



## **WELCOME TO RECOVERY PLUS ADOLESCENT SERVICES CENTRACARE/ST. CLOUD HOSPITAL**

1572 COUNTY ROAD 134  
ST. CLOUD, MN 56303

To reach the front desk during business hours,  
please call: (320) 229-5199 ext. 79865  
To reach the main living unit during evenings and  
weekends, please call: (320) 229-5199 ext. 79462

*God*  
*grant me*  
*the*  
*Serenity*  
*to accept*  
*the things I cannot*  
*change,*  
*Courage*  
*to change*  
*the things I can,*  
*and the*  
*Wisdom*  
*to know*  
*the difference*

To contact a specific treatment team member,  
please dial (320) 229-5199 and an extension:

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## **Mission**

**As a Catholic regional hospital, we improve the health and quality of life for the people we serve in a manner that reflects the healing mission of Jesus.**

## **Vision**

**CentraCare Health will be the leader in Minnesota for quality, safety, service and value.**

## **Core Values**

**Patient Centered: Serving patients above all.**

**Integrity: Adhering to honest and ethical practices.**

**Collaboration: Working jointly with others to improve health and health care.**

**Compassion: Serving all who seek our care with kindness, dignity, and respect.**

**Stewardship: Ensuring responsible use of all resources to best serve our communities.**

## **Recovery Plus Adolescent Services Mission**

**Recovery Plus Adolescent Services provides therapeutic measures to foster sobriety, serenity, and wellbeing in guiding youth and their families.**

## **PROGRAM DESCRIPTION AND SERVICES**



Recovery Plus Adolescent Services is a dual diagnoses education/chemical dependency treatment program. We offer primary treatment as well as extended care services. During programming, adolescents are involved in many different activities including educational lectures, group therapy, art therapy, recreation, individual counseling, family programming, assessment, and school.

### **STAFF**

Staff consists of Case Managers, Therapists, full and part-time Behavioral Health Associates, and many other client consultants. All employees receive training in St. Cloud Hospital Policies and Procedures and in specific areas necessary to complete their job responsibilities.

Behavioral Health Associates provide awake coverage on a 24-hour basis for the clients. Each of the Behavioral Health Associates are assigned special duties in accordance with their skills. Behavioral Health Associates are responsible for the safety and supervisions of the clients, as well as the implementation of the client's treatment program.

Case Managers are primarily responsible for coordinating the development of the treatment plan for each client. They write reviews of the student's progress and maintain the treatment program within the unit. The Case Managers are also responsible for coordinating the clinical support service consultants. They update the clinical team on client progress on a daily basis and ensure communication between staff, clients, and guardians.

Therapists are primarily responsible for individual therapy, family programming, and Dialectical Behavior Therapy, and any mental health concerns. Frequency and length of individual sessions varies based on the client's need.

Medical Providers are available for medication management and individual therapy. This service varies depending on each client's individual needs.

### **CONSULTANTS**

Recovery Plus Adolescent Services provides clients with access to representatives of other resources including the Central Minnesota Sexual Assault Center, spirituality, grief and loss, anger management, yoga and meditation, smoking cessation, clergy, academic education, personal health, Alcoholics Anonymous, Narcotics Anonymous, and Alateen.

## **ITEMS TO BRING UPON ADMISSION**



- **Bring in insurance card, Social Security #, and all current medications**
- **Bring in current contact information for immediate family members, probation officer, social worker, therapist, counselor, psychiatrist, school contacts, etc. if applicable**
- **Clothing**
  - **Maximum** clothing items are outlined below:
    - 10 pants, 5 shorts, 10 shirts, 3 sweaters/sweatshirts, 5 undershirts (example: white t's and tank tops), 3 pairs of shoes, 1 winter hat, 1 pair mittens, no limit on underwear/bras/socks
  - Swim suit (for off-grounds swimming activities)
  - Weather appropriate clothing- hat, mittens, jacket, etc.
  - All clothing will be washed by staff before given to clients
  - **Dress Code:** *The following clothing items will **NOT** be allowed in the facility:*
    - Anything representing gangs, weapons, chemicals, sex, or music/bands
    - See-through materials
    - Anything that does not cover undergarments
    - Low cut tops, crop tops, or halter tops
    - Short shirts that do not cover belly or back
    - Dresses, Skirts, Short-shorts (shorts must be longer than fingertips when standing)
    - Clothing with rips or holes
    - Hats (unless for outdoor winter activities)
    - Leggings, Yoga pants, spandex bottoms
    - Clothing that shows last name
    - **MODESTY IS THE RULE OF THUMB!**
- **Hygiene Supplies- We allow maximum of 1 each of the following items:**
  - Shampoo, conditioner, body wash or soap, hair styling product (such as hairspray or gel), brush or comb, face wash, face lotion, acne product if needed, deodorant, toothpaste, toothbrush (non-electric), contact solution and contact lens case if needed, belt, shaving cream, razor (non-electric), hair dryer, curling iron or hair straightener; feminine hygiene products need to be in a new & unopened box      \*We do provide general hygiene items if needed
  - Maximum of 5 cosmetic/makeup products including brushes
- **Schoolwork and copy of IEP, if any available (need to be staple-free and spiral-free)**
- **Books, journal, art supplies, fidgets, etc. (need to be staple-free and spiral-free)**
- **Ear buds for individual music (we will provide MP3 player)**

## **ITEMS THAT ARE NOT ALLOWED IN THIS FACILITY**



- Guns, knives, or weapons of any kind
- Drugs or drug paraphernalia of any kind; all prescribed medication must be checked in.
- Alcohol in any form, including products that contain alcohol as the first ingredient (body sprays, hairspray, perfume, cologne, mouthwash, etc.)
- Aerosol hygiene products
- Glass, ceramic, metal, sharp/breakable items
- Electronics, cell phones, music devices
- Clothing that violates program dress code
- Items that are drug or gang related
- Nail polish and nail polish remover
- Tape and velcro
- Bobby pins
- Twist chapstick/lip gloss
- Personal fans
- Personal bedding, towels, or linens
- Money, wallet, expensive/irreplaceable items (no items over \$150 value)
- Contact information that is not approved by treatment team
- Fashion scarves, neckties, or excess jewelry
- Any items that cannot be thoroughly searched

**\*Note:** Staff reserves the right to judge what is appropriate and what is not appropriate. Items deemed inappropriate will be returned to the care of parents/guardians or locked up until able to be sent home.

## GIRLS' GROUP SCHEDULE



	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
8:00	<b>Fall 2017</b>	Wake Up	Wake Up	Wake Up	Wake Up	Wake UP	Wake Up	
8:30		Breakfast	Breakfast	Breakfast	Breakfast	Breakfast		
9:00	Breakfast	Home Base	Home Base	Home Base	Home Base	Home Base		
9:30	<b>Visits &amp; Skills</b>	Family Group	Group	School	Group	School	Breakfast	
10:00		School		School		Lecture	Group	Group
10:30			Lunch		School			
11:00				Gym		Lunch	Treatment Work	Lunch
11:30		Lecture	Lecture		Group			
12:00				Group		Evens: Art	Feelings Group & Snack	Room Time
12:30		Snack	Snack		Gym with Grant			
1:00				Room Time		Therapeutic Activity w/ Katie	Team Building	Therapeutic Activity w/ Katie
1:30		Gym	Gym		Skills			
2:00				Supper		Supper	Supper	Supper
2:30	Supper	Supper	Room Time		Supper			
3:00				Anger Management		Relapse Prevention Education	AA Meeting or Coping Skills Education	Step Education/ Outing
3:15	Skills	Skills	Games		Gym/Outing			
3:30				Snack		Snack	Snack	Snack
4:00	Quiet Time/ Room Time	Quiet Time/ Room Time	Quiet Time/ Room Time		Quiet Time/ Room Time			
4:30				Quiet Time/ Room Time		Quiet Time/ Room Time	Quiet Time/ Room Time	Quiet Time/ Room Time
5:00	Lights Out	Lights Out	Lights Out		Lights Out			
5:30				Lights Out		Lights Out	Lights Out	Lights Out
6:00	Lights Out	Lights Out	Lights Out		Lights Out			
6:30				Lights Out		Lights Out	Lights Out	Lights Out
7:00	Lights Out	Lights Out	Lights Out		Lights Out			
7:30				Lights Out		Lights Out	Lights Out	Lights Out
8:00	Lights Out	Lights Out	Lights Out		Lights Out			
8:30				Lights Out		Lights Out	Lights Out	Lights Out
8:45	Lights Out	Lights Out	Lights Out		Lights Out			
9:00				Lights Out		Lights Out	Lights Out	Lights Out
9:30	Lights Out	Lights Out	Lights Out		Lights Out			
10:30				Lights Out		Lights Out	Lights Out	Lights Out

## BOYS' GROUP SCHEDULE



	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
7:30	<b>Fall 2017</b>	Wake Up	Wake Up	Wake Up	Wake Up	Wake Up	Wake Up	
8:00		Homebase	Home Base	Home Base	Home Base	Home Base		
8:30		Breakfast	Breakfast	Breakfast	Breakfast	Breakfast		Breakfast
9:00	Wake Up	School	School	Lecture	School	Group	Visits & Skills	
9:30	Breakfast	Group	Lecture	School		Treatment Work		
10:00	TruThought	Family Group	Gym	Gym	Group	Art		
10:30	Gym		Lunch			Gym		Gym
11:00	Room Time	Lunch	Group	Lunch	Lunch	Lunch		Room Time
11:30	Lunch	School		Group	Group	Group		Group
12:00	Visits & Skills (Snack 3:30)	Lecture	Lecture & Snack	Feelings Group	Art	School		Gym
12:30		Treatment Work & Snack	Gym with Grant	Room Time	Room Time	Room Time	Room Time	Room Time
1:00		Gym		Therapeutic Activity w/ Katie	Snack	Snack	Snack	Snack
1:30		Room Time	Therapeutic Activity w/ Katie	Games	Therapeutic Activity w/ Katie	Gym	Gym	Snack
2:00		Supper		Room time	Room Time			Room Time
2:30		Treatment Work/Community Speakers	Supper	Supper	Supper	Room Time	Supper	Skills
3:00		Room Time	Skills	Skills	Room Time	Supper	Step Education/Outing	Supper
3:30		Supper			AA Meeting or Coping Skills Education	Supper Clean	Step Education/Outing	Room Time
4:00		Movie Night & Snack	Anger Education	Relapse Education	Gym	Healthy Life Skills	Skills/Outing	Community Speakers/Big Book Reading
4:30			Games	Games	Skills	Skills	Games/Outing	Game Show Night & Snack
5:00	Snack		Snack	Snack	Snack			
5:30	Quiet Time/Room Time		Quiet Time/Room Time	Quiet Time/Room Time	Quiet Time/Room Time	Quiet Time/Room Time	Quiet Time/Room Time	
6:00	Lights Out		Lights Out	Lights Out	Lights Out	Lights Out	Lights Out	Lights Out



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## Recovery Plus Adolescent Services

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### FAMILY PROGRAMMING

We would like to take this time to thank you for being involved in our family component at Recovery Plus Adolescent Services. It is not uncommon that family members do not want to be involved in family therapy because they feel as if they have tried everything and have become powerless in changing their loved one. Family involvement is a critical component to successful treatment.

At Recovery Plus Adolescent Services we feel that family involvement aids in the process of healing of your loved one. The objective of family involvement in the treatment milieu is to help understand the adolescent individuation process and for families to understand the significant influence they have on their loved one. This is done simply by being interested in their lives, involved in the treatment process and being open and available to talk with them. During family group we are working to help the family create a new system that is supportive of the developmental needs of the adolescent and the family. Effective change happens when each family member is involved and open to the process of change. Research illustrates that family-based interventions can be very effective in reducing current alcohol and other drug related problems and future risks.

Recovery Plus Adolescent Services offers a family component to help families address these issues. Our family component occurs every Monday. ***We require some type of family involvement for every client. If you and your family are unable to attend Monday group, please contact the client's therapist to request individual sessions at an alternative time.*** We encourage parents and concerned persons to also attend Al-Anon each week.

An important component of recovery is for families to get support from other family members who share similar struggles with their loved one. Many family members come into the program feeling isolated and alone in their experiences with the client. Often times, they believe that no one else has dealt with concerns similar to theirs and feel they are often to blame for the difficult situation. When family members learn that others are facing similar challenges they feel a sense of relief. Family Support Group members can give each other support, empathy and reassurance. Support groups are designed to provide families with information and support regarding substance use, addiction, the recovery process and mental health. Support groups are an excellent opportunity for family members to gain support from one another in changing existing family patterns and to learn how to strengthen themselves and their relationship with their family.

### MONDAY SCHEDULES

#### **Girls' Group**

9:30 -10:30 Family Therapy Group

#### **Boys' Group**

Family Therapy Group 11:30-12:30

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## Family Programming (Continued)

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### CONCERN PERSON LETTER FORMAT

You are here because you are concerned about another person's alcohol and/or drug use. In some way, you are emotionally involved with that person and their use of mood altering chemicals, which has affected your life.

It has been our experience that individuals who become alcoholic or dependent upon other chemicals become deluded; unaware of how their behavior affects others. In effect, they become blind to reality.

As part of the treatment process, we believe that it is crucial that the chemically dependent person be made aware of exactly how significant others in their lives have experienced and reacted to their behaviors while under the influence of mood altering chemicals and when they are sober. We have discovered that one of the most effective methods of assisting the chemically dependent person to come to grips with reality is the personal letter. We, therefore, ask you to write a letter to the person who is presently here in treatment. The letter will be brought to family group. It is **NOT** to be sent to the patient. Please be aware that this letter is not meant to punish; rather, it is used as a powerful therapeutic tool.

#### **FOLLOWING ARE SOME SUGGESTED GUIDELINES FOR WRITING YOUR LETTER:**

1. Attempt to start at the beginning; how you saw things then, indicate when you first became aware that he or she was using chemicals in a harmful way.
2. Describe any changes in behavior and personality and other symptoms of chemical dependency, such as blackouts, sneaking drinks, alibis for using, aggressive or abusive behaviors, dishonesty, mood changes, changes in attitudes towards others and self, and changes in you and other family members.
3. Firsthand knowledge of incidents and behavior should be reported. Avoid what could be gossip or second hand information. Also, avoid generalities such as, "Joe, we all think you are drinking too much." Be specific. You should also indicate how it makes you feel such as embarrassed, fearful, sad, etc.
4. Avoid talking down to the person or making moral judgments. Stick to factual reporting of incidents and behaviors that cause you concern. The most effective way to keep from sounding judgmental is to state how the incidents made **you** feel and then describe the incident.

In expressing your thoughts, feelings, and concerns to the patient as well as pointing out some of his/her pathological behavior, you will be benefiting yourself. We are aware that this is a very difficult, perhaps frightening task. We, however, feel that the letter has many times been the turning point in a patient's quest for wellness. It has also been our experience that the person reading the letter gains a great deal from this experience. Please go forward with the letter realizing that any growth is risky, but the outcome is almost always positive. A caution, write your letter once, and then put it away until you bring it to the family group. Do not worry about your English, spelling, sentence structure, etc. We are interested in your feelings, not your writing ability.

## **Gorecki Guest House**

St. Cloud Hospital Gorecki Guest House welcomes patients and family members of patients who are receiving medical care in the St. Cloud community. The house offers a comfortable, homelike atmosphere that allows families the opportunity to stay close to their loved ones.

This beautiful home is maintained by a caring group of St. Cloud Hospital volunteers and staff, who are available to assist guests with their hospitality needs.

Gorecki Guest House is a proud member of the Healthcare Hospitality Network (HHN).

### **Guest Information**

Conveniently located across the street from St. Cloud Hospital, the guest house offers many amenities including:

- 12 guest rooms – 10 rooms with 2 twin beds and 2 rooms with 1 queen bed.
- Private baths and localized thermostats – enjoy a private bathroom with a shower and other comforts of home, such as localized thermostats.
- Kitchen and dining rooms to accommodate family meals – a comfortable place to visit with family and other guests.
- A large living room, library, TV room and playroom
- Convenient location across the street from St. Cloud Hospital
- Internet access
- Security system
- Laundry area
- Smoke-free environment
- Free parking at the Guest House
- The cost of a room per night is \$45. Although we do not take advance room reservations, we are willing to record room requests from families who will be coming to St. Cloud for future medical care.
- Members of patient families are welcome to use the common areas of the house to rest and relax during the day. There is no charge for this service, but please call ahead.

### **Guest Registration Hours:**

Sunday - Friday 1-7 p.m. and Saturday 1-4 p.m.

### **Contact Us**

**1406 Sixth Ave. N.  
St. Cloud, MN 56303  
(320) 251-2700, ext. 51774**

[goreckiguesthouse@centracare.com](mailto:goreckiguesthouse@centracare.com)

## EDUCATION PROGRAM



Looking at the classroom at Recovery Plus Adolescent, one is reminded of a Resource Room at any High School or Junior High School. There is typically a mix of students from grade 7 through grade 12, working on individual assignments, being assisted by the staff (two special education teachers and a special education paraprofessional) on an “as needed” basis. The educators do not “teach” classes as in the students’ resident schools because the individual students do not necessarily need credit in the same areas, nor are they all at the same grade level, or taking the same classes.

The educational staff here facilitates each student’s progress in the classes they are registered in at their resident schools. In order to do this, the resident school is contacted upon student’s admission to gather information about the student’s class schedule and programming. Requested data includes transcripts, school schedule, and academic levels. In the case of a student receiving special education services, a copy of the student’s Individual Education Plan and Evaluation Report is also requested. The educational team here then develops programming based upon the information acquired.

Each student’s programming differs due to the requirements placed upon the student by their resident school. Some resident schools provide textbooks, materials, and assignments; other schools prefer to have the educational team here develop programming related to the student’s schedule from the materials available through the St. Cloud Community School District with which the Recovery Plus Adolescent educational program is affiliated; and still other schools prefer a combination of some of the resident school’s materials and other programming the educational staff here develop dependent upon the nature of the classes in the student’s schedule (this is usually the case when “lab” assignments are necessary).

Students are in a formal class setting daily. During this time the student works on tasks from the counseling team as well as academic assignments. The remainder of the students’ day is spent in group counseling, educational lectures, and recreational activities.

Grades are not earned in this educational program due to the shortness of most enrollments. Rather, credit hours in each subject are recorded and then reported to the students’ resident schools’ counselors. The educational staff here works with the resident school counselors to translate the time enrolled at Recovery Plus Adolescent into credits toward graduation. An example of this would be crediting the time spent in completing some of the writing tasks of treatment work toward a creative writing or language arts class. If a student is actively participating in programming, they will not “fall behind” in their course(s) of study at their resident school. A student using their time wisely may earn seven hours of credit each day.

## **POLICIES AND EXPECTATIONS**



### **Levels and Privileges:**

Recovery Plus Adolescent Services utilizes a 3-Level treatment approach for clients to earn privileges based on completing treatment assignments and following program expectations by having appropriate behaviors. Clients are given a list upon admission of the criteria needed to be met to earn higher levels and extra privileges.

### **Home Visits and Passes:**

We believe that family is an important part of the treatment process and the client needs opportunities to practice new skills in the home setting. Home visits provide those opportunities. We believe that home visits are not vacation times, but in fact, are times to work on family issues and assist the client in a smooth transition back into the home environment. Clients are given the opportunity to earn day passes and overnight home passes. Home visits are determined based on the needs of each individual client. Passes are individualized and directed by each client's treatment team. Behaviors and expectations for the treatment team to consider eligibility for a pass include but are not limited to: family contact, program participation, and personal safety. Clients are expected to fill out a home visit or pass request form to be assessed by the treatment team prior to approval. Clients will be searched upon arrival and are expected to provide a UA within 3 hours of returning from a pass. While on pass, clients will be expected to attend AA/NA meetings in the local community as well as follow all pass expectations.

### **Client Searches:**

**The purpose of client searches is to ensure a safe and therapeutic environment for all clients.**

- 1) General searches of clients will be conducted at admission and any time a client returns from being off-grounds without a staff member.
- 2) Searches of a client's room or a client's belongings may be conducted at any time.
- 3) Two same-sex-as-the-client staff members will be present when the search is conducted.
- 4) If a client refuses to consent to a proper request to conduct a search, he or she may be discharged.

### **Canine Searches and Contraband:**

Gaining the tools to obtain recovery and safety is a focus for you while at Recovery Plus Services. Thus, we want to inform you that we use canine inspections of our treatment and board and lodge facilities on a random basis to help keep our facilities free of contraband and substances. If you are aware of any contraband and substances, please take the time to inform a staff member. Substances found as a result of canine searches will be dealt with on a case by case basis and could result in discharge from treatment.

### **Clothing and Personal Items:**

Upon admission, all clothing and personal items are inventoried and washed. This inventory serves as an assessment tool for establishing basic wardrobe needs, as well as a reference for future needs. Staff is not responsible for any lost or stolen items.

Clients are not allowed to borrow, lend, or share personal items with other clients. Staff will not be responsible for any item a client lends to another client. Thus, if an item is damaged or lost as a result of another's use, the owner will suffer the natural consequences of the misuse. If a client brings items back with them from a home visit or a pass, the items should be checked in with staff, inventoried, and washed. Any items brought in during weekend or holiday hours will be checked in by staff on the next available business day.

Clients are asked to take all personal belongings with them at the time of discharge. Any personal items left at the time of discharge will be held for 30 days. Any items still remaining after the 30-day period will be donated.

### **Bedding and Towels:**

Each client will be provided with clean bedding and towels upon admission. Bedding and towels will also be washed once a week or more often as needed to maintain a clean, safe environment. Clients will not be permitted to bring their own bedding or towels.

### **Laundry:**

Clients are expected to do their own laundry on a regular basis. Clients who lack experience in this area are instructed by Behavioral Health Associates and staff. Upon admission, all clothing and laundry items will be searched and washed before being brought into the main living area.

### **Hygiene:**

Clients are expected to maintain appropriate hygiene by taking showers and wearing clean clothing. Hygiene related items such as soap, shampoo, conditioner, toothpaste, toothbrushes, deodorant, etc. will be made available to each client when needed. Clients may bring in their own hygiene supplies

### **Nutrition and Health:**

Clients and visitors are not permitted to bring any food items into the facility. Food services are provided through the St. Cloud Hospital. Clients are offered three meals each day plus snacks in between meals. Health services are provided to each client as needed. These professionals provide direct care and consultation during daytime hours. They also supervise the healthcare of clients and coordinate services with a variety of medical professionals.

### **Recreation:**

Clients are involved in a variety of recreational activities within the unit. These activities offer sober and challenging learning experiences in a social setting. Staff organized group activities encourage clients to enhance their recreational skills and try out a variety of sober activities.

### **Medications:**

If a client comes to Recovery Plus Adolescent Services with prescribed medication(s), they will be dispensed by staff according to the doctor's orders. When a medication is changed or a new medication is needed, the benefits and possible side effects will be explained to the client and parent/guardian. Clients are expected to take their medication as prescribed with an authorized staff member's supervision. All staff monitoring medications have completed a Medication Administration training.

### **UA Policy:**

Clients participating in this program are subject to random supervised UAs. The monitoring of a client's chemical levels is an important way for the staff at Recovery Plus Adolescent Services to establish a baseline for each client and to determine whether the client is continuing to use chemicals.

### **Computer Use Policy:**

Recovery Plus Adolescent Services uses computers to teach the skills, knowledge, and behaviors that students will need as successful and responsible members in the community, and as life-long learners. We expect those who use the computers to do so in a way that is respectful and appropriate. Since electronic media change constantly and rapidly, as does the "netiquette" among users, this policy cannot lay down rules to cover every possible situation. Instead, this policy sets forth general guidelines to be applied to all users, whether they are students, faculty/staff members, volunteers, or other guests. The Program retains the right to monitor, view, or access at any time the data stored in any given computer, including but not limited to: internet activities, email activities and accounts, network activities and accounts, and all data and/or software stored on laptops and storage media. Respect all copyrights! When doing research on the Internet, you are committing a crime if you copy material directly rather than putting it into your own words. When using laptops in the classroom, users have the responsibility to make the screen of the laptop visible to staff members at all times and to use the laptop in the area designated by staff. Unacceptable uses of the network include, but are not limited to: using another user's login information, accessing the files of another user, or accessing social media sites. Access to the computers owned by The Program is a privilege, not a right, and may be restricted or revoked at any time if usage is not consistent with the educational goals of The Program. Consequences for any violations of this policy include, but are not limited to: loss of network access privileges (including Internet access); loss of computer access privileges, and disciplinary action for students.

### **Treatment Reports:**

Reports will be written outlining the issues the client is dealing with, a plan for treatment, and client progress. The client will have an opportunity each week to review the treatment plan. After reviewing a treatment plan, the client will be asked to sign it. The client does not have to agree with the content of the treatment plan. By signing the treatment plan, the client is simply indicating that he/she has reviewed its content. Clients will be given a copy of this treatment plan as well as parents/guardians and involved workers.

### **Phone Calls, Letters, and Contact List:**

Recovery Plus Adolescent Services believe it is important to provide the opportunity for parents/guardians and clients to remain in touch regarding a client's progress. Clients are given 2 scheduled call days per week to make outgoing phone calls. Clients get one 15-minute phone call per call day. Clients have the opportunity to earn extra phone time as a privilege for earning Levels 3 and 4. Clients are supervised by staff while making phone calls and call time may be limited due to programming schedule and needs. Upon admission a client's parent/guardian will assist staff in filling out a "contact list" of contact information (phone numbers and addresses) for parents/guardians and siblings. This means that the client cannot have any type of contact with people not on this list- no visits, no phone contact, and no letters- unless otherwise approved. To add or change phone numbers on a client's contact sheet please contact the case manager.

If at any time you need to speak to your loved one, please contact the client's case manager. If you reach a voicemail, please leave a message stating that you would like the client to return your call. Please be aware that clients and staff are involved in groups, activities, and meetings throughout the day and may not be able to return your call right away.

If a client chooses to write and mail letters, it is up to the parent/guardian to provide envelopes and stamps. If a client receives a letter in programming and the individual sending the letter is not on their contact list, this letter will be sent home to client's parents/guardians.

These policies are followed to encourage family communication and respect. These policies also support the safety and security of all clients and staff.



## **VISITING GUIDELINES:**

We encourage you to visit your adolescent while they are involved in programming. We have established visiting expectations to assist with supporting and encouraging the growth of healthy family relationships while your adolescent is in this program. These guidelines also maintain the safety and security of our clients and staff.

Visiting will be limited to scheduled hours to allow clients to fully participate in all treatment activities. No visitors will be permitted on the unit during other hours unless they have a scheduled appointment. We are committed to focus on the family relationships of our adolescents, thus visitors are limited to immediate family members (parents/guardians and siblings) that are on the contact list unless otherwise approved. We ask that you keep your interactions to your loved ones while visiting due to confidentiality and to maintain scheduled programming for other clients.

### **Visiting Hours**

#### **Girls' Group**

Saturdays 1 pm-5 pm

Sundays 9:30 am-12:30 pm

#### **Boys' Group**

Saturdays 9:30 am-12:30 pm

Sundays 1 pm-5 pm

We ask that you visit on Saturday or Sunday to allow all clients the opportunity to visit with their family members. We ask that all visits be scheduled in advance with your adolescent's case manager. A phone call to the case manager by Friday will allow the case manager to inform the necessary staff of your arrival time and date and to prepare for necessary staff supervision. A visiting area will be designated for you to visit with your loved one. All visitors must have a visitor's badge, obtained at the front desk of the lobby, to enter the unit. You will also be asked to sign in at the front desk. **Please be sure to bring a picture I.D. with you when you arrive for a visit, to verify your identity. No picture I.D. is required for siblings under the age of 18.** Bathrooms are available in the near vicinity, and we ask that you not leave the designated area without escort by staff. Visitors and clients will not be allowed into client bedrooms at any point during the visit. Any items brought in after initial admission for clients during weekend or holiday hours will be checked in by staff on the next available business day.

For safety, sanitation, and dietary management purposes, visitors are asked not to bring food or drink items into the facility. **The CentraCare Campus is a tobacco-free environment, smoking is not allowed on the grounds, in your personal parked vehicle on grounds, or in the building.** Alcohol and chemical substances are also prohibited on the premises. This is also very important in supporting the adolescents in their early recovery as tobacco and chemicals can be triggers for them to want to use.

Any visitor who is exhibiting the following behaviors will be asked to leave: disruptive to the facility, appearing to be under the influence of any substance including alcohol, bringing in contraband including matches or lighters.

For the safety of your belongings and our client's confidentiality, please secure your valuables in your vehicle and please lock your vehicle. Please also leave any coats or jackets in the lobby area.

## **PROGRAM EXPECTATIONS**



### **Participation**

Get/Have all supplies to be prepared  
Complete all activities assigned  
Use fidgets appropriately  
No side conversations, raise hand, and no interrupting  
Follow directions  
No sharing, borrowing, or giving to peers  
Appropriate dress- No hoods, no sagging pants, following dress code

### **Respect**

Respect staff, peers, and environment  
Appropriate language  
Appropriate non-verbals  
Appropriate voice tone  
Appropriate boundaries  
Asking for appropriate breaks  
No program or staff bashing  
Wait your turn to speak  
No gang signs or gang talk

### **Movement**

Ask to get up  
Sit in assigned area  
Get permission to leave any area  
"All four on the floor" when sitting in chairs  
No hood, no sagging pants, following dress code  
Wear name tag at all times, on door when in room  
Keeps hands to self and own belongings  
No touching peers/staff/walls/signs/thermostats, etc.

### **Conversation**

Appropriate, polite, and positive conversations  
Appropriate volume so staff can hear conversations  
No swearing  
No glorifying or war stories  
No interrupting  
Conversations should be on task and on topic

### **Commitment**

Visibly fulfilling your daily commitment to the best of your ability

**\*All expectations are subject to staff discretion\***

### **Recovery Plus Client Bill of Rights**

Recovery Plus accepts all major insurance as well as consolidated funding. All billing is done through the billing office at St. Cloud Hospital. Charity Care may be available for hardship circumstances. This information can be accessed by speaking with your case manager.

Recovery Plus is a 12 Step Program and promotes the fellowship of AA, NA, and CA. Co-occurring mental illness is addressed in group and educational formats and psychiatric consultation is available.

St. Cloud provides an array of health and social service options and information concerning these services will be provided upon request.

You may obtain a copy of the rules and professional conduct from the Public Documents Division, Minnesota Department of Administration. It should include the current address and telephone number;

You have the right to report complaints to the commissioner, Minnesota Department of Health. It should include the current address and telephone number;

You have the right to reasonable notice of changes in counseling services or charges;

You have the right to complete and current information concerning the counselor's assessment and recommended course of treatment, including the expected duration of treatment;

You may expect courteous treatment and to be free from verbal, physical, or sexual abuse by the counselor;

Your records and transactions with the counselor are confidential unless release of these records is authorized in writing by you, or otherwise provided by law;

You have the right to be allowed access to records and written information from records according to Minnesota Statutes, section 144.335;

You have the right to coordinated transfer when there will be a change in the provider of services;

You may refuse services or treatment, unless otherwise provided by law; and

You may assert your rights without retaliation.

## Resident Basic Rights

- Right to reasonable observance of cultural and ethnic practice and religion;
- Right to a reasonable degree of privacy;
- Right to participate in development of the resident's treatment and case plan;
- Right to positive and proactive adult guidance, support, and supervision;
- Right to be free from abuse, neglect, inhumane treatment, and sexual exploitation;
- Right to adequate medical care;
- Right to nutritious and sufficient meals and sufficient clothing and housing;
- Right to live in clean, safe surroundings;
- Right to receive a public education;
- Right to reasonable communication and visitation with adults outside the facility, which may include a parent, extended family members, siblings, a legal guardian, a caseworker, an attorney, a therapist, a physician, a religious advisor, and a case manager in accordance with the resident's case plan;
- Right to daily bathing or showering and reasonable use of materials, including culturally specific appropriate skin care and hair care products or any special assistance necessary to maintain an acceptable level of personal hygiene;
- Right of access to protection and advocacy services, including the appropriate state-appointed ombudsman;
- Right to retain and use a reasonable amount of personal property;
- Right to courteous and respectful treatment;
- If applicable, the rights stated in Minnesota Statutes, sections 144.651 and 253B.03;
  - Right to be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation;
  - Right to be informed of and to use a grievance procedure; and
  - Right to be free from restraint or seclusion used for a purpose other than to protect the resident from imminent danger to self or others, except for the use of disciplinary room time as it is allowed in the correctional facility's discipline plan.

**INVOLVEMENT OF LAW ENFORCEMENT AND/OR ST. CLOUD HOSPITAL SECURITY:**

Recovery Plus Adolescent Services staff will do their utmost to manage all situations regarding clients while they are involved in our program. The following criteria will be utilized to guide staff in determining the need to involve Law Enforcement directly.

1. The situation is deemed to be jeopardizing to safety of clients, staff and/or community and the resident cannot be redirected or the situation deescalated with all available program resources and/or capability of the program to maintain safety;
2. If a client leaves the facility grounds without approval and it is determined by program staff that the program resources are inadequate and/or the circumstances have moved beyond the capability of the program staff to keep the client or others safe;
3. If a reportable offense has occurred such as assault, harassment, or other violation of the law that requires Law Enforcement intervention or involvement;
4. Existence of an emergency requiring assistance in Emergency Management;
5. If the program is required to make a mandated report to Law Enforcement. In these situations, parents/guardians may not be notified as dictated by statute;
6. If the situation requires removal of the client from the program for safety reasons and is beyond the capabilities of the program to transport the client.

**Mandatory Reporting of Maltreatment of Minors:**

All Recovery Plus Adolescent Services administrators, supervisors and direct care staff are mandated by law to report suspected neglect, physical abuse or sexual abuse. All staff are trained and updated yearly in the Maltreatment to Minors Act. Whenever maltreatment is suspected or observed, whether it occurred within Recovery Plus Adolescent Services or occurred off site, a report will be made to proper authorities. Depending on the circumstances, this report may be made to local Law Enforcement, County Human Service or State Departments of Human Services.

**Grievance Procedure:**

We hope that our stay at Recovery Plus Adolescent Services goes well. In the event you have a complaint or criticism of a policy, procedure, or staff action, the following can be used to address the issue:

1. Speak directly to the person.
2. Client/Parent/Guardian can speak directly to Lorrie Spanier, Coordinator of Recovery Plus Adolescent Services, or Nancy Webster-Smith, Director of Child & Adolescent Services
3. Write the complaint/criticism and direct it to Lorrie Spanier or Nancy Webster-Smith and any staff member can be asked to forward it to them.
4. Request for assistance in developing or processing the grievance can be asked of any staff member without fear of reprisal.
5. Client/Parent/Guardian can expect a verbal or written reply within three business days after the grievance has been received.
6. If none of the above procedures have met with satisfactory results, he/she can contact the Quality Resource Department at St. Cloud Hospital (320) 255-5651 and file a formal complaint.

Further assistance/inquiry or complaints can be directed to the following:

Department of Human Services  
Division of Licensing  
Human Services Building  
444 Lafayette Road  
St. Paul, MN 55155

Board of Medical Examiners  
2700 University Avenue West,  
Room 106  
St. Paul, MN 55114

Office of Health  
Facility Complaints  
717 SE Delaware Street,  
Room 232  
Minneapolis, MN 55440  
(612) 623-5562

