience and the ability to heal from trauma</p>	<p><b>Humility + Responsiveness</b></p> <p>Biases and stereotypes (e.g., based on race, ethnicity, sexual orientation, age, geography) and historical trauma are recognized and addressed</p>

# ADULT INPATIENT UNIT EXPECTATIONS

At BryLin, it's the compassion and dedication of our staff that drives the care we provide every day. We are committed to improving the health and well-being of our patients and actively involving both patients and families in every step of the treatment and recovery process.

We believe in a culture of continuous improvement, always seeking ways to enhance the care we deliver. By regularly monitoring our performance, we identify what's working well and where we can grow to better serve our patients.

Family involvement is a key part of our treatment approach. Together with the patient and treatment team, families help shape the goals and objectives of care. Throughout your stay, the treatment team will maintain open communication with you and your family, updating you on progress and preparing for a successful discharge.

## Rights:

- To be provided with safety, security, privacy and decreased stress while in treatment.
- To be given timely and appropriate treatment.
- To receive information about the illness and its treatment, risks and benefits.
- To be assured that confidentiality regarding treatment, will be maintained.
- Not to be abused in any way.
- To receive timely medical attention to reduce pain symptoms.
- To be appropriately treated for any ongoing or new medical condition.

## Responsibilities:

- To seek and cooperate with treatment and try to get well.
- To learn as much as possible about the illness and treatment.
- To respect the need of other patients for confidentiality.
- To respect each other's privacy.
- To provide complete and accurate information.
- To ask questions.
- To follow instructions for their care.
- To accept outcomes if they do not follow instructions for their care.
- To follow rules and regulations of the hospital.





# CORE VALUES

We believe that if our values come from the “heart” then our daily behavior will reflect our commitment to our care recipients.

Our Core Values (CARES) guide our decisions and behaviors to ensure the quality of care we are providing meets the needs of our care recipients and their families.



## Compassion

Treat patients with kindness and empathy, fostering a supportive and understanding environment.



## Accountability

Take ownership of your actions and the impact they have on patients and colleagues.



## Respect

Treat patients and co-workers with respect, maintaining their dignity and privacy at all times.



## Excellence

Deliver high-quality care that meets or exceeds patient expectations.



## Safety

Provide a safe and supportive environment where patients feel valued and understood.



## What to Bring

Please bring enough clothing for several days, keeping in mind current weather conditions. ***Socially appropriate clothing is expected at all times.*** Recommended items include:

- Comfortable, casual clothing
- Nightclothes, slippers, exercise clothing, and comfortable shoes without shoelaces
- Unopened personal hygiene items (shampoo, toothbrush, toothpaste, liquid soap, deodorant, brush, comb, etc.) that do not contain alcohol and are not in aerosol containers

## Items Not Allowed

To maintain a safe, substance-free environment, you and your belongings will be searched upon admission and as needed. Please do not bring:

- Personal valuables or irreplaceable items
- Clothing with drawstrings or shoes with laces
- Sheets, towels, comforters, or pillows (these are provided)
- Weapons, matches, lighters, cigarettes, e-cigarettes, drugs, belts, scarves, mirrors, scissors, pocket knives
- Media disks, radios with cords, personal hair dryers, razors, sharpies, markers
- Any gang-identifying clothing or jewelry (e.g., bandannas)
- Cameras, camera phones, or any photographic equipment
- Cell phones (use is not permitted during your stay)

*\*Some personal grooming items may be available and used under staff supervision.*

## Food & Packages

- Meals and snacks are provided by the hospital. Family members may bring additional food for themselves and your child during visits.
- Because of possible allergies or dietary restrictions, **please check with Nursing Staff before bringing any food.**
- Food delivery services (like Uber Eats) are not allowed for patients.
- All beverages must be in sealed containers.
- Please do not order or ship any packages to the hospital. If your child needs something specific, contact their therapist for assistance.

We appreciate your understanding and cooperation.



## ADULT UNIT ROUTINES AND GUIDELINES

- Room doors must remain ajar, and rooms should be kept clean and tidy. No food is allowed in patient rooms.
- Items placed in the safe will remain there until discharge unless approved for removal due to an emergency or therapeutic need by the Clinical Counselor, Program Director, or Director of Nursing.
- Hygiene bins may be kept in patient rooms but should not be shared to reduce infection risk.
- Colored pencils, gel pens, and similar items will be kept behind the staff desk and may be used in common areas only with an approved order.
- We encourage journaling (journals can be provided) and reading as therapeutic activities.
- Participation in daily groups is strongly encouraged.
- Showering is available daily. Laundry days are Tuesdays and Thursdays.
- Please refrain from drinking coffee after 8:00 p.m.



# WE'RE HERE FOR YOU

At BryLin's Adult Inpatient Unit, your safety, healing, and personal growth are our top priorities. We understand that this may be a difficult time, but please know—you are not alone. Our team is dedicated to providing compassionate, individualized care in a supportive and respectful environment.

Together, we'll work toward stability, recovery, and renewed hope for the future.

If you have any questions at any time, please don't hesitate to speak with a member of our team. We're here to support you.



## Address

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## Telephone

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## Website

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**BRYLIN**  
HOSPITAL

With **HELP**, There's **HOPE**<sup>SM</sup>