

	Montana Mental Health Nursing Care Center Policy Manual	Policy Number	1108
		Original Date	05/16/1983
	Department: Social Services	Revised Date	10/04/2016
	Resident Use of the Telephone		

POLICY:

Residents will have reasonable access to telephones for personal calls and will be provided with staff assistance when necessary or appropriate. Per Montana Code Annotated 53-21-142 and Residents’ Rights.

PROCEDURE:

1. Each wing is responsible for their own resident phone. Recreation, Social Services, and Nursing share the responsibility of carrying and managing the phone. A resident may utilize the wing resident phone for personal phone calls, with the following limitations:
 - a. Incoming phone calls are acceptable 24 hours per day.
 - b. Recreation will ask all residents and assist as needed with outgoing phone calls on Mondays.
 - c. Social Services will maintain a phone book of consenting contacts. This phone book will be maintained on the wing. Residents may ask for assistance at any time to make outgoing phone calls to these contacts.
 - d. Residents may phone the Ombudsman, Disability Rights Montana, Board of Visitors, their attorney, or pastor at any time.

2. Social Services will assist in making phone calls to professional entities and agencies during regular business hours.

3. Residents may have their phone utilization changed by the Care Plan Team or by request of the guardian/DPOA for any the following reasons:
 - a. Restrictions on outgoing calls may be placed
 - i. If the resident has a history of harassing behavior or false accusations
 - ii. If the resident has a known restraining order against them
 - iii. If the resident’s contact has requested no contact
 - iv. A known diagnosis of grandiose or paranoid behaviors which has been exhibited in inappropriate contact with public officials, celebrities, etc.
 - v. At the request of the guardian.

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- vi. If the Care Plan Team has found the frequency, duration, or content of the calls to be clinically contraindicated in the mental health care of the resident.

- b. Restrictions on incoming calls may be placed
 - i. If the resident has requested no communication from said person
 - ii. If there is a history of abuse or harassing behavior from the caller
 - iii. At the request of the guardian.
 - iv. If the caller is causing distress to the resident.
 - v. If the Care Plan Team has found the frequency, duration, or content of the calls to be clinically contraindicated in the mental health care of the resident.

- 4. Any restrictions or accommodations placed on phone utilization by residents must be specified on the resident plan of care, and must be reviewed quarterly.

- 5. Individual resident cell phones are only allowed in exceptional circumstances upon approval of the care plan team. Any requests for a personal cell phone will be reviewed by the Care Plan Team. The allowance of a cell phone will be reviewed quarterly by the Care Plan Team. The following criteria will be discussed in making the decision:
 - a. The resident has financial resources to purchase and maintain a plan/minutes on a cell phone.
 - b. The resident shows adequate mental/cognitive capabilities as determined by the psychology specialist and/or psychiatrist.
 - c. The resident can demonstrate appropriate use of the cell phone.
 - d. The resident will agree to keep their cell phone personal and not share or lend their phone to other residents.
 - e. The resident will take on all liability for the loss, theft, or damage of their cell phone.

Reviewed: _____

Superintendent: _____