

Client Handbook

Adult Psychiatric Services

2019

Form 2020 09-2019



NORTH
Dakota
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State Hospital
HUMAN SERVICES



North Dakota State Hospital
2605 Circle Drive
Jamestown, ND 58401
701.253.3650

Welcome to the North Dakota State Hospital.

We are proud to serve you.

We are committed to your mental health and wellness, and we want your stay to be as safe, helpful and comfortable as possible.

We understand you may be in crisis and it is our job to help your recover. While each person comes to the hospital with unique problems and circumstances, our goal is always the same – to help you achieve your highest level of health, safety, and independence.



You will work with a team of health care professionals to create a plan to meet your recovery goals. You are the most important member of the team. We encourage you to play an active role and attend your recovery team meetings. The more involved you are in your own care, the more successful your recovery will be.

Please be open and honest with staff. We base our treatment on what we learn about you – your challenges as well as your strengths. We can help you best if we have all the information.

Please be patient with yourself and others. Remember that everyone is different and behaves in different ways to cope with stress. At times you may see other people who are upset. Remember that everyone is doing the best they can and try not to take things personally. If someone is troubling you, just ask staff for help.

This handbook and the Department of Human Services Client Handbook will help you learn more about your recovery program and answer some commonly asked questions. If you have more questions after reading both handbooks, feel free to ask any of your recovery team members for assistance.

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Our mission is dedicated to the care, treatment and support of each individual’s journey toward wellness and recovery within a safe environment that promotes reintegration in the community.

TREATMENT PROGRAM

During the first few days of your stay, staff will meet with you, ask you many questions to get to know you, and help you make a recovery plan. Your health and safety are our main concern. We are here to help you learn how to manage the symptoms of your illness as you recover.



Your first recovery team meeting will occur within three days of your admission and on a regular basis after that. You can request special meetings, communicate with a Team Request Form, or through mini team meetings. Your guardian or family members can request special meetings as well.

Treatment Mall and Programming

The Treatment Mall is where you attend classes and participate in groups to help you build your strengths, develop skills, and make progress toward your recovery goals. Your recovery team will work with you to select groups based on your recovery needs and goals. **You will go to the Treatment Mall on weekdays from 9am to 11:45a.m. and from 1 to 3:45p.m.** On unit programming is provided for APSA, PBMS and GRPS until you are ready to attend the Treatment Mall. Clients on PSCD and PSRH are expected to attend the Treatment Mall.

Additional on unit programming is provided Monday through Thursday at 4pm and 6pm for APSA, PBMS and PSCD. Unit meetings will be held each Saturday during the afternoon shift and Sunday during the day shift. The purpose of the meeting is to review guidelines, share concerns, problem solve solutions and plan unit activities. Information gathered will be presented at the next team meeting.

Discharge Planning and Community Transition

You and your recovery team will begin planning your discharge from the first day you are at the hospital. How long you stay at the hospital depends on a number of things; such as where you are in your recovery, your safety and your legal status. Your team will work closely with you to create your discharge plan.

COPING AHEAD

Coping ahead in emotionally intense situation is an important skill to have. When we handle situations poorly, or without thinking, we are likely to feel regret, defeated, and a lack of self-control. The staff want to help you effectively problem solve challenging situations with the skills and resources you learn here at the hospital. We want you to feel confident and successful in the choices you make.

What I am like when I am feeling alright:

What I need to do each day to keep myself feeling alright:

Early warning signs/triggers I am not alright:

When the above warning signs or triggers occur, I can do these things to help regain clear thinking and keep myself safe and healthy:

Time Management: An effective tool used in recovery is the ability to effectively manage your time by adding routine and structure into your day. You might consider using this form to record times for medication, meals, visits with your recovery team and other times you find important to remember.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7am							
8am							
9am							
10am							
11am							
Noon							
1pm							
2pm							
3pm							
4pm							
5pm							
6pm							
7pm							
8pm							
9pm							
10pm							
11pm							

WHAT ARE MY RESPONSIBILITIES WHILE I AM HERE?

- **Be safe.** Many of the rules we have are to keep everyone safe. If you do not feel safe, please let staff know. They can help. Follow staff directions quickly during an emergency, such as fire or when someone is hurt.
- **Take part in your recovery.** Our goal is to help you to recover and return to the community. Your task is to work with your recovery team and participate in the treatment mall or programming each day. Community unit meetings will be held Saturday evening and Sunday morning. You are asked to attend.
- **Come out of your room when it is time for meals, medication and the treatment mall or programming.**
- **Keep yourself and your room clean.** Shower regularly and wash your clothes.
- **Keep noise down.** Use a considerate tone of voice and keep a moderate television/radio volume so it does not bother others. Running and horseplay are not permitted on the living unit or at the treatment mall.
- **Respect others, including their personal space.** Respect people's privacy. Do not enter other people's rooms or intrude on their personal space. Politely knock and tell others if they have a phone call.
- **Respect personal property.** Do not buy or sell anything from peers. Before borrowing anything, please work with your recovery team. Any items found in your possession that are not on your property list will be placed in storage or returned to their original owner.
- **Respect hospital property.** Be careful not to damage hospital property and not stockpile supplies. You may have to pay if you damage anything that belongs to the hospital or to other people.

MEDICAL CARE

Your physical health is just as important as your mental health. Your unit has a medical doctor who is trained in primary care, a family nurse practitioner, or physician's assistant and several registered nurses to meet your medical care and pain management needs. The hospital provides other medical services on campus, including dental and x-ray services, a foot doctor, a dietician, a laboratory, a pharmacy, an infection control department and more. If the hospital does not offer the medical treatment you need during your stay, staff will arrange medical services off campus.

PAIN MANAGEMENT

You have a right to pain management. Please let staff know about your pain management needs. You can expect:

- Information about pain and pain relief measures
- Commitment to pain prevention and management
- Health professionals who respond timely to reports of pain

MEDICATION

You cannot be forced to take drugs or other medical treatment, except:

1. In an emergency;
2. When a judge has decided that you are not able to give your consent;
3. If you have a guardian who decides that you need medication; or
4. If a court orders it.

Your recovery is more likely if you work closely with your doctor to make decisions about your medical treatment and work together toward a common goal. Please come to the medication room to receive your medication. Usual medication times are 7:30 a.m., 12 noon, 4 p.m. and 8:30 p.m.. Staff will provide you with reminders about your medication times until you learn your routine.

EMERGENCY TREATMENT

If you or others are at immediate risk of injury because of your illness, and if there is not time to get your permission, the hospital may treat you right away without your permission. Staff will do their best to make sure that your recovery is safe. Written records will be kept of the incident and the treatment provided.

ROUNDS AND UNIT ZONING

Staff complete rounds to ensure everyone is safe at various intervals throughout the day and night. Sometimes staff will check on someone more often as part of that person’s recovery needs. Staff are also assigned to various “zones” within the unit to engage with you, support your recovery, and ensure the safety of the unit.

MEALS AND PERSONAL SNACKS

All meals are served in the Unit Dining Room. Each unit has assigned times for meals. With your assigned dietitian, you will choose a meal plan that meets your dietary needs. Caffeinated coffee will be served through the evening meal. If you have purchased caffeinated beverages you may have them at evening snack time or your independent free time. Staff will not make independent trips to the vending machines on your behalf. You may drink your beverages in common areas.

You may only keep gum, hard candy and water in your room. In the Unit Dining Room, you may keep up to 6 (20-ounce bottles or less) of beverages and 1 container (supplied) of personal snacks that will not spoil. Open food may only be stored for 24 hours. You may take 1 bottled beverage to the afternoon treatment mall session. Personal snacks may be eaten during the evening snack time. Personal caffeinated beverages may be served at the evening meal or during your free time until 6pm. Upon returning from off unit activities, opened bottles will be placed in a paper cup on APSA and PBMS. Open bottled beverages will not be stored unless partially emptied in a cup by staff.

UNIT MEALTIMES

Below is an approximate time the meals are served for each unit. Please arrive on time so staff can serve the meal as soon as the cart arrives. Meals cannot be held for more than 1 hour beyond the mealtime. If you do not care for the meal offered on your tray a peanut butter and jelly sandwich may be offered as a substitute.

	APSA	PBMS	PSCD	GRPS	PSRH
Breakfast	7:40 a.m.	7:50 a.m.	7:45 a.m.	8:15 a.m.	7:30 a.m.
AM Snack	10 a.m.	10 a.m.	10 a.m.	10 a.m.	10 a.m.
Lunch	11:45 a.m.	11:45 a.m.	12 noon	11:15 a.m.	11:50 a.m.
PM Snack	2 p.m.	2 p.m.	2 p.m.	2 p.m.	2 p.m.
Supper	5:30/45 p.m.	5:30/45 p.m.	5:30 p.m.	5:15 p.m.	5:15 p.m.
HS Snack	After meds	After meds	After meds	After meds	After meds
Crystal light and coffee are served from 9:45am to 10:15am and 1:45p.m. to 2:15p.m when the treatment mall is open.					

Unit Role Call occurs at 12:45 p.m. at the assigned location on your unit.



ROOMS

Most often, you will live in a double room with a roommate. It may be helpful to have pictures of familiar people and things in your room. Your room is your own personal space, but there are some rules about what you can have to keep you and others safe. Health and safety inspections may occur within your room and personal belongings if there is safety concern or risk.

- You may hang your pictures on the space with provided tape.
- You are responsible for keeping your belongings neat and tidy.
- Your room may be cleaned while you are attending programming.
- You will assist with changing your bed linens one time per week.
- You may be asked to assist with cleaning your room on Saturday mornings.
- You may not have pictures or items related to sex, drugs, alcohol, gangs, violence or crime.
- Please do not go into the personal room of another peer.

PERSONAL ITEMS & CLOTHING

The North Dakota State Hospital limits the amount and type of personal items you can have. When you arrive, your personal items are inventoried and recorded in your electronic health record.

When you were admitted, important items and documents are placed in a secure storage area at the hospital. These items include keys, credit cards, checks, driver's licenses, and other forms of identification. They will be returned when you are discharged. Items that are not allowed on your living unit are also kept in a separate storage area and will be returned upon discharged. Items left at time of discharge will be stored for a period of 90 days and will then be disposed.

You are asked to be appropriately dressed and wearing socks or footwear at all times. If you need clothing, please visit with a staff member and they will assist you with getting clothing from Volunteers. You may have up to:

CLOTHING	
Bathrobe and a Pair of Pajamas	1
Belts (may <u>not</u> have on APSA & PBMS)	1
Briefs, Boxers, Panties, Bras, Spaghetti Top Tanks (any combo)	8
Pants/Sweats/Lounge Pants/Jeans/Skirts/Shorts/Leggings	8
Shirts/Sweaters/Sweatshirts/T-shirts/Sleeve less tops (must have at least two inches of shoulder strap; spaghetti strap tanks may only be worn underneath another shirt)	8
Shoes/ Boots/Tennis Shoes/Sandals/Shower Shoes (you may <u>not</u> have laces on APSA and PBMS; no hardened safety toed/steel toed)	4pr
Socks	8pr
Hats	2
Gloves	1pr
Scarves (may not have on APSA or PBMS)	2

Clothing on APSA and PBMS may not have strings of any kind.

Clothing and personal items may be temporarily limited due to your individual treatment and recovery needs.

Personal Items must be free from glass, alcohol, drugs, metal, or any other item that may pose a safety risk to yourself, others, or staff. No item should exceed \$100.00 value. You are responsible for lost or stolen items. Please visit with your recovery team if you need additional information.

MISCELLANEOUS	
Personal hygiene supplies (including makeup) will fit into one provided storage container	
Cellphone (may not contain a camera; charging cord to be stored in nurse's office)	1
Battery operated radio or may be checked out from staff	1
Alarm Clock (battery operated)	1
Jewelry (may be worn within moderation)	
Sunglasses	1
Pillow, personal blanket <u>or</u> stuffed animal (must be machine washable)	1
Books	5
Notebooks (not spiral bound)	5
Folders (without metal prongs)	5
Personal craft or art supplies (requires team approval or to be checked out on APSA and PBMS)	
Personal electronics (requires team approval)	

PERSONAL CARE

Personal hygiene – washing hands, brushing teeth and keeping your hair and body clean and neat – helps everyone at the hospital stay healthy. Ask staff if you need personal care supplies. Hand washing is the best way to stop the spread of illness like colds and flus, so wash your hands often. Haircuts are available, please ask staff to sign you up. Daily you should:

- Shower (at least every other day)
- Wear clean clothes
- Complete oral care (brush teeth)

LAUNDRY

Most clients are responsible for washing your own clothes. Your room will have a hamper for your dirty clothes. The laundry area has washers, dryers, and detergent for your use. You can ask staff to help you learn how to use the machines and for additional assistance.

SLEEP

Regular sleep is important for recovery and is a part of a balanced lifestyle. We encourage everyone to remain in their rooms to rest and sleep, if possible, between **11p.m. and 6a.m.** You may rest in your room during the noon hour, after programming hours, and during extended rest hours on Saturday and Sunday. If you are not getting a good night's rest, please let the staff know.

TELEVISION

The staff will assist you with changing the channel. Exceptions are made for major world or national events. Staff may turn off the TV or change the channel at any time to prevent unit disruption. Television times:

Monday through Friday:

6a.m. to 9a.m.
12 noon to 1p.m.
3:30 p.m. to 11p.m.

Saturday, Sundays, Holidays

6a.m. to 11p.m.

TELEPHONES & CELL PHONES

You may make and receive private phone calls from your unit's client phone or your personal cell phone (without a camera) from:

Monday through Friday:

6a.m. to 9a.m.
12 noon to 1p.m.
3:30 p.m. to 11p.m.

Saturday, Sundays, Holidays

6a.m. to 11p.m.

You may keep your cell phone in your room at night, unless it hinders your sleeping patterns. Cell phone chargers will always be kept in the nurse's office. It is recommended you turn your cell phone in at night for it to be charged while you sleep.

Local calls are free. Staff will assist you with making 1 to 2 long distance call per day. Calls outside the designated times can be arranged with your recovery team to assist with your recovery and discharge planning.

If you answer the phone and the call is for someone else, please politely check to see if the person is around and tell them they have a call. If that person is not around, let the caller know and suggest a better time to call back.

VISITS

Visitors are encouraged to arrive outside of treatment and programming hours

Monday through Friday between 4p.m. and 9p.m. and 9a.m. to 9p.m.

Saturdays, Sundays, Holidays and other times the treatment mall is closed.

Additional visiting hours can be arranged with your recovery team.

1. You may refuse a visit at any time.
2. Visitors may bring additional clothing or personal items for your use.
3. Staff will work with you to ensure all items meet the unit guidelines. All items will be inventoried.
4. Visitors may bring food and non-alcoholic drinks to your visit. Food and drinks may not be homemade and must come from a restaurant or bought from a store. Drinks must be sealed. Visitors must take any leftover food with them when they leave.

MAIL AND PACKAGES

Everyone has the right to send and receive sealed mail. Mail is received daily except Sunday and holidays. You can buy stamps if you have money. If you do not have money to buy your own, the hospital will give you one free stamp per week. You must open all mail and packages in front of a staff member to be sure the contents are safe.

MONEY

You may withdraw up to \$25 per week to keep in your personal possession. Any money more than \$25 may be deposited in an account at the hospital. You are responsible for your money. If you choose, staff may keep your money locked in a secured area. If you require assistance with money management or your funds are limited, you may be assisted with a budget plan. Additional monies above \$25 for ordering out, shopping, or planned activities may be withdrawn with your team's approval. You may order take out up to two times per month. You are encouraged to independently access your funds at the business office.



CLIENT CARE SERVICES

LIBRARY

The library has a variety of resources to enhance your recovery experience. The internet, local newspaper, self-help books, and DVD's are available for your use. You are encouraged to visit the library with staff or during your independent leisure time. If you are not able to attend the library, you may call the library (253-3679) and request materials be sent to your unit.

GOBLER

The Gobbler is a place to purchase snacks, beverages, a meal or to socialize with peers and staff. Items purchased at the Gobbler must fit into your snack container stored in the Unit Dining Room. Upon returning to the unit you may be asked to finish eating your purchased item in the Unit Dining Room or storing for a later time.

CHAPLAINCY

Spiritual care can be an important part of your recovery. Chaplains are available for pastoral care, counseling, assist with locating spiritual literature and other resources.

- A schedule of religious services will be posted on each unit's informational bulletin board.
- All individuals and staff are welcome to attend religious services.
- Sacraments are available on the units.
- Individuals and staff can arrange for other observances through the Chaplaincy Department.
- Your recovery team can assist you in contacting your local spiritual leader to assist in your recovery.
- You may contact the Chaplaincy Department at 253-3746.

VOLUNTEERS

Volunteer Services is available to clients who in need of basic clothing needs. Your Recovery Team will assist you in completing a clothing request form to ensure your immediate needs are met. If you have funds are available, you may be asked to pay a minimal fee.

BEAUTICIAN A beautician is available on campus to assist with your hair care needs. Please work with unit staff to arrange an appointment.

APS STEP SYSTEM

As you progress in your recovery and plan for community reintegration you will have greater opportunity to participate in independent leisure time and community-based integration activities. These are opportunities to practice the skills you have learned. Cues and assistance will be provided to ensure task completion and your success.

The Guiding Principles of the APS Step System

- Facilitating/helping solve instead of offering solutions
- Giving options
- Creating opportunities to use skills
- Empowerment
- Independence
- More teaching - less doing
- Increased treatment and programming participation
- “Errorless” step-by-step learning

General Expectations

As you request higher levels of steps you will be expected to show increased use of skill and participation in your recovery. You are asked to:

- Complete Step Advancement Questionnaire
- Give your best effort toward your recovery
- Be honest
- Keep yourself and others safe
- Attend group, therapy and work as scheduled
- Keep yourself and your living space clean and tidy
- Participate in community meetings
- Utilize independent leisure time as assigned
- Seek prior approval for community-based activities
- Complete shopping request list prior to shopping trips
- Sign out and in at the nurse’s station or treatment mall hub

Utilizing Independent Leisure Time and Activities Off Unit

- Your safety is assessed prior to leaving the unit. Staff may ask you to reschedule your independent leisure time or off unit activity if there is an immediate safety concern.
- Upon utilizing a PRN medication to assist with emotion regulation or symptom management, you will remain on your unit for 60 minutes.
- Independent free time cannot be utilized before 8:30 a.m. or from 3:00 to 3:30 p.m. and you must remain inside after dusk.
- Independent leisure time needs to be utilized outside of group times.
- Independent leisure time may be modified to meet your recovery needs.

Loss of Independent Leisure Time

Your independent leisure time may be placed on hold if there is concern about your safety or the safety of a peer or staff member. Staff may place your independent free time on hold for 24 hours. You and your recovery team will then meet to determine next steps.

While your independent free time is on hold, you are still expected to attend your scheduled treatment (group, therapy, work) and programming.

Examples of when independent leisure time is placed on hold:

- Physical Aggression
- Threats of violence toward yourself or others
- Property Damage
- Continuous verbal aggression
- Leaving the hospital grounds without permission
- Misuse of free time
- Bringing tobacco, drugs, alcohol or other contraband onto the unit
- Inappropriate sexual behavior
- Lack of engagement in your recovery
- Decrease in attendance of your scheduled groups, therapies or work

APS STEP RESPONSIBILITIES AND PRIVILEGES

ESCORT

- All clients are on escort status upon admission
- Remain on escort for a minimum of 3 days
- You may attend off unit programming, work and activities escorted by staff
- You may go to the library and gobbler with staff escort

STEP 1

15 x 2

- Remain on Step 1 for a minimum of 7 days
- Engaging in recovery planning
- Attending the Treatment Mall Monday through Friday
- Attending unit community meetings
- Attending unit specific weekend programming
- Setting daily recovery goal
- 15 minutes of free time twice a day Monday - Friday; 15 x 4 Saturday and Sunday

STEP 2

30 x 2

- Remain on Step 2 for a minimum of 7 days
- Actively engaging in recovery planning
- Attending the Treatment Mall Monday through Friday
- Participating in 75% of scheduled treatment
- Taking medication as prescribed
- Participating in weekend unit community meetings
- Attending unit specific weekend programming
- Setting daily recovery goal
- 30 minutes of free time twice a day Monday - Friday; 30 x 4 Saturday through Sunday
- 30 minutes of extra library time daily (outside of free time)
- May attend AA/NA or self-help groups in the community (with team approval)
- May attend community based activities (with team approval)
- May utilize 2nd Floor Core or Lounge independently for 30 minutes at a time after 4pm M-F; after 10am Saturday and Sunday (outside of free time)

STEP 3

60 x 2

- Actively engaging in recovery planning
- Attending the Treatment Mall Monday through Friday
- Participating in 100% of scheduled treatment
- Taking medication as prescribed
- Assisting with weekend unit community meetings
- Attending unit specific weekend programming
- Setting daily recovery goal
- 60 minutes of free time twice a day Monday through Friday; 60 x 4 Saturday and Sunday
- 60 minutes of extra library time daily (outside of free time)
- May attend AA/NA or self help groups in the community (with team approval)
- May attend community based activities (with team approval)
- May utilize 2nd Floor Core or lounge independently for 60 minutes at a time after 4pm M-F; after 10am Saturday and Sunday (outside of free time)
- May request independent community passes

Step Advancement Questionnaire

Please request questionnaire from staff and complete prior to the next recovery team meeting. These questions will help you and your recovery team determine if you are ready for the next step. If you need help answering the questions, please ask for staff help.

1. STEP I am requesting (circle one): STEP 1 STEP 2 STEP 3
2. Describe positive changes you have made towards your recovery:
3. Describe how your prescribed medication is a part of your recovery:
4. Tell us about your participation in groups, activities and programming:
5. Describe how you are keeping your living and treatment space safe:
6. Describe how you are being a support to your peers:

WHAT TO DO IF YOU HAVE A PROBLEM OR GREIVANCE

If you believe your needs are not being met or you feel you are being treated unfairly, talk to a staff and your treatment team about it. You can write down your concern on a team request form, a piece of paper, or simply ask to speak with someone. Your treatment team will discuss your concern and work with you to try to resolve it.

If that does not help, you can file a grievance. Ask a staff member for a Grievance Form. Staff know how to help you file a grievance. Your treatment team will again try to work with you to resolve your grievance. You may choose to have your concern reviewed by the Program Director.

If your grievance is not resolved, the hospital Human Rights Committee may hold a meeting about it and continue to work with you to resolve your concern. You may ask to see a staff member to see the written grievance policy.

At any time, you may contact **Protection and Advocacy at 1-800-472-2670**, the North Dakota Department of Health or The Joint Commission to express your concerns or grievances.

ND Department of Health
600 East Boulevard Avenue
Bismarck, ND 58505-0202
701-328-2352

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-638-792-5000

PAYING FOR YOUR CARE

You, an insurance company, a government agency, or a combination of these pays for your care at the North Dakota State Hospital. Every patient is responsible for all charges not covered by one of these entities.

The North Dakota State Hospital has developed the Sliding Scale Fee Program to help low income individuals delay payment for care and treatment charges incurred. The Sliding Scale Fee Program is voluntary and you must complete an application form for enrollment. Your social worker and/or the Business Office can provide you with additional information on how to enroll.

RESOURCES

Suicide Crisis Prevention

- National Suicide Prevention Lifeline: 1-800- 273-8255 or Crisis Text Line by texting TALK to 741741
- American Foundation for Suicide Prevention: <https://www.afsp.org/>
- First Link: <https://myfirstlink.org/> or Dial 2-1-1 or 701-235-7335(SEEK)

Physical Health

- American Diabetes Association: <http://www.diabetes.org/>
- Academy of Nutrition and Dietetics: <http://eatright.org>
- Choose my Plate: <https://www.choosemyplate.gov/>
- American Heart Association: <https://www.heart.org/>

Mental Health

- American Psychological Association: <https://www.apa.org>
- National Alliance on Mental Illness: <https://www.nami.org/>
- Depression and Bipolar Support Alliance: <http://dbsalliance.org>
- Anxiety and Depression Association of America: <https://adaa.org/>
- Alcoholic Anonymous: <https://www.aa.org/> or dial
- Narcotics Anonymous: <https://www.addictioncenter.com/treatment/12-step-programs/narcotics-anonymous/> or dial (855) 548- 7139
- Substance Abuse and Mental Health Services Administration (SAMHSA): <https://www.samhsa.gov>

Safety

- Immediate Emergency Dial 9-1-1
- National Domestic Violence Hotline: <https://www.thehotline.org/> or dial 1-800-799-7233
- Poison Control: <https://www.poison.org/18002221222> or dial 1-800-222-1222

Other

- Disability Services: <https://www.usa.gov/disability-services> or dial 1-844-USA-GOV1 (1-844-872-4681)

