

RESIDENT HANDBOOK

 *The*  
*R*etreat  
AT  
*Sheppard Pratt*

This handbook contains information that we believe  
will assist you during your stay at The Retreat.

Please read the following and direct  
any questions to staff.

Updated October 2011

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# WELCOME TO THE RETREAT

Everyone on our staff will work to make your stay productive and comfortable. To do that, we need to work in alliance with you. This includes working together to identify and resolve clinical issues and addressing any other issues that might arise around administrative expectations or living arrangements on The Retreat. You are a very important member of your treatment team here.

This Resident Handbook addresses a number of questions and situations that may arise. Use it as a reference, but not as a substitute for asking questions. Along with the rest of the staff, I am always willing to talk to you about any questions or concerns, clinical or administrative, anytime during your stay.

I look forward to getting to know you and working with you.

Sincerely,

A handwritten signature in black ink that reads "Donald Ross" followed by a stylized flourish.

Donald Ross, M.D.  
Medical Director, The Retreat at Sheppard Pratt

# SAFETY RELATED ISSUES

## **Self-Destructive Behaviors**

Some psychiatric conditions are accompanied by destructive and self-destructive behaviors. These may include drinking, drug abuse, self-cutting, self-burning, self-bruising, bingeing and vomiting, restricting, sexually abusive behaviors, or other driven behaviors that injure or degrade the resident or others. When present, these need to become a major focus of treatment.

Realistically, some of these behaviors may require more restrictive therapeutic environments than The Retreat. At times, a locked psychiatric inpatient unit, a dedicated substance abuse unit, an eating disorder unit, or other specialized unit may be required. If we believe a different therapeutic setting would be best, we will try to make this determination up front before recommending admission to The Retreat. However, at times, we may not recognize this until sometime into a resident's stay with us. At other times we may be willing to work with a resident struggling with a self-destructive behavior so long as he or she is dedicated to working with us and knows that there are limits to what can be done on an open unit.

Some behaviors have such a destructive effect on the therapeutic environment of an open unit such as The Retreat that they cannot be tolerated. If residents on The Retreat become actively suicidal, intoxicated on alcohol or illicit drugs, physically attack another resident or staff member, or get involved sexually with another resident they will be transferred to a more restrictive setting or administratively discharged.

Some self-destructive behaviors may be addressed through intensive involvement of the treatment team working in alliance with the resident to gain control over the behavior. One of the goals of treatment will be to eliminate the behavior. The use of joint sessions of resident, primary doctor, and nursing staff (“mini-teams”), DBT skills practice focused on controlling the behavior, contracts, establishment of privileges and consequences, and even collaborative work with a locked inpatient unit at Sheppard Pratt may be used at times. However, if such efforts prove unproductive or become too disruptive to the therapeutic environment for The Retreat as a whole, the resident may have to be discharged to a more appropriate facility. After years of working in this setting, we recognize that there are times when an open unit cannot adequately contain such self-destructive residents, even if they are trying their best to gain control over their symptoms.

## **Smoking**

- Smoking is not allowed in any area of the Sheppard Pratt buildings.
- Residents who choose to smoke may do so in The Retreat’s outdoor courtyard, located on the first floor of the east stairwell. Smoking is not permitted in any other outdoor area of the Sheppard Pratt campus.
- Smoking is permitted between the hours of 7:00 a.m. and 10:00 p.m. The exterior doors to the hospital are locked at 10:00 p.m. THERE IS NO SMOKING PERMITTED AFTER 10:00 p.m.
- Matches are not permitted anywhere on grounds.

## **Fire Drills**

- Occur monthly in various locations of the hospital.
- They can occur at various times of the day, including evening hours.
- You are asked to follow the instructions given by staff.

## **Privacy/Safety**

- Prior to entering a resident's room, staff will knock.
- If there is no response, staff will open the door to verify that the resident is safe.
- If the door is locked and there is no response, staff will use their key to gain access and check for safety.
- Retreat residents are to utilize common areas to visit with one another. Residents are not allowed to enter another resident's bedroom, even with his or her permission.

## **Medications**

- All medications are kept locked in the Nurses' Station unless a doctor's order states otherwise, including "over the counter" medications, vitamins and supplements.
- It is against policy to receive medications from visitors, or to purchase medications outside of the hospital without the knowledge of staff.
- Please notify nursing staff of any medication requests.
- Resident's personal medications will be stored in the hospital pharmacy during a resident's stay and will be returned at the time of discharge.
- Nurses administer all medications.
- Routine times of dosing are 9:00 a.m., 1:00 p.m., 6:00 p.m., and 9:00 p.m. with occasional alternate times prescribed by a doctor.
- Medications can be dispensed one hour before or after the prescribed times.
- Nurses must ensure that medications are taken; therefore residents must take medications in the presence of a nurse.

## **Property Searches**

- At the time of admission, we ask for cooperation in carrying out a routine check of all belongings in compliance with hospital safety regulations.
- Two staff may conduct searches if there is a concern

that a weapon, drug, or other potentially dangerous material is present.

- Every effort is made to have the resident present during property searches.

## Valuables

- Residents are encouraged to leave valuables at home.
- Residents are responsible for all money and/or other valuables kept on The Retreat.
- A key is provided so that items can be locked in the top bureau drawer in each resident's bedroom. **Please be sure to secure any valuables in this locked drawer during your stay.**
- The Retreat is not responsible for the loss and/or damage of any valuables.

## Leaving the Unit

- **Escort Levels:** Each resident carries an escort level throughout their stay, which designates the level of staff accompaniment required when a resident leaves The Retreat and/or the grounds of Sheppard Pratt. This level is designated by one's primary psychiatrist and is changed according to each individual's needs.
  1. **Staff Escort** – Residents will be placed on this level when initially arriving at The Retreat. The level indicates that the resident must be accompanied by a staff member when they leave the unit. This allows staff to get to know the resident, the resident to get to know the staff, and the resident to get to know the building and the grounds. Usually, "Staff Escort" will continue for one to five days, depending upon the clinical needs of the resident. When it is deemed appropriate, the attending doctor will write an order to the next level.
  2. **Unescorted On Grounds** – On this level, the resident can be on the Sheppard Pratt grounds unescorted or with other residents from The Retreat without

a staff member. However, trips off the grounds will still require a staff member. Usually, this level will be in effect at least until the time of the Diagnostic and Treatment Planning Conference at the two-week point.

3. ***Unescorted On and Off Grounds*** – On this level, the resident has demonstrated the capacity to safely conduct him or herself on and off grounds without escort. You may request an additional order to be written by your psychiatrist that permits you to drive your own vehicle during your stay. Any resident who keeps a personal vehicle on grounds must register their car with Sheppard Pratt security; otherwise it will be towed as an unauthorized vehicle.
  - **Sign Outs** – At any point where it is deemed therapeutically advantageous, the resident’s doctor may write an order for the resident to go with family, friend, or other individual off of the unit for a specified period of time. This written order overrides the escort level for the period of time of the sign out.
  - **Communication** – Whenever a resident leaves the unit (i.e. for a walk, a therapy session, a sign out, to smoke, or for any other reason), it is expected that the resident do two things so that nursing staff know where he or she is:
    - a. Sign the sign out sheet located on the table in the foyer by the front door
    - b. Just prior to your departure, please inform a member nursing staff
  - In accordance with hospital policy, **all residents must return to The Retreat by 10:00 p.m.** After this time, the exterior doors to the hospital will be locked.

### **Visiting Hours**

- To ensure the confidentiality of all of our residents, nursing staff must be notified prior to any visitors arriving on the unit.

- You may have visitors daily from 7:00 a.m. to 10:00 p.m.
- So you may fully participate in The Retreat programming, **NO VISITORS ARE PERMITTED DURING GROUP TIMES.**
- **IN ACCORDANCE WITH HOSPITAL POLICY ALL VISITORS MUST LEAVE THE RETREAT BY 10:00 PM.**

# HOUSEKEEPING, MILIEU, AND ENVIRONMENTAL ISSUES

## **Linens and Towels**

- Fresh towels are provided daily, Monday through Friday.
- Bed sheets are changed twice weekly.
- Housekeeping staff is not present on the weekends. If you have housekeeping needs during this time, please speak with the nursing staff.

## **Laundry**

- Washing machines and dryers are located in the west side pantry and at the far end of the east hallway. Please ask a staff member for access if you would like to use the east facilities.
- Detergent and dryer sheets are provided for your convenience.
- Dry cleaning services are available at the resident's own expense. Please let a staff member know if you are interested in this service.

## **Television Viewing**

- Residents are asked to refrain from television watching during group times.
- Certain movies and shows are not considered to be appropriate for viewing in the milieu. Staff will make decisions regarding the use of the television.

## **Wake Up Calls**

- Residents are encouraged to awaken at a reasonable time in the morning to allow for personal responsibilities and breakfast with other residents.

- Breakfast arrives between 7:45 a.m. and 8:00 a.m.
- Nurses provide wake up calls at 7:45 a.m., however residents are encouraged to take responsibility to set their alarms.
- Goals Group begins at 8:30 a.m. This meeting provides information regarding the day's schedule, allows opportunity to discuss community related concerns, and empowers residents by encouraging them to form a treatment related goal for the day.

### **Sleep Hygiene**

- Residents generally retire at their leisure, but are encouraged to observe sensible bed times so that they can begin the day rested.
- Sleeping takes place in the bedroom. Couch sleeping will be interrupted with a request to utilize the bedroom.
- Hourly rounds are conducted through the night hours with as little interruption to sleep as possible.

### **Damages**

- Any damages occurring to Retreat property, over and above the normal use by a resident, are the responsibility of that resident.

### **Nurses' Station**

- In compliance with HIPAA regulations, residents are not permitted in the Nurses' Station at any time, as this is where confidential information and records are kept.
- Residents are asked to knock on the Nurses' Station door when they need assistance.

### **Resident Telephones**

- Each resident has a personal telephone in his or her bedroom.
- Calls made from these phones will appear on a caller ID as 410-938-3000, Sheppard Pratt.

- To make a local call, dial 9 and then the phone number.
- Resident phones include individual voicemail accounts from which you can retrieve messages. To review your messages, dial 3190 and follow the prompts. The password is given to you in your admission paperwork. Please ask staff if you need assistance accessing your voicemail.
- Long distance phone calls cannot be made from these phones. It is suggested that residents use a calling card or a personal cellular phone.
- Collect calls can be made from these phones.

### **Internet Services**

- Each resident may access the internet from his or her bedroom and most common areas on their personal computers.
- Residents can connect to the internet using The Retreat's wireless connection. Please ask a staff member for the password to this network.
- If you did not bring a personal computer with you, a computer with internet access is available in the living room for resident use.
- If you experience any complications, please notify Retreat nursing staff.

### **Exercise Services**

- Residents may utilize the exercise room within The Retreat when therapeutic programming is not in session.
- The landscaped grounds of Sheppard Pratt are conducive to walking or jogging.
- The Retreat maintains a membership to a local gym that provides a full array of exercise equipment, an indoor swimming pool, racquetball courts, and a variety of classes. Two weekly trips are scheduled in the evenings. If you are interested in going outside of scheduled times, please ask a staff member if transportation can be arranged.

# BEHAVIORAL EXPECTATIONS

## **Dress Code**

- Comfortable, casual clothes are worn at The Retreat.
- Residents may not leave the unit barefoot or in nightclothes.
- Residents are asked to wear a robe in common areas if they are not dressed for the day.
- Revealing or provocative clothes are not acceptable. Staff will discretely ask for a clothing change if they assess a problem.
- There are physical activities for residents to participate in as a part of The Retreat programming. Please bring athletic shoes and clothing with you.

## **Personal Hygiene**

- Each resident is to maintain his/her personal hygiene and living space.
- Residents are asked not to place their feet or shoes on the furniture.
- Please alert staff to any accidental spills.
- If necessary, staff will discretely request that greater attention be given to hygiene.

## **Personal Possessions**

- Borrowing or lending personal possessions and/or money is strongly discouraged.
- Giving of gifts is discouraged.
- Staff may not accept any gifts or tips from residents of The Retreat.

## **Gambling**

- Gambling between Retreat residents, either with real or fictional money and/or possessions is not permitted.

## **Peer Relationships**

***Peer relationships on The Retreat should support therapeutic goals and have clear boundaries and limits. Yet, they often are intense and complicated as outlined below:***

- The degree of sharing intimate and personal material is artificially heightened for therapeutic purposes on The Retreat, which can lead to strong feelings and attachments, and is useful as part of the therapeutic process.
- When these relationships between residents are taken outside the framework of the therapeutic milieu, inappropriate and ill-advised closeness (romantic and otherwise) can occur that would not have occurred otherwise. Disappointments around the level of intimacy can lead to intense anger and disruption of relationships that would not have occurred if the expectations had not been created under the special safe conditions inherent in the stay on The Retreat.
- Despite a conscious understanding that a relationship or living arrangement is not a formal or even an informal part of the treatment, in an unconscious way it often begins to feel that way over time. A sense of responsibility or blame can be attributed to The Retreat if and when things go wrong. This is damaging to the residents and to The Retreat.
- Special loyalties and alliances can develop between the residents in an outside relationship that get carried into the milieu. This can result into in-groups and out-groups that undermine or dilute the global sense of camaraderie that we hope to develop.
- Confidentiality issues become difficult when one resident is telling his or her therapist about a problem

in the outside relationship that the other resident is not sharing with his or her therapist. While on The Retreat, there are no secrets that are kept between the staff. This is not so clear about issues in relationships outside The Retreat or when a resident is being seen on an outpatient basis.

- Sometimes, a particular resident's vulnerabilities can be accentuated in a relationship or living arrangement. This is especially difficult to treat if we have both individuals in individual outpatient or Day Program treatment, but they are not in "couples therapy" with us.

***For these reasons, we believe it best to actively discourage residents in active treatment on The Retreat from developing relationships or living arrangements with each other beyond the natural friendships and camaraderie that might develop as part of their relationship within the therapeutic setting itself. The guidelines that follow have been established to ensure the health and safety of relationships amongst peers.***

### **Group Attendance**

- It is expected that residents make every effort to attend all groups.
- We ask that personal appointments not be scheduled during group times.

### **Resident Bedrooms**

- A resident's bedroom is restricted to the private use of the assigned resident. The bedroom is a space for private rest and reflection. Social activities or one-on-one conversations between residents are best handled in the common spaces on the unit.
- Family may visit in the resident's bedroom if the resident so desires.

- If there are exceptional circumstances when visiting in another resident's bedroom is indicated, the staff must approve this ahead of time. In this instance, the door must remain open, and the bed must never be used as a piece of furniture for the visiting resident.

### **Changing Therapists**

There are times when a resident may feel dissatisfied about his or her assigned therapist (primary doctor, family therapist, social worker, recreational therapist, art therapist, etc.) If this occurs, you should bring this up with Dr. Ross, the Medical Director, at your first opportunity. He will try to understand with you what this is about. As a rule, we are very reluctant to switch therapists. Instead, we strongly recommend working with the therapist to understand the nature of the dissatisfaction. In our experience, simply switching therapists slows down treatment, while working through the difficulty often provides a valuable therapeutic experience for the resident. Sometimes these conflicts or dissatisfactions are related to transference, or the experiencing of feelings towards this person that reflect earlier feelings from a past relationship. At other times, the conflict area may represent a "raw" area of emotional life that could benefit from mutual exploration. All our therapists on The Retreat are highly competent, and we have confidence each of them can help you with the problems for which you are seeking professional help. If additional consultation is needed, Dr. Ross will work to provide that. In the rare instance when Dr. Ross determines that a therapist switch should be made, this may require some logistical planning and further delay, as most therapists are fully booked.

# DISCHARGE

You must provide The Retreat with 24 hours notice prior to discharge in order to avoid payment for the day of discharge.

You are welcome to participate in the full day of programming the day of your discharge. However, we ask that you vacate your room by 11:00 a.m. allowing housekeeping the opportunity to clean the room. We can secure your belongings until your departure.

After completing your stay at The Retreat, you will be discharged with a plan for outpatient treatment with a combination of an appropriate psychiatrist, therapist(s), and doctor(s) in your home community. The Retreat will make all efforts to facilitate that transfer of care. We are dedicated to developing a discharge plan for you that will enable you to continue your treatment once you have returned home.

To this end, we will provide the following:

- A copy of the Diagnostic Evaluation to the relevant medical and mental health professionals (with your explicit permission)
- A copy of the Discharge Summary to the relevant medical and mental health professionals (with your explicit permission)
- A copy of any relevant consultation to the relevant medical and mental health professionals (with your explicit permission)
- A three-day supply of medications
- A 30-day supply of medications in the form of a written prescription (unless a different amount is determined to be best by your doctor).

- Telephone consultation with your psychiatrist and/or therapist at home
- Telephone consultation with you and/or (with your explicit permission) your family once you are home if you are concerned the discharge plan is not working

Even though we no longer provide treatment to you after discharge, we welcome your staying in touch with us after you leave to let us know how you are doing. If at some point you believe you may benefit from returning to The Retreat, please talk this over with your home therapist and psychiatrist. After that, you, your psychiatrist, or your therapist may call The Retreat to discuss further.

We want to be clear that after discharge, your primary psychiatrist, therapist or doctor is the person at home designated as such in your discharge plan. The Retreat cannot serve in that capacity after you are discharged.

Specifically, we cannot provide the following:

- Serving as your therapist or doctor after discharge
- Serving as back-up to your psychiatrist, therapist, or doctor after discharge
- Providing medication adjustments or additional refills or prescriptions
- Serving as a crisis hotline

We hope these guidelines are helpful to you as you transition to your regular life, work, relationships, and outpatient status back home. If at any time you have questions about this information, please discuss them with The Retreat Medical Director.

**The Retreat Phone Numbers:**

Donald Ross, M.D., *Medical Director* . . . . . 410-938-4811  
 Lois Turner-Feig, L.C.S.W.-C, *Program Director* . . . . 410-938-3891  
 Nurses' Station . . . . . 410-938-4045

# DIETARY

## **Meals**

- Residents are expected to eat all meals in the common living area.
- At no time are meals to be consumed in resident bedrooms in order to comply with hospital health regulations.
- Two pantries are stocked with common snack items, and remain open for your convenience.
- You may bring preferred food items with you or purchase them locally. These foods are to be stored in pantries in the common areas. Please label the items with your name and the date of purchase to ensure they will not be consumed by others.

## **Personnel**

- A registered dietician is available to residents throughout their stay.
- Nutritional assessments and counseling are ordered by the doctor or can be requested by a resident.

## **Menu Requests**

- Menus are completed two days in advance.
- Menu selections are made twice per week.
- You are asked to circle your choices on the menu.
- When menus become available, please make menu selections promptly to assure that you will receive your preferred selections at mealtimes.
- Please circle your selections and alert staff to any food allergies or dietary needs you may have. Gluten-free selections are available.

- If you have family or significant others visiting for family therapy or other therapeutic reasons around meal time, you may ask staff to order meals for your guests and collaborate with staff in making the menu selections. Please provide at least four hours advance notice for guest meals.

### **Leftovers**

- Residents may save food for up to 24 hours in the refrigerator by labeling it with their name and the date.
- After 24 hours, the food will be discarded in accord with hospital policies.
- Refrigerated foods that have not been labeled with the resident's name and date will be discarded.

### **Dining Out**

- There is a folder of information in the Nurses' Station on restaurants and carryout sources. Just ask!
- Residents pay for food ordered out unless other arrangements have been made.
- Residents pay for any food purchased on therapeutic outings, unless other arrangements have been made.

# EXPENSES

## **Medical Expenses**

- The Retreat does not cover the cost of medical appointments outside of the hospital. Any expenses for medical care will be the responsibility of the resident.
- A copy of your health insurance card will be obtained upon admission. We will do our best to utilize your health insurance for any outside medical procedures.
- The Retreat will cover the cost of psychiatric medications. Medications not carried in the Sheppard Pratt pharmacy will be refilled at the expense of the resident. This out-of-pocket expense includes cost for supplements, which are not carried by the Sheppard Pratt pharmacy.
- Residents are encouraged to bring their medications with them upon admission.
- The Retreat fee does not include cost of: physical therapy, TMS, ECT, and non-psychiatric medications or supplements.
- Medical equipment such as assistance devices and air purifiers are at the resident's expense.

## **Weekend Sign-Outs**

- Weekend outings for an organized group of residents are determined by recreational therapists and residents in the Weekend Planning Session on Thursday mornings.
- One therapeutic outing is included in the programming. Outings generally take place in the afternoon. Evenings are left unstructured purposely and residents are encouraged to structure this time as best suits their individual needs. If this free time is difficult or you are unsure of how to utilize this time, please ask staff for help!

- The Retreat will cover expenses for the outing, including admission tickets and transportation.
- The Retreat does not cover food purchased on these outings.
- Individual sign-outs for therapeutic purposes should be arranged with the primary therapist. This requires a doctor's order, and all expenses are paid by the individual resident.

### **Personal Entertainment**

- Residents are encouraged to enjoy the Towson and Baltimore City area attractions.
- Any expenses incurred for personal entertainment are the responsibility of the resident, including meals at restaurants and carryout.

# TRANSPORTATION SERVICES

## **Retreat Vehicles**

- The Retreat has vehicles operated by licensed staff.
- The Retreat will provide and pay for transportation related to admission and discharge.
- Transportation will be provided to Retreat outings and medical appointments. If a Retreat vehicle is not available at the time of your appointment, we may instead provide cab service.
- Retreat vehicles are also provided for errands and impromptu events, but this is at staff discretion and is dependent upon staff availability and weather conditions. Cab service will not be provided by The Retreat in these situations, though you may utilize cab service independently (and at your own expense) if your escort status is “unescorted off grounds.”
- Guests may not be transported in Retreat vehicles.

## **Personal Vehicles**

- Residents who have their cars on grounds must register their cars with nursing staff so that security can be notified.
- Retreat residents are not permitted to ride in vehicles operated by other Retreat residents.
- Resident’s car keys will be stored in the Nurses’ Station at all times.
- Residents must have a doctor’s order indicating that they may drive.
- Residents may not transport other residents in their own personal vehicles.

### **Jimmy's Cab Service**

- Phone 410-823-7598
- Cab “pick up” location is the B entrance.
- Cab vouchers will be provided in the event that a Retreat vehicle is not available for treatment-related appointments.

### **American Sedan and Limo Services, Inc.**

- 24 hour service to all nearby locations
- 410-654-4090
- [www.americansedanlimo.com](http://www.americansedanlimo.com)

### **BWI Airport**

- 410-859-7027 or 1-800-872-7254
- [www.bwairport.com](http://www.bwairport.com)

### **MTA (Mass Transit)**

- There is a bus stop located in front of the main entrance of the central building on campus.
- Schedules are available online at [www.mtmaryland.com](http://www.mtmaryland.com)

### **Baltimore Airport Shuttle**

- Ground transportation to and from BWI, Dulles, and Reagan National airports.
- 410-821-5387
- [www.baltimoreairportshuttle.com](http://www.baltimoreairportshuttle.com)

### **AMTRAK**

- National Rail Passenger Service
- 1-800-872-7245
- [www.amtrak.com](http://www.amtrak.com)

# ON CAMPUS SUPPORTS

## **Alcoholism Education Lecture Series**

- Every Wednesday evening from 7:00 to 9:00 p.m. in the Conference Center Auditorium.
- Presented by addictions counselor from the Kolmac Clinic.

## **Alcoholics Anonymous (AA) Meetings**

- Meetings are held Monday through Sunday: 7:00 a.m., 9:00 a.m., 12 noon, 5:30 p.m., 7:00 p.m. and Saturdays: 7:00 a.m., 9:00 a.m., 12 noon, 2:30 p.m., 5:30 p.m., 7:00 p.m.
- They are located in rear of the third floor of the Gibson Building. Follow signs that say “AGAPE.”

## **Narcotics Anonymous (NA)**

- Meetings are held Sundays, 8:15 - 9:15 p.m. and Mondays, 7:30 - 8:30 p.m. in the C Building, Rm. 305, and Tuesdays, 8:00 - 9:00 p.m. in the Cafeteria

## **BAIG (Overeaters Anonymous Subgroup)**

- Meetings are held the third Sunday of the month from 3:30 - 5:15 p.m. in the C Building, Rm. 305

## **Al-Anon**

- There are no meetings on campus. Meetings are available nearby. Please ask staff for more information.

# OTHER SHEPPARD PRATT SERVICES

## **Sheppard Pratt Pastoral Services**

- Service is available for all denominations. Please ask staff to contact pastoral services if desired.
- Staff has information on the names and locations of various religious services in the area. Please ask!
- A meditation room, brick labyrinth and garden are located in the lobby of the Weinberg building.

## **Merritt Athletic Club**

- All residents have access to the local Merritt Athletic Club during their stay.
- Please feel free to ask for a tour of the equipment at your first visit.
- The Merritt offers various amenities including: strength and conditioning equipment, swimming pools, group exercise classes, racquetball and squash courts, personal training (additional fee).
- Towels are provided.

## **Sheppard Pratt Post Office**

- Located on the ground floor, B 016.
- Hours of operation are Monday through Friday from 9:30 a.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m.
- Outgoing mail and stamp machines are available.
- A UPS drop box is also located outside of the Post Office.
- Mail is brought to The Retreat after lunch and staff is notified of any packages that need to be picked up.

## **ATM**

- A Bank of America ATM machine is available on the first floor, central building (right of the front entrance to the cafeteria). A staff member can show you to the ATM location if needed.

## **Sheppard Pratt Bargain Nook**

- A thrift and consignment shop.
- Located on the ground floor, central building (outside of the cafeteria).
- Open on Tuesday, Wednesday and Friday from 10:00 a.m. to 3:30 p.m.
- 410-938-4854

## **Sheppard Pratt Gatehouse Gift Shop**

- Located in the lobby of the Weinberg building.
- Open Monday through Friday 8:30 a.m. to 3:30 p.m.; Saturday, 12:30 to 3:30 p.m.
- 410-938-4853