

UHD

UNITED HOSPITAL DISTRICT

ADOLESCENT TREATMENT CENTER OF WINNEBAGO CLIENT EXPECTATIONS AND PRIVILEGES

Expectations are simply guidelines to behavior, the simpler the better. How complicated the expectations become will depend primarily on your behavior.

The most appropriate, yet simple guidelines are:

- Remember we are all human and we all have feelings.
- Treat everyone the way you would like to be treated.
- If you don't know or aren't sure, ask.

Staff members are here to be your guides. We want you to learn to be responsible for yourself. Ask staff and peers about the rules and expectations. Encourage each other to be responsible.

Confidentiality

Because your treatment process requires honesty, confidentiality is crucial. Clients, family members, and staff are expected to honor all information disclosed here, so that an atmosphere of trust and mutual respect may be maintained.

Facility Expectations

- ▶ **NO CHEMICALS ON YOUR PERSON, IN YOUR PERSON, OR ON THE PREMISES.**
- ▶ **NO SEXUAL CONTACT.**
- ▶ **NO FIST FIGHTING OR OTHER PHYSICAL CONFRONTATIONS, ABUSE OR THREATENING GESTURES.**
- ▶ **NO DESTRUCTION OF PROPERTY.**

Client Rooms

- ▶ Clients are responsible to keep rooms neat and clean at all times.
- ▶ Cleaning equipment and linens will be provided. Clean linens are provided weekly.
- ▶ Anytime during your treatment stay, staff may check your room and personal possessions for the following: drugs, alcohol, stolen goods, and other contraband. If a search is made, you will be present and it shall be documented.
- ▶ Room checks will be made daily.
- ▶ Clients are not allowed in other clients' rooms without permission from staff.
- ▶ See attached sheet for daily/weekly expectations.

Client Necessities

- ▶ ATCW ensures that each client has an adequate amount of clean clothing appropriate for the season. Clients are encouraged to bring one weeks supply of clothing with them on admission. If during the clients stay additional clothing items are needed, the responsible person is contacted with the needs list. Excessive clothing or miscellaneous items will be returned home. During the clients personal phone calls they can also make the person responsible aware of their additional needs.
- ▶ The clients are encouraged to do their personal laundry on a regular basis. Washers, dryers and detergent are provided by ATCW for personal laundry needs. Feel free to ask staff if assistance is needed to operate machines.
- ▶ A laundry sign-up sheet is utilized to ensure that all clients have access to the washers and dryers. Laundry will be done during your free time.
- ▶ Adequate bath towels and washcloths are provided. Clean bedding and linens are furnished upon each new admission, and bedding and linens are changed once a week or more often as needed to maintain a clean and safe environment. Bedding and linens that are worn are not used. ATCW uses a commercial laundry for bed linens, towels and washcloth.
- ▶ ATCW ensures that each client has an appropriate sized, clean, fire retardant mattress; clean mattress, two sheets and one bedspread. Sufficient clean blankets to provide comfort under existing temperature conditions are also provided. One pillow and one pillowcase that is antiallergenic, if required, to meet a resident's health care needs are furnished by ATCW.
- ▶ Valuables, checks and currency in excess of \$50.00 will be sent home, along with cameras, tapes, radios, Ipods, etc.
- ▶ Musical instruments will be allowed with clinical team permission and are to be played in the clients room.

Personal Hygiene

Everyone is urged to bathe or shower daily. Prior to admission a list of what is needed for personal hygiene is given via the telephone to the person responsible for the client. If during the client's stay, additional items are needed a needs list is drawn up by the client and a phone call is placed to the person responsible with a list of the additional items needed.

- ▶ The following items must be kept in the clients locked cubby:
 - anything containing alcohol,
 - aerosol cans,
 - volatile substances,
 - sharp or dangerous objects,
 - all items labeled "keep out of reach of children",
 - glass or ceramic containers.
- ▶ Facial hair should be kept clean and trimmed.
- ▶ Haircuts may be arranged at the client's expense, through the unit staff.

Money/ Personal Items

- ▶ You may keep up to \$5.00 on your person at all times.
- ▶ No lending or borrowing among clients or staff allowed
- ▶ No gambling between clients or clients and visitors allowed

Food

- ▶ All clients are responsible to keep the snack kitchen clean.
- ▶ Clients may purchase pop and candy from a vending machine in the facility.
- ▶ Family is not allowed to bring snacks into the facility, all snacks are provided by ATCW kitchen.
- ▶ Absolutely no food or drink will be allowed on the living room furniture

Dress Code

- ▶ Appropriate items to be worn throughout the facility and outside at all times
- ▶ Jewelry must be approved
- ▶ Clothing must be clean, neat, comfortable, non-sensual, and have NO holes
- ▶ Shoulders, torso, and under garments must be covered
- ▶ Shoes must be worn at all times unless in clients' room
- ▶ If any item is believed to be chemically related, band related, gang/violence related, or otherwise inappropriate, the item will not be allowed
- ▶ Slippers and sleepwear are only allowed in clients' room

Medical Concerns

- ▶ Please alert staff of any physical problems you may be having.
- ▶ All medications, whether prescription or non-prescription, will be kept locked in the Med Room.

Daily Schedule

- ▶ Clients are responsible for reading the bulletin board and the daily schedule.

UNIT PRIVILEGES

Visiting

- ▶ Regular visiting hours are on Saturdays or Sundays from 1:00 p.m. to 4:00 p.m. If these hours are impossible for visitors, alternative arrangements will be made including evening hours with the Counselor's approval.
- ▶ Visiting is allowed on holidays from 1:00 p.m. to 4:00 p.m.
- ▶ Friends may visit only with permission of your counselor and are not allowed to visit unless accompanied by their parents. All visitors must be on the list.
- ▶ During visitation clients may show family their rooms and tour unit when staff is available to accompany them.
- ▶ There are no tobacco products/ cell phones allowed in the building or on the grounds.

Telephone

- ▶ We request there be no phone calls during the evaluation phase except at the discretion of the clinical team.
- ▶ After the evaluation phase, clients may use the phones by the Unit Station **for incoming calls only**. Clients may receive up to 2 calls a day during the week between 6pm-8pm. Clients may receive up to 3 calls a day on Saturday and Sunday from 1-4pm and 6-8pm. If additional calls are necessary it will need to be approved by the case manager.

Upon admission, a Call List is devised by the client and their parents / legal guardian. Only the individuals on this list are approved as potential callers. The parents or those responsible will give out the phone number to the people on this list. Names may be added to or taken off this list during the course of a client's treatment. Phone calls may be received only during scheduled times. There will be no incoming calls after bedtime. There is a ten-minute limit to each call.

Clients having need of a telephone that affords greater privacy may ask their Counselor or in the Counselor's absence and the need is immediate, the Counselor Assistant in charge can be asked.

- ▶ The client informs the Counselor of need for greater privacy for a phone call. The Counselor provides such by permitting use of an office phone.
- ▶ A client in need when the Counselor is not on duty will present the need to the on-duty Counselor Assistant who will arrange for a private phone.

Clients who have difficulty using the phone due to hearing, speech, vision or physical disabilities will be assisted by staff to access the Telephone Equipment Distribution (TED) program by calling 800-657-3663 or accessing the web site tedprogram@state.mn.us or TTY (Text-Telephone) at 800-657-3513, web site www.tedprogram.org.

Outdoor Activities

- ▶ Clients may go outdoors for recreation at the discretion of the staff on duty.
- ▶ A staff member must accompany clients during activities that require leaving the building.

Passes

- ▶ Passes are issued by the clinical team, circumstances permitting.
- ▶ You will be required to sign a pass at the unit station for approved outside activities.

Free Time

- ▶ This will be available to those clients who have their assignments or assigned tasks completed.
- ▶ Clients can use scheduled and non-scheduled free time for such activities as: games, sharing, napping pool, hacky sack, foosball, basketball, volleyball, Wii, and gymnasium time.
- ▶ TV will be permitted on weekends providing behavior on the unit is appropriate.
- ▶ There will be no TV Monday through Friday except for the evening news.

*Please Note: These privileges may be lifted should you abuse them. If expectations are broken, a consequence will be given.

Basic Rules

- ▶ Food and Drink allowed in approved areas only
- ▶ Always be prepared and on time
- ▶ Clean up after yourself
- ▶ One client allowed in laundry room, snack kitchen, and medication area at a time
- ▶ Gender split applies on all furniture
- ▶ Mail is to be written and received only at free time, this includes getting stamps and addressing outgoing mail
- ▶ Permission by staff must be obtained before leaving the unit
- ▶ **Rules and expectations are subject to change at staff discretion and client behavior**

Bedtime Rules

- ▶ All clients in rooms at bedtime (9:30 or 10:30 p.m. depending on schedule).
- ▶ All clients have lights out one half-hour after bedtime.
- ▶ All clients need to journal before lights out and place your journals out in the hall
- ▶ No clients out of their rooms without permission after bedtime.
- ▶ If you do not have an alarm clock, a sign up sheet is available at the unit station for a wake up call.

Wake-up Guidelines

- ▶ Week days (school days) 6:00, 6:15 and 6:30 a.m.
- ▶ Weekends 7:00 a.m.
- ▶ School Breaks 7:00, 7:15 and 7:30 a.m.

*Note: Clients need to be showered, dressed and have rooms/jobs done by breakfast time or by meditation time.

Group Rules

- | | |
|------------------------------|--|
| 1. Be on time | 7. No leaving group |
| 2. Bring materials | 8. No obnoxious noises |
| 3. Chairs in a circle | 9. No side conversations |
| 4. Pay attention | 10. No singing, rapping, or knuckle cracking |
| 5. Provide positive feedback | 11. Most of all, be respectful |
| 6. No drink, food or candy | |

*Please Note: Refer any group problems to your counselor

Consequences for Not Following the Rules

- ▶ No snack kitchen for those who break the rules for 24, 48 or 72 hours.
- ▶ No bank for those who break the rules for 24, 48 or 72 hours.
- ▶ If disorder breaks loose, that group will not have a movie that week.
- ▶ Those who break the rules will follow the treatment plan approach(es) that is(are) in place for that individual. This could also include a Journal Reflection Time, Accountability Sheets, (description in

client packets) Behavioral Treatment Planning, Behavior Contracts, Behavior Plans, and/or other restrictions.

- ▶ Violation of bedtime rules will result in a consequence, for example: no free time, early bed, no nap during free time, or written assignments.

*Please Note: These rules and consequences are subject to change at staff discretion.

RESTRICTIONS

Guidelines to follow when you are restricted

- ▶ No talking or communicating with the other person in any way (eye contact, hand messages, etc.)
- ▶ No verbal communications through others (implied or loud referring to)
- ▶ No sending messages or notes through other people, through books, etc
- ▶ No sitting next to or at the same table with the other (at meals, on unit, in van or at AA meetings)
- ▶ No walking with, bowling with or recreational activity directly with the restricted people
- ▶ No free time together, no pool games, board games etc.

DAILY ROOM CHECK

- Beds made appropriately (sheets, bedspread pulled up)
- Clean sink and counter area
- Mirrors are wiped clean
- Floor is clean of clothes, papers, etc.
- Desk(s) is organized and clean
- Floor is swept/ vacuumed
- Window Sills are wiped off
- Towels are hung up to dry in bathroom
- Wastebasket is emptied and new bag is in
- Curtains/ Blinds are open
- Tops of bathroom light are dusted
- Headboard on beds are dusted
- Closet curtain is hanging straight
- No appliances are left plugged in and are put away
- Towel dispensers are wiped off clean and refilled if needed
- Check for graffiti or writing on walls and doors, etc.
- Shower curtain is pulled closed
- Toilet paper rolls are replaced when needed
- Wipe out tub and shower walls

** Sunday Room cleaning will consist of wet mopping entire floor (tiled areas). All client rooms will consist of vacuuming with the attachments. When changing linens the client will need to count their dirty linens with staff.

JOB DESCRIPTIONS

Entry Way

- ▶ Sweep/ vacuum entrance
- ▶ Sweep/shovel sidewalk
- ▶ Mop when needed

Girls Hall Tables

- ▶ Wipe of the mats under the tables
- ▶ Push in chairs
- ▶ Wipe off the tables

Girls Hall

- ▶ Vacuum
- ▶ Dust lights

Living Room (A)

- ▶ Dust and Organize Entertainment Center
- ▶ Dust the End Tables
- ▶ Take out garbage

Living Room (B)

- ▶ Vacuum
- ▶ Dust lights

Unit Station/Game Shelves

- ▶ Dust
- ▶ Organize

Boys Hall (A)

- ▶ Wipe off the mats under the tables
- ▶ Wipe off the tables
- ▶ Push in Chairs

Boys Hall (B)

- ▶ Vacuum
- ▶ Dust lights

Snack Kitchen

- ▶ Wash counters, microwave, refrigerator
- ▶ Organize cupboards
- ▶ Fill cups

Laundry Room

- ▶ Empty Garbage
- ▶ Sweep/ mop floors
- ▶ Dust
- ▶ Wipe off appliances

Garbages

- ▶ Gather and empty all unit garbage
- ▶ Disinfect garbage cans in and out as needed

Game Area

- ▶ Vacuum
- ▶ Dust all window ledges

Dish Washer Duties

- After each meal, sort all dishes and dump garbage from each tray
- Fill dish machine with water, rinse dishes and put through dishwasher at each meal
- Wash out tray carts after every meal
- Wipe off all counters in dish room
- Drain and turn off dishwasher after each meal, clean catch trays.
- Put all your wet rags in laundry basket every meal

Dish Wiper Duties

- Help sort all dishes and dump garbage from each tray
- Dry dishes
- Put away all clean/dry dishes
- Wipe down dish drying area when done.
- Sweep dish area
- Take laundry basket and dirty rags down to laundry room after evening meal

Kitchen Helper

- Wash all dining room tables after each meal
- Wipe off all chairs after each meal
- Sweep under tables after each meal
- Refill napkins, salt, pepper, ketchup, mustard, etc.
- Complete below lists after each specific meal

Breakfast

- Put away cereal, bagels, etc.
- Wipe off counter, milk and juice machines
- Replace milk trays.

Noon Meal

- Cover all salad bar items.
- Put away all salads and desserts.
- Wipe off counters, salad bar, milk and juice machines.
- Replace milk trays.

Evening Meal

- Turn off the salad cart.
- Take down the salad bar.
- Put away all salads and desserts.
- Wipe off counters, milk and juice machines
- Clean inside the salad cart.
- Replace milk trays.

SERVICES & ACTIVITIES

Medical Examination: Dr. Kevin Kimm, Medical Director

Routine admission procedures are used, with a physical exam being completed within 72 hours of admission. Clients are monitored for a minimum of 72 hours to ensure safe withdrawal from chemicals. Clients are seen for physical problems and monitoring of medication as necessary.

Group Counseling: Counselors

Groups meet daily. Counselors and Counseling Assistants help build trust in therapy and develop treatment plans. Individual sessions are scheduled with case managers weekly and as needed.

Counseling Assistants

Counseling Assistants provide twenty-four hour care. Clients self-administer medications. Staff observes and reports client behavior; co-facilitates recovery, education, and 10th step groups.

Psychological Assessment: Brian Koranda L.P.

The psychologist evaluates all completed testing. Clients are referred to the consulting psychologist as needed.

Client Assessment: Counselor

The assigned counselor assesses each client in the areas of the Six Dimensions. These Dimensions are:

1. Acute intoxication and withdrawal
2. Biomedical conditions and complications
3. Emotional, Behavioral and cognitive conditions and complications
4. Readiness for change
5. Continued use and continued problem potential
6. Recovery Environment

This interview is reflected within the clients file as the Comprehensive Assessment. The summary result of this assessment is written by the case manager and is in the clients file as the Comprehensive Assessment Summary.

Nutritional Assessment

Medical Director

UHD Dietician

The Initial Screening and the Comprehensive Assessment both have areas that would identify nutritional problems or potential eating disorders. Following an identified area of potential concern, the UHD Dietician is notified by the Registered Nurse of her need to meet with the client. An interview is arranged within one week of the identified problem.

Physician reviews nutritional needs during initial exam and orders special diets if needed.

Activities Services: Unit Staff, Recreation Committee

Clients are given opportunities to make use of their scheduled leisure time through the game room, outdoor activities, gym, exercise class, Friday night parties, bowling and other recreation, speakers and activities.

Chaplain Services: Assigned Chaplain

We have a Chaplain who provides help with spiritual relationships, as well as 4th and 5th steps of AA, and to meet with each client individually at client's request. Clients may meet with a different chaplain of their choice if they so desire.

Family Program

Each family is encouraged to attend ongoing family sessions. This includes education sessions, group sessions and family fun night.

Lectures

Clients attend lectures as scheduled. Many are given by recovering alcoholics/addicts to learn the various aspects of the illness. Video lectures are also utilized.

SPEC/W (Southern Plains Educational Cooperative/Winnebago)

Education

Teachers contact and work with home school districts to ensure as much continuity as possible with assignments and educational materials (releases must be signed). All educational goals completed and credits earned are sent back to the home school at the clients discharge.

GRIEVANCE POLICY

Occasionally, a client is not satisfied with the care or services he or she receives. It is ATCW's belief that the client has a right to express his/her concerns and complaints.

A Client Grievance is a written or verbal statement made by the client, the client's parents or legal representative, a guardian, or a concerned person in the client's life to make a formal complaint, a suggestion or express dissatisfaction with the care or service provided by ATCW and its staff.

ATCW or its staff will not attempt to influence a client's statement about the facility or facility staff in the complaint/ grievance document or during an investigation that may occur as a result of the complaint/grievance.

ATCW will provide the necessary forms and assistance to complete the forms.

When a client reports a complaint/grievance to an employee, the employee will attempt to immediately resolve the issue, if at all possible. The employee will also draw up a formal note of complaint/grievance and the action taken. This note will become part of the client's record, and a client complaint/grievance form will be forwarded to the Administrative Secretary.

If the employee is unable to resolve the grievance, then it will be reported to the employee's immediate supervisor or department head. Again, a dated note of complaint and action taken will be documented into the client's record and a client complaint/grievance form forwarded to the Program Secretary.

If unable to be resolved in this manner then it will continue to the Program Director and then to UHD's Administrator.

The person who files a grievance will not be subject to any adverse actions.

The Adolescent Treatment Center of Winnebago will do everything possible to bring about a resolution at the earliest possible time.

You also have the right to receive a written response to any complaint or grievance you may make within five days.

The Administrative Secretary will maintain a record of client complaints/grievances. The grievance will remain on file at the facility for two licensing periods

Inquires or complaints regarding medical treatment or the Client's Bill of Rights may be directed to:

Minnesota Board of Medical Practice
2829 University AV SE, Suite 500
Minneapolis, MN 55414-3246
(612) 617-2130
(800) 657-3709
FAX 612-617-2166

Office of Health Facility Complaints
PO Box 64970
St Paul, MN 55164-0970
(651) 201-4201
(800) 369-7994

Department of Human Services Licensing Division
444 Pine St.
St. Paul, MN 55164
(651) 296-3971 Metro
(800) 627-3529
(651) 282-6832 TTY/TDD

Office of Ombudsman for Mental Health and Disabilities
121 7th Place E Suite 420
Metro Square Bldg
St. Paul, MN 55101-2117
(651) 757-1800
(800) 657-3506
ombudsman.mhmr@state.mn.us

MN Board of Behavioral Health and Therapy
(for alcohol and drug Counselor Licensing issues)
Suite 210
2829 University AV SE
Minneapolis, MN 55414
(612) 617-2178
(800) 627-3529 TTY
VCO Direct (877)627-3024
<http://www.bbht.state.mn.us>
FAX 612-617-2187