

Preparing for Your Stay



Aerial view of The Menninger Clinic

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Guide to Packing

THINGS TO BRING

*** Note:** We will not continue the use of herbal supplements while at The Clinic.

- For adolescents, immunization records and school assignments for first 3 weeks
- Alarm clock – Must be wind up or battery operated. We encourage self-responsibility in getting up and being on time.
- Journal materials – Wireless notebooks or journals only, no wire-bound notebooks
- Stamps, stationary paper, envelopes and writing utensils
- Copy of Living Will, if one is in effect, or advance directives
- Driver's license, which may be needed as personal identification for appointments off of the Menninger grounds
- Spending money – Do not bring a large amount of cash. We discourage keeping more than \$25 to \$30 dollars at one time. You are able to cash checks at the cashier's office while here. No more than one credit card is suggested.
- Medical insurance information, insurance card and prescription information. These may be needed for medical treatment during your stay even if insurance is not paying for treatment at Menninger.

- Jewelry – Minimal amount suggested. You keep this at your own risk.

Suggestions for Clothing

*** Note:** Pack items that do not require belts or drawstrings. For footwear, bring shoes that do not require laces, such as sandals and/or slip-ons. Athletic shoes with laces are needed to use the gym and fitness equipment and can be checked out for use.

- Casual and comfortable clothing – **no** low-cut shirts, short shorts or skirts, sheer, clingy or overly tight clothing, tank tops, clothing with drug paraphernalia or terms, or sexually explicit pictures or wording
- Swim suit or trunks for saltwater pool (depending on season – one-piece suits only for women; trunks without drawstring for men)
- Light and/or warm jackets. Clothes that layer are useful for all seasons.
- Sweat shirts (without drawstrings) or sweaters, as it is often cool on the unit
- Comfortable walking shoes
- Athletic shoes (required for fitness center) and athletic clothing (Athletic shoes with laces may be checked out for use in the fitness center since laces are not accepted on the unit.)
- Robe (without belt or sash)
- Slippers
- Pajamas (without drawstrings)

Personal Care Items

- Toothbrush (nonelectric) and toothpaste
- Shampoo plus conditioner if desired
- Antiperspirant (non-aerosol only)
- Nail clippers and emery board
- Shavers – electric only
- Facial cleansers
- Specialty soap—Menninger provides hotel type hand soap
- Feminine hygiene products as needed
- Hair care and styling items such as mousse, spray and gels (non-aerosol)
- Lip balm
- Make-up as desired (no glass mirrors for the protection of the unit community)
- Contact lenses (extra pairs) and cleaning supplies

Comfort Items

- Photos of family, friends and home (without glass in or on the picture frames)
- Bed pillow
- Wireless earbuds (Units have a supply of wireless headphones available for your use.)
- Small craft or art materials, which may require use under supervision
- Drawing materials

- Playing cards
- Single-serving packages of snack foods
- Beverages in plastic cartons
- Mouthwash without alcohol
- Cell phone – Menninger provides phones without a camera for calls made to/from the unit, which ensures the privacy of other patients. Personal cell phones are stored and retrieved from the vault in the Menninger Cashier's Office. Access to personal cell phones will be permitted only when going off grounds. Staff will obtain the patient's mobile number and provide the patient with Menninger's phone number to ensure communication access while off campus.
- Musical instruments, if brought, will be kept in a supervised area and/or be used under supervision of clinical staff.
- Flower arrangements or plants in plastic vases or containers, not glass, including flowers sent by family
- Only iPod and MP3 models with music download and playback ability (No video recording or photography models are permitted.)
- eReaders, such as Kindle, other downloaded materials or books
- Wireless earbuds or wireless headphones

ITEMS FOR RESTRICTED USE BY ADULTS

* **Note:** Please refer to the age-specific list provided by your admission coordinator.

To preserve a safe environment for all patients at Menninger, the following items are kept at the Nurses' Station in a secure location. Patients may check out these personal items and return them for safekeeping.

Appliances and Home Goods

- CDs
- Chargers
- Glass bottles, including makeup, nail polish and perfume, which will be dispensed with staff supervision
- Metal and plastic needles of all types (Knitting, crochet and looming needles will be limited to use in the day room.)

Clothing and Accessories

- Athletic shoes with shoelaces for exclusive use in the gym and fitness equipment area

Personal Care Items

- Cuticle trimmers
- Nail clippers
- Dental floss, which will be dispensed in small amount for each use
- Eyelash curlers

- Scissors
- Shavers (battery operated and electric)
- Toiletries including shampoo, body wash and facial wash (If the label indicates "seek medical attention if ingested," these items will be dispensed in single-use amounts with supervision.)
- Tweezers

Miscellaneous

- Musical instruments
- Sports equipment
- Select art supplies based on assessment for safe use

LEAVE THESE ITEMS AT HOME

* **Note:** As a non-smoking facility that follows the policy of the Texas Medical Center, tobacco products of any kind (i.e. cigarettes, smokeless tobacco, e-cigarettes, vapors) are strictly prohibited with no exceptions.

Please avoid bringing the following items as they cannot be used by patients on their hospital unit.

Appliances and Home Goods

- Candles, matches, lighters
- Cans—aluminum, aerosol, pressurized cans
- Corded and/or metal heaters and fans

- Electric blankets or throws, personal heating pads
- Extension cords
- Flashlights, light bulbs, other devices with a light
- Glass items
- Hangers: metal and wire
- Luggage straps, musical instrument straps
- Mirrors, both plastic and glass
- Plastic packaging rings from soft drinks, plastic packaging materials, bubble wrap or plastic bags
- Safety pins
- Metal sewing needles
- Sharpeners for pencils or makeup
- Spiral-bound notebooks
- Tools: hammers, pliers, wrenches or crafting tools

Clothing and Accessories

- Drawstrings in pants, shorts or swim trunks, belts, scarves, hats with strings, sashes, ties, suspenders, hair ribbons or ties
- Shoes with shoelaces (exceptions are athletic shoes to check out when using the Menninger gym and fitness equipment)
- Survival necklaces and bracelets
- Tank tops

Electronics

- Recording devices for photos, voice, music or video
- Earbuds or headphones with cords
- Laptops, iPads, DVD players, personal gaming systems and smart watches (Personal cell phones will be kept in the Menninger vault. Menninger provides cell phones.)

Food and Beverages

- Energy drinks, body-building powders, protein drinks and protein bars
- Any beverage or food in a glass or metal container

Personal Care Items

- Corded personal care items, such as hair dryers, hot air brushes, curling and straight irons, or hot rollers (Units have battery-operated hair dryers.)
- Nail polish remover containing acetone
- Mesh bath scrubby or any loofah
- Metal nail files
- Dental picks
- Mouthwash containing alcohol
- Razors unless battery-operated or electric
- Laundry detergent, fabric softener or stain remover (Menninger provides detergent.)
- Electric toothbrushes

ITEMS FOR RESTRICTED USE BY ADOLESCENTS

* **Note:** Please refer to the age-specific list provided by your admission coordinator.

To preserve a safe environment for all patients at Menninger, the following items are kept at the Nurses' Station in a secure location. Patients may check out these personal items for use and return them for safekeeping.

Appliances and Home Goods

- Chargers (staff will charge items in secure location)
- Pens, pencils and erasers (Unit provides these items.)

Clothing and Accessories

- Earrings (Staff will secure your earrings; you may change out earrings as desired.)
- Body jewelry (Please choose body jewelry that you will wear throughout the duration of your stay. Any extras will be sent home with your family/guardian.)
- Makeup without mirrors, not in glass bottles (You may bring one small bag with makeup that you will check out to use.)
- Athletic shoes with shoelaces (One pair, only allowed in gym and fitness center with staff supervision.)

Personal Care Items

- Cuticle trimmers
- Nail clippers
- Dental floss, which will be dispensed in small amount for each use
- Shavers (cordless, rechargeable)
- Toiletries including shampoo, body wash and facial wash (If the label indicates "seek medical attention if ingested," these items will be dispensed in single-use amounts with supervision.)
- Tweezers

Miscellaneous

- Musical instruments
- Sports equipment
- Select art supplies based on assessment for safe use

LEAVE THESE ITEMS AT HOME

* **Note:** As a non-smoking facility that follows the policy of the Texas Medical Center, tobacco products of any kind (i.e. cigarettes, smokeless tobacco, e-cigarettes, vapors) are strictly prohibited with no exceptions.

Please avoid bringing the following items as they cannot be used by patients on their hospital unit.

Appliances and Home Goods

- Candles, matches, lighters
- Cans—aluminum, aerosol, pressurized cans
- Corded and/or metal heaters and fans
- Electric blankets or throws, personal heating pads
- Extension cords
- Flashlights, light bulbs, other devices with a light
- Glass items
- Hangers: metal and wire
- Luggage straps, musical instrument straps
- Mirrors, both plastic and glass
- Plastic packaging rings from soft drinks, plastic packaging materials, bubble wrap or plastic bags
- Safety pins
- Metal and plastic needles of all types (knitting, crochet and looming)

- Sharpeners for pencils or makeup
- Spiral-bound notebooks
- Pipe Cleaners
- Staples, Paperclips, Mechanical Pencils, “clic” pens
- Tools: hammers, pliers, wrenches or crafting tools

Clothing and Accessories

- Drawstrings in pants, shorts or swim trunks, belts, scarves, hats with strings, shoelaces, sashes, ties, suspenders, hair ribbons or neck ties
- Shoes with shoelaces (Exceptions are athletic shoes to check out when using the Menninger gym and fitness equipment with staff supervision.)
- Survival necklaces and bracelets
- Tank tops

Electronics

- Recording devices for photos, voice, music or video
- Any headphone or earbuds with wires
- Airpods or other wireless earbuds
- Laptops, iPads, DVD players or personal gaming systems and smart watches (Personal cell phones will be kept in the Menninger vault. Menninger provides cell phones.)

Food and Beverages

- Energy drinks, body-building powders, protein/meal replacement drinks and protein bars
- Any beverage or food in a glass or metal container

Personal Care Items

- Hair dryers, hot air brushes, curling and flat irons and other corded personal care items (Unit provides battery-operated hair drier.)
- Nail polish remover containing acetone
- Mesh bath scrubby or any loofah
- Metal nail files
- Dental picks
- Bobby pins
- Mouthwash containing alcohol
- Razors unless battery-operated or electric
- Laundry detergent, fabric softener or stain remover (Menninger provides powdered detergent.)

Miscellaneous

- Alcohol, illicit drugs or drug paraphernalia
- Guns or weapons of any kind
- Tobacco, smokeless tobacco, pipe cleaners, cigarettes, vapors and e-cigarettes

- Toxic substances including but not limited to inhalants, model glue, hair dye, liquid bleach hair remover (cream and gel) or similar products

BRIEF INFORMATION OR FAMILIES

New Family Orientation

Jump-start your family therapy by participating in Family Orientation. Social workers present the overview about Menninger, treatment and how to support your family member.

Please note: While the COVID-19 pandemic is ongoing, Family Orientation is conducted online. To participate, a consent form, which is made available during the admissions process, must be signed by the patient. To register, email [Tareva Lenard](mailto:Tareva.Lenard) your first and last names as well as the unit or program where your family member admitted.

The orientation is an opportunity to:

- Learn about the value of team treatment and how it contributes to patient-centered care.
- Explore the evidence-based practices we use.
- Discover how treatment progresses from admission to aftercare.
- Understand what appropriate family support and involvement entails.
- Gain perspective and reassurance from peers.
- Receive answers to your questions about the treatment and recovery process.

Visitation Hours

Please note: During the pandemic, visitation is limited to one family member. However, this practice may be changed as needed to protect the health of all patients and staff. Each patient receives a Menninger cell phone and can work with the unit staff to arrange teleconference visits with immediate family members.

- There are daily visitation hours with no waiting periods. Specific hours of visitation vary on each program.
- Visitation should not interfere with the assessment or therapy appointment schedule and may be reviewed on a case by case basis with your social worker.

Family Education Day

Please note: Due to the COVID-19 pandemic, Family Education Day is now being offered virtually. If you have questions about this, please contact [Tareva Lenard](mailto:Tareva.Lenard).

The interactive presentations are designed to assist families in supporting the healing and recovery process through strengthening understanding of Menninger treatment processes and meeting other families to share experiences.

Visit our [website](#) for dates of the virtual Family Education Dates.

COMMON QUESTIONS

We hope to make your preparations as smooth as possible. Below are some questions that we anticipate you may have.

What can I expect at the time of admission?

- When you arrive, an Admission coordinator will meet with you to complete the registration paperwork and explain your rights.
- You will meet with a physician/psychiatrist who will assess your current symptoms.
- At the program residence/unit, nursing staff will provide you with an orientation to the facility (including your room) and introduce you to peers on the unit.
- A program representative will notify the professional who has been treating you.

Should my family accompany me at the time of admission?

- If you are an adult, it is not required by law, but we encourage a family member or significant person in your life to accompany you to complete paperwork. If you are an adolescent, you are required to be accompanied by a parent or guardian to complete the admission paperwork.
- Once the family member returns home, the treatment team's social worker provides ongoing communication. The social worker also arranges conference calls and visits with the patient and family, according to the treatment plan.

What methods of payment are accepted?

- We accept payment with Visa, MasterCard, Discover and American Express credit cards, personal checks and bank wire transfers. If making a payment using a credit card, please contact the credit card company before arrival to let a representative know that a large payment will be posting to the account from Menninger.
- Individuals in the Houston area may be eligible for financial assistance, according to our policy, which is available on our website.
- We also have a lending program. Ask your admissions coordinator for details.

Does Menninger have cashier services?

Yes. Our guidelines are as follows:

- The cashier is available Monday through Friday for patients.
- Cashing patient checks is \$100 limit per week.
- Running patient credit cards for cash back for \$100 limit per week.

(Continued on next page)

Can my family member(s) visit?

During the pandemic, to protect the safety of patients and the Menninger staff no in-person visits are permitted. Unit staff will provide each patient and family information about virtual visits and phone calls. This procedure is subject to change pending recommendation of health officials and Menninger's infection control staff.

Do patients have time for recreation?

After daily groups and meetings, nursing staff and recreation therapists continue to provide structure and support. Evenings and weekends offer patients the time to work on their personal goals, reflect on therapeutic work and participate in recovery meetings when appropriate. Recreation and free time are determined on an individual clinical basis. Organized evening and weekend recreation, therapeutic and leisure activities are planned for the program's patient community.

A FEW WORDS ABOUT PRIVACY

As you work with your family member's treatment team, the Admissions coordinators or Finance staff, you may have virtual conversations on Zoom or Microsoft Teams for family therapy or other matters. To protect the privacy of you and your patient family member, please do not communicate with Menninger staff using the Teams or Zoom chat feature during or apart from the virtual conversation.

If you or a loved one have an emergency, call 911 or go to your nearest emergency room. If you need to contact the Menninger treatment team or a staff member, please contact our main line at 713-275-5400 and a care coordinator will assist you.



TRANSPORTATION SERVICES IN HOUSTON

*** Note:** It is the patient's or family's responsibility to discuss policies related to the services with the individual cab companies.

Many of our visitors to Houston use one of the following or they access Uber or Lyft.

- VIP Services
Moe Alba
832-573-7222
- A&T Taxi Services
John Telfah
877-330-8294
713-294-4755 (local)

DRIVING TO MENNINGER FROM HOBBY AIRPORT (HOU)

The Sam Houston Tollway, also called Beltway 8, requires cash tolls and it bypasses much of the city. Heavier traffic may be encountered on the I-610 loop, which is a shorter distance.

We suggest viewing the maps showing the immediate area near the Menninger entrance on next page.

Via Sam Houston Tollway/Beltway 8 (23 miles)

1. Drive southbound Telephone Road to the Sam Houston Tollway/Beltway 8.
2. Go west on Sam Houston Tollway/Beltway 8
3. Turn right onto Highway 90/US-90 Alt E. Continue to follow US 90 Alt E/Main St.
4. Take exit for South Post Oak and stay on Main Street through light
5. The Menninger Clinic/12301 Main St is on the right

Via I-610 Loop (17 miles)

1. Drive East on Hobby Airport Loop
2. Continue onto Broadway Street
3. Turn right onto Belfort Street



4. Turn left onto Gulf Freeway/I-45 (take ramp onto I-45N)
5. Take exit 40C on the left to merge onto I-610 W
6. Take exit 4B on the left to merge onto S Post Oak Road
7. Turn left onto Main Street
8. The Menninger Clinic/12301 Main St. is on the right

From Bush Intercontinental Airport (IAH) – 43.9 miles

1. Follow airport signs to westbound Sam Houston Tollway, also known as Beltway 8.
Note: Cash toll is required.
2. Continue on Sam Houston Tollway/Beltway 8 and exit onto US 90-E/Main Street (left turn)
3. Take exit for South Post Oak and stay on Main Street through light
4. The Menninger Clinic/12301 Main St. is on the right below the green highway sign for Hiram Clarke Road.

HOTELS AND RESTAURANTS

Many choices exist in Greater Houston for hotels, dining and services related to travelers. Following are some of the hotels located in the nearby Texas Medical Center and Galleria districts.

You and your family may have preferences and participate in rewards programs to apply to your travel.

Economy

LaQuinta Inn & Suites, 1625 West Loop South,
Houston, TX 77027
713-355-3440 (9 miles from Menninger)

Moderate

Sheraton Hotel, 2400 West Loop S, Houston,
TX 77027
713-586-2444 (8 miles from Menninger)

Marriott Courtyard Houston Medical Center,
7702 Main Street, Houston, TX 77030
713-668-4500 (5 miles from Menninger) – Ask
for medical rate.

Drury Inn & Suites Houston Galleria
1615 West Loop South, Houston, TX 77027
844-225-1113 (9 miles from Menninger) – Ask
for medical rate for Menninger.

Upscale

Hilton Post Oak, 2001 Post Oak Blvd Houston, TX
77056 – Moderate Upscale
713-961-9300 (8 miles from Menninger)

JW Marriot Houston, 5150 Westheimer Road,
Houston, TX 77056 – Upscale
713-961-1500 (7.5 miles from Menninger)

Houstonian Hotel, 111 North Post Oak Lane,
Houston, TX 77024 – Very Upscale
713-680-2626 (7 miles from Menninger)

St. Regis Hotel, (Galleria area) 1919 Briar Oaks
Lane, Houston, TX 77027 – Very upscale
713-840-7600 (9 miles from Menninger)

Four Seasons Hotel, (Downtown) 1300 Lamar
Street, Houston, TX 77010 – Very upscale
713-650-1300 (15 miles from Menninger)

QUESTIONS?

**Contact your admissions coordinator by calling
713-275-5400.**