

# General rules and regulations Vincent van Gogh

for mental health

*Version: January 2020*

## Introduction

The following rules and regulations have been established to guarantee the safety and wellbeing of our clients, their families, other visitors and the staff of the Vincent van Gogh Institute for mental health.

In addition to these general rules, you may receive supplementary guidelines from each individual residence/department. These supplementary guidelines concern daily practicalities such as meals, (bed)rest, therapy, laundry and social media/telephone. You can find these guidelines in the information brochure of the specific residence/department.

The care of each client is personal and individual. The treatment plan or care plan is a written agreement between client and caregiver. Thus neither the general rules nor the departmental guidelines concern a client's treatment. It is possible that a caregiver deems it necessary to make agreements and arrangements with a client that differ from general or departmental rules. In this case, the agreements documented in the treatment plan are always preferentially valid.

### *Manners and values*

It is our hope and firm goal that we all treat each other with respect. We expect that everyone is considerate towards the other and also offers help when necessary. We expect that everyone is tolerant of the other and also respects the other's privacy. We strive to prevent disturbances, aggression, violence and sexual intimidation. We value good manners and good values. In case of (the suspicion of) punishable acts Vincent van Gogh reserves the right to report matters to and acquire the help of the police department.

## General rules and regulations

### Safety

The national traffic laws are applicable on the streets on the properties of Vincent van Gogh. Please comply with traffic signs and markings.

There are specific rules and regulations in all of our buildings and on all of our properties to ensure fire prevention and safety.

In case of a calamity, we expect everyone to follow the instructions of the employees of Vincent van Gogh, the company's rescue team and all official emergency squads (police and fire department).

### Dangerous objects

The possession of objects which may endanger yourself or others or which may disturb institutional order are strictly prohibited.

Dangerous objects will be confiscated. The owner will be given a proof of receipt.

Confiscated items will be:

- kept in a safe place
- destroyed with your permission and in your presence or
- anonymously turned over to the police.

### **Trading, lending and borrowing**

To prevent misunderstanding and unpleasant circumstances, we firmly request that you do not trade, exchange or sell goods during your stay in our institution. Also, we firmly discourage borrowing and lending of money.

### **Gambling**

Gambling, including any game of chance which involves money, goods or services, is strictly prohibited.

### **Drugs**

Possession of, use of and dealing in drugs is strictly prohibited on the properties of Vincent van Gogh.

### **Alcohol**

Vincent van Gogh discourages the use of alcohol. Additional arrangements concerning alcohol can be incorporated in your personal care plan.

### **Smoking / open fire**

In accordance with fire safety ordinances, it is prohibited to have any source of open fire (such as lit candles or incense) inside the residences of Vincent van Gogh, including the bedrooms.

In accordance with fire safety ordinances and public health regulations, it is prohibited to smoke in any building of Vincent van Gogh. The designated smoking areas are clearly marked. In accordance with fire and safety regulation, smoking in the sleeping quarters is strictly prohibited.

### **Pets**

Pets are not allowed to be kept in the residences of Vincent van Gogh. Occasional exceptions to this rule can be discussed with your caregiver and the manager.

### **Audio and video**

In our institution, we respect everyone's privacy. We therefore request everyone to take extreme care when taking pictures and making videos. It is always essential that you have explicit permission from the person(s) you are photographing/filming, whether they are other residents, caregivers or visitors. This permission is necessary for both making the photo/video and using it on any type of social media.

### **Visitor bag screening**

Vincent van Gogh reserves the right to screen visitors' bags and belongings for the possession of dangerous or forbidden items. Visitors who refuse to comply will not be admitted to the residence.

### **Liability**

We expect that everyone uses great care when handling and using another's property, including that of the institution and its employees. In case of property damage, we will assess liability and charge the assessed costs to the perpetrator.

### **Use of computers and internet**

In some residences WiFi is available. Information about the use of WiFi can be found in the information brochure of the residence.

Some residences have a computer which may be used by residents. Terms and conditions for use of these computers can be found in the information brochure of the residence. It is forbidden to visit websites with a pornographic, violent, racist or offensive nature.

Terms and conditions for use of your personal computer, laptop or tablet can be found in the information brochure.

### **Individual rooms**

During your stay you may have an individual room. You will receive a brochure with general information and the regulations of the residence for your stay at our institution.

Vincent van Gogh advises you not to bring valuable or delicate possessions to the premises. Vincent van Gogh is not responsible or liable for loss or theft of personal items.

### **Meals**

We make every effort to abide by the dietary guidelines that your doctor or caregiver has prescribed. We also take measures to take into account dietary restrictions based on religious beliefs.

### **Telephone use**

In many residences, a telephone is available for use. Terms and conditions for the use of the residential phone and your own cell phone can be found in the information brochure.

You may always call the following persons:

- the patient counselor
- the family counselor
- judicial authorities and
- your lawyer.

For information concerning the use of a cell phone for purposes other than telephone calls, please see "Use of computer and internet".

### **Medicine**

The possession and use of non-prescribed and over the counter medicine, vitamin and dietary supplements and homeopathic preparations are only permitted when approved by your physician.

### **Complaints**

You may discuss and register complaints about (employees of) Vincent van Gogh with the nursing staff, your caregiver or a manager. You may also acquire the help of the complaints officer or the patient counselor if you have been admitted against your will.

There are four ways for registering complaints:

1. via your healthcare provider (in accordance with the Wkkgz-Law concerning quality, complaints and disputes)
2. via the Bopz-complaint committee
3. via the Wvggz-complaint committee
4. complaint regulation in accordance with the Youth Law.

Addresses where complaints can be submitted:

**Wkkgz or Youth Law**

Vincent van Gogh  
Attn.: Complaints Department  
Postbus 5  
5800 AA Venray  
(0478) 527 632  
klachten@vvgi.nl

**Law Bopz of Wvggz**

Vincent van Gogh  
Attn.: Complaints Department  
Postbus 5  
5800 AA Venray  
  
(0478) 527 597  
klachtencommissie@vvgi.nl

For information concerning the submission of a complaint, please see the brochure, "Heeft u een klacht? Laat het ons weten".