



State of New Jersey

DEPARTMENT OF HEALTH
DIVISION OF BEHAVIORAL HEALTH SERVICES
TRENTON PSYCHIATRIC HOSPITAL
PO BOX 7500
WEST TRENTON, NEW JERSEY 08628
(609) 633-1500

PHILIP D. MURPHY
Governor

KAITLAN BASTON, MD, MSC, DFASAM
Commissioner

TAHESH L. WAY
Lt. Governor

DEBORAH HARTEL
Deputy Commissioner

ANNE MARIE FLORY, MSN, RN, NE-BC, CPPS
Assistant Commissioner

MARIA CHRISTENSEN
Chief Executive Officer

November 2023

Re: Trenton Psychiatric Hospital –**Visitation hours**

Dear Visitors and Friends,

Trenton Psychiatric Hospital staff encourages families and support persons to visit with patients safely. Visitors may contact the visitation hotline to schedule a convenient date and time to visit with a patient. A member of the Social Services staff will contact the visitor for visitation details, such as the day, time, and the name of the visitors. The visitor will receive a return phone call/e-mail with confirmation details for the visit.

Please note, visitors need to provide identification upon arrival at the visit. TPH can accommodate 2 visitors per patient at one time. Visitation requests are scheduled through the TPH Visitation hotline at 609-633-1545. Visits are conducted indoors in Drake Complex, Raycroft complex, Lincoln complex and Travers complex. Please share special accommodation requests with the visitation hotline staff to determine if the request may be accommodated.

TPH Visiting Hours: Please be advised that visiting hours are scheduled during the block times listed below:

1. Monday through Friday---Evening visitation is scheduled from 6:30pm to 8:00pm. Please note, scheduled visitors may arrive between 6:30pm to 7:30pm. Visitors arriving after 7:30pm, will not be permitted entry as the processing time for the visit will have ended.
2. Saturday, Sunday, and Holidays---Visitation opportunities are as follows:
 - Afternoons visits on holidays and weekends are scheduled from 1:30pm to 3:00pm. Please note visitors arriving after 2:30pm are not permitted as the processing time for the visit will have ended.

- Evening visits on weekends and holidays are scheduled from 6:30pm to 8:00pm. Please note visitors may arrive between 6:30pm to 7:30pm. Visitors arriving after 7:30pm are not permitted as the processing time for the visit will have ended.
- **Scheduling the In-Person Visits:**
 - Visits are **prescheduled** by contacting the TPH Visitation hotline.
 - Please leave a message with the TPH Visitation hotline at **609-633-1545** and the staff are happy to arrange a scheduled appointment.
 - When contacting the hotline, please leave a message with your name and a phone number where a member of the staff can reach you to discuss arranging a visit. Also please provide the name of the individual that you would like to visit.
 - Please let the hotline staff know if you are requesting special accommodation or visits outside of the available hours, so that the staff may assist you efficiently.

PLEASE NOTE: The safety of the patients, staff, and visitors are the number one priority. In cases of inclement weather (storm with restricted movement on grounds) or clinical concerns; the visit may be rescheduled. Cancelled visits receive priority rescheduling.

Visiting Procedures:

- Visitors check in process is required. Visitors are required to present a form of identification. Visitors receive a visitation packet and an escort to the TPH vehicle for transport to the complexes. This process takes approximately 15 minutes.
- Two adult visitors are permitted to visit with a TPH patient at one time. Minors under the age of 18 are not permitted to visit in the visitation areas. Children visits with a patient requires special arrangements. Please let the visitation hotline staff know if children are visiting.
- Restrooms are available at centralized security at Stratton building and are regularly cleaned by housekeeping.
- Visitors are screened for contraband prior to being permitted on grounds. Failure to complete the processes is cause for denial of the visit.
- Visitors/patients are not to comingle with other visitors/patients.

Upon arrival for the visits:

Upon arrival at TPH you are to enter at Gate 2 on Sullivan Way. Security personnel direct you to a parking area. The friendly security staff transport you to centralized security at the Stratton building for check in. You only need a government ID and your car keys. Please leave bags and bulky items in your vehicle.

After you are processed by central security you are transported to your destination. Note: *If you need to utilize the restroom this is the area where it is available. Security will transport you to the complex.* Security staff at each complex greet you and process your visit. Once you have completed your visit, security staff transport you back to your vehicle at Gate 2 on Sullivan Way.

Please do not bring anything with you to your scheduled visit. This may delay the beginning of your visit and shorten the time set aside for you to spend with your loved one.

TPH Provides Personal Items: In effort to maintain safety and security the hospital offers TPH consumers a variety of essentials, including clothing, footwear, toiletries, and outerwear. Despite the hospital's ability to meet consumer needs, approved outside items may be brought by visitors to TPH consumers. These items are reviewed by TPH Security to see if it meets accepted guidelines. When accepted by Security, the items are delivered to the consumer provided they do not cause safety and/or security issues.

Packages: Packages require pre-approval by the treatment team for your loved one, prior to acceptance by the Security office. Please contact the unit Social Worker or the Complex Administrator for questions about sending pre-approved items to the consumers.

In addition, items specified on the attached Contraband Addendum list are strictly prohibited on hospital grounds. Also please be advised that consumers are encouraged to limit the receipt and wearing of valuable items such as watches or jewelry, etc. It is preferred valuables be stored with friends or family members outside of the hospital for safekeeping. If consumers choose to keep their valuables in their possession, they are advised that TPH is not responsible for the items. If the valuables are stored at the hospital, they are placed in the Patient's Accounts Office.

Consumer Spending Accounts: *TPH has* a cashless system, which means that cash is not given to the consumers or staff. You may provide consumers with funding which can be deposited in the consumer's personal hospital account by:

- ✓ Mailing a check or money order made out to the patient for deposit in their personal hospital account, to the following address:

**Trenton Psychiatric Hospital
Attn: Patient Accounts
PO Box 7500
West Trenton, NJ 08628**

- ✓ Mailing (to the above address) a check or money order made out to TPH, with the patient's full name in the MEMO section. This alternative allows the business office to deposit the funds in the patient's account immediately. If the check/money order is made out to the patient, the deposit will be delayed as it will require the patient's signature prior to the deposit.

7. TPH Contact Information: Contact Information for all the Complex Administrators throughout the hospital is as follows:

- **Drake Complex-** Chinwe Agba-Eluwa- 609-633-1816
- **Raycroft Complex-** Timothy Loesch –609-633-1768
- **Lincoln Complex-**Deborah Howell-609-633-1677
- **Travers Complex-** Monica Kelly -609-633-1847

Please be advised of the items listed below that are not permitted for patient use.

Addendum Contraband List*

Contraband is defined as any item/object that may threaten the health, safety and/or the security of patients or others in the hospital setting. For all patients in locked units' contraband includes the following:

1. Matches, lighters
2. Lighter fluid, other combustible/flammable products
3. Metal cans, hard plastic and glass containers
4. Tools, such as hammers, screwdrivers, scissors, can openers, etc.
5. Shoelaces, neckties, belts- (Only allowed in Travers Complex)
6. Clothing and jewelry deemed to be a hazard
7. Pieces of wire, rope, twine, chains
8. Any cord, string, rope, hand-made items (e.g., braided items, intertwined belts, pieces of cloth) that cannot be easily broken with minimal pulling apart effort or more than 12 inches in length.
9. Suspicious items (e.g., braided, or wet cloth made from twine, shirts, pillowcases, etc.) more than 12 inches in length.
10. Hooded sweatshirts and sweatpants that have drawstrings- (Only allowed in Travers Complex).
11. Boots— (Allowed in Travers Complex)
12. Sharp objects including nails, razor blades, knives, needles, pins, tacks, or staples
13. Keys or other common items that can be used as weapons.
14. Canes and crutches, unless medically necessary.
15. Plastic bags
16. Aerosol sprays, glues, solvents, and other types of toxic substances
17. Alcohol in any form (the exception being some personal care products with trace amounts).
18. All ingestible items (beverages, food, candy, lozenges-wrapped and unwrapped).
19. Cigarettes, e-cigarettes, tobacco, or any product containing nicotine, unless prescribed by a hospital medical professional
20. Cell phones
21. Camera or any device with the capacity to take pictures or record video.
22. Electronic devices (e.g., laptops, any devices with camera features) that could potentially violate other patients' confidentiality
23. Personal electrical appliances to include all speaker systems. Examples include Bluetooth speakers, boom boxes, and portable radios. EXCEPTIONS are permissible for headphones and small music devices such as MP3 players that do not have screens or the ability to display pictures or video. The EXCEPTIONS cannot have factory headphone or charging cords. The EXCEPTIONS must use hospital provided earbuds. Charging of devices is managed by Nursing staff.
24. Computers, laptops, notebooks, iPads, or any data processing equipment
25. Pornographic materials
26. Cash, money, credit cards, debit cards, pre-loaded gift cards, and any other form of currency.
27. Illegally burned copies (i.e., "bootleg" or "pirated") DVDs or CDs will not be permitted. Illegal DVDs include copies of films which are currently in the movie theaters and been reproduced illegally (even if in a sealed wrapper) DVDs and CDs must be presented sealed in their original packaging.
28. Electrical extension cords
29. Powders, to include body powders, foot powders, talcum powder, etc.
30. Oils, to include body oils, fragrance oils, moisturizing, cooking oils, spiritual healing oils
31. Toothbrushes not issued by TPH – (except for Travers Complex)

The possession of the following items, in addition to being contraband, may violate the law; when found, they are to be handled according to the procedures for illegal contraband:

1. Medications and over-the-counter preparations not prescribed by the hospital
2. Syringes or intravenous equipment
3. Controlled dangerous substances (e.g., marijuana, heroin, cocaine, crack, etc.)
4. Other intoxicants such as synthetic marijuana, bath salts, K2, spice, etc.
5. Paraphernalia associated with drug use
6. Firearms or explosives of any kind

For some individuals, the following will be considered contraband after documentation by the treatment team that the items present a risk of danger to any person on the unit:

- a) Headphones, and electric cords longer than 12 inches
- b) Food items that can be considered dangerous or are clinically contraindicated (e.g., peanut butter, caffeinated or sugar laden foods, some chewy candy, etc.)
- c) Chairs and small furniture when used as a weapon.
- d) Cleaning products, such as bar soap and laundry detergent
- e) Any other items that, in the judgment of hospital staff, can be used or misused to pose a threat to health, safety and security of any person on the unit.
- f) Products containing minute amounts of alcohol, such as personal care items (e.g., shampoos, conditioners, skin lotions, deodorants, hair balms, gels, etc.).

Staff and Visitors are prohibited from providing contraband items to patients.

Please note the treatment teams have the authority to restrict items that in the judgment of hospital staff, can be used or misused to pose a threat to health, safety, and security of any person on the unit. Treatment teams have additional discretion to authorize certain items with team approval when considered medically necessary. Patients not residing in locked units (Travers complex) are allowed some items specifically noted above. Travers patients transferred back to a locked unit are afforded the opportunity to store items not permitted in the other section of the hospital prior to being transferred.

Thank you for abiding by the TPH Visitor Guidelines. Your assistance and cooperation are important to helping us make your visit to TPH a positive experience. Please feel free to contact TPH Administration if you have any questions.

**Respectfully,
TPH Administration.**

