

UHD

UNITED HOSPITAL DISTRICT

CLIENT EXPECTATIONS AND PRIVILEGES (2014)

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.
- ▶ Be respectful to all people and things in the facility and in the community
- ▶ Be prepared for the next activity on the daily schedule
- ▶ Always clean up after yourself wherever you are

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.

Safety Guidelines. These are posted on the unit and you will be directed to them often to address any behavior concerns that are demonstrated:

- ▶ 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.
- ▶ 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.
- ▶ Clients are not allowed in other client's rooms without permission from staff.
- ▶ No lending or borrowing among clients or staff allowed
- ▶ No gambling between clients or client and visitors allowed
- ▶ Family is not allowed to bring snacks into the facility; all snacks are provided by ATCW Kitchen.
- ▶ All medications, whether prescription or non-prescription, will be kept locked in the Med Room.
- ▶ Tobacco products or cell phones are not allowed in the building or on the grounds.
- ▶ A staff member must accompany clients during activities that require leaving the building.
- ▶ Doors to your room are open except when you are changing or at bedtime.
- ▶ One client allowed in laundry room, snack kitchen, and medication area at a time.
- ▶ Gender split applies on all furniture.
- ▶ Permission by staff must be obtained before leaving the unit.
- ▶ Use appropriate language and avoid swearing, name calling, whispering, note passing, flirting, making derogatory statements about religion, race, gender, sexual preference, and glorifying past use.
- ▶ Maintain personal boundaries and avoid personal contact
- ▶ Sit up straight on the furniture, do not rock back on the chairs, do not jump over or on furniture
- ▶ Windows will remain closed at all times

Money / Personal Items

- ▶ You may keep up to \$5.00 on your person at all times.

Mail

- ▶ Mail is to be written and received only at free time; this includes getting stamps and addressing outgoing mail.

Food

- ▶ All clients are responsible to keep the snack kitchen clean.
- ▶ Clients may purchase pop and candy from a vending machine in the facility.
- ▶ Food or drink will be allowed in the dining room.

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 client's room
- ▶ If any item is believed to be chemically related, band related, gang / violence related, or otherwise inappropriate, that item will not be allowed.
- ▶ Slippers and sleepwear are only allowed in client's room.

UNIT PRIVILEGES

You are able to...

Follow these Visiting Guidelines:

- ▶ Have visiting hours are on Saturdays or Sundays from 1:00 pm to 4:00 pm. If these hours are impossible for visitors, alternative arrangements will be made including evening hours with the Case Manager's approval.
- ▶ Have visiting on holidays from 1:00 to 4:00 pm.
- ▶ Have friends 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.
- ▶ Show your family your rooms and tour unit when staff is available to accompany them.

Follow these Telephone Guidelines:

- ▶ 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. Names may be added to or taken off this list during the course of a client's treatment.
- ▶ The parents or those responsible will give out the phone number to the people on this list. 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 two (2) calls a day during the week between 4:00 and 9:00 pm. Clients may receive up to three (3) calls a day on Saturday and Sunday from 1:00 to 4:00 pm and 6:00 to 9:00 pm. If additional calls are necessary it will need to be approved by the case manager.
- ▶ Phone calls may be received only during scheduled times.
- ▶ 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.
- ▶ 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

Enjoy these Free Time Guidelines:

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.
- ▶ A peer of the week is recognized each week for appropriate behavior in school and on the unit
- ▶ Free time in the recreation room may be earned to recognize appropriate behavior or to practice healthy coping skills; exercise, yoga, meditation, etc.
- ▶ TV time during free time may be earned for the group to recognize appropriate group behavior
- ▶ Additional rewards may be earned at the discretion of the treatment team and will be incorporated into the individual treatment plan.
- ▶ Clients may go outdoors for recreation/free time at the discretion of the staff on duty.

Follow these Bedtime Expectations:

- ▶ All clients in rooms at bedtime (9:30 or 10:30) 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.
- ▶ If you do not have an alarm clock, a sign-up sheet is available at the unit station for a wake-up call.

And Scheduled Wake-up Times:

- ▶ School days - 6:00, 6:15 and 6:30 am.
- ▶ Weekends - 7:00 am.
- ▶ School breaks - 7:00, 7:15 and 7:30 am.

All Rules and expectations are subject to change at staff discretion due to client behavior.

Potential reduction in privileges for ongoing disruptive behaviors

- ▶ Loss of snack kitchen
- ▶ Loss of bank privileges
- ▶ Loss of free time replaced with work time
- ▶ ½ hour early bed time
- ▶ Loss of Friday Night Party
- ▶ Loss of the opportunity to attend off campus activities
- ▶ Loss of the opportunity to go bowling for recreation
- ▶ Extra written or verbal assignments to address the self defeating behavior (s)
- ▶ Those who break the rules will follow the treatment plan approaches that are in place for that individual. This could also include an Options for Change, Accountability Sheets (description in client packets), Behavioral Treatment Planning, Behavior Contracts, Behavior Plans and/or other restrictions

Consequences are subject to change at staff discretion and will always be incorporated into the individual treatment plan. Consequences will take into consideration the recommendations from a client's individual education plan, if any.

What you can expect from the staff:

Staff members are here to be your guides. We want you to learn to be responsible for yourself and encourage each other to be responsible.

Staff will work to develop a therapeutic relationship with you throughout your treatment in order to gain your trust and respect.

Staff will make every effort to make fair and consistent decisions.

Staff will hold you accountable for your behavior

Staff will offer you suggestions and input regarding your assignments and treatment issues.

Staff will participate in activities with you in order to teach you valuable life skills.

Staff will avoid power struggles while maintaining order and routine throughout the shift.

Staff will keep you notified of any changes in the daily schedule.

Staff will make every effort to role model appropriate behavior related to developing trust and respect, anger management, conflict resolution, and direct communication.

Staff will not swear at or to clients. Staff will not be sarcastic, faulty finding, or disrespect to clients. Staff expects the same behavior in return.

Staff will acknowledge ongoing positive behavior as well as attempts at positive behavior. Staff will redirect negative behavior for the safety of all the clients.

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 client's 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 client's 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 lines 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 client's 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 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 additional items needed.
- ▶ The following items must be kept in the client's 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.

Daily Room Check Guidelines

- ▶ Bed made appropriately (sheets, bedspread pulled up)
- ▶ Headboard on beds are dusted
- ▶ Clean sink and counter area
- ▶ Mirrors are wiped clean
- ▶ Towel dispensers are wiped off clean and refilled if needed
- ▶ Floor is clean of clothes, papers etc
- ▶ Floor is swept / vacuumed
- ▶ Desk is organized and clean
- ▶ Wastebasket is emptied and new bag put in
- ▶ Closet curtain is hanging straight
- ▶ Window sills are wiped off
- ▶ Curtains / blinds are open
- ▶ Check for graffiti or writing on walls and doors, etc.
- ▶ No appliances are left plugged in and are put away
- ▶ Tops of bathroom light are dusted
- ▶ Shower curtain is pulled closed
- ▶ Toilet paper rolls are replaced when needed
- ▶ Wipe out tub
- ▶ Wipe down shower walls
- ▶ Towels hung up to dry in bathroom
- ▶ Sunday Room cleaning will consist of:
 - Wet mopping entire floor (tiled areas)
 - Vacuuming with the attachments and changing linens (the client will need to count their dirty linens with staff)

Group Expectations:

- ▶ Be on time
- ▶ Bring materials
- ▶ Chairs in a circle
- ▶ Pay attention
- ▶ Provide positive feedback
- ▶ No food, drink or candy
- ▶ Remain in group
- ▶ BE RESPECTFUL
- ▶ Refer any group problems to your Counselor

JOB DESCRIPTIONS

Girls Hall

1. Vacuum
2. Wash door frames, name plates and green areas (cubbys)
3. Dust lights

Girls Hall Tables

1. Wipe off the mats under the tables
2. Wipe off tables
3. Push in Chairs

Boys Hall (B)

1. Vacuum
2. Wash door frames, name plates and brown areas (cubbys)
3. Dust lights

Living Room (A)

1. Dust and organize entertainment center
2. Dust and organize furniture

Game Area

1. Dust all window ledges
2. Vacuum

Snack Kitchen

1. Wash counters, microwave, refrigerator
2. Organize cupboards
3. Fill cups
4. Sweep floors
5. Vacuum rug

Cleaning Closet

1. Put vacuums away
2. Put cleaning cart away

Dish Washer

1. Sort all dishes & dump garbage from trays
2. Rinse dishes before running through washer
3. Wash out tray carts
4. Wipe off counters in dish room
5. Put wet rags in laundry basket

Kitchen Helper

1. Wash dining room tables
2. Sweep under tables
3. Refill napkins and condiments

SERVICES AND ACTIVITIES

Medical Examination (Medical Director)

Routine admission procedures are used, with a physical exam being completed within seventy-two (72) hours of admission. Clients are monitored for a minimum of seventy-two (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 and administer medications. Staff observes and reports client behavior; co-facilitates recovery, education, and 10th step groups.

Boys Hall (A)

1. Wipe off the mats under the tables
2. Wipe off tables
3. Push in Chairs

Living Room (B)

1. Vacuum
2. Dust lights

Unit Station / Game Shelves

1. Dust
2. Organize

Laundry Room

1. Sweep / mop floors
2. Dust
3. Wipe off machines, counters, cabinet & doors

Garbage Cans

1. Gather and empty all unit garbage cans
2. Disinfect cans in and out as needed

Dish Wiper

1. Sort all dishes & dump garbage from trays
2. Dry Dishes
3. Put away all dishes after drying
4. Wipe down dish drying area when done
5. Take laundry basket w/dirty rags to laundry room after evening meal

Psychological Assessment (UHD Psychologist.)

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 days.

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.

Education (SPEC/W) - Southern Plains Educational Cooperative/Winnebagos

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 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

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

MN Board of Behavioral Health and Therapy
(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

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