

WELCOME TO KEENAN HOUSE

Clients come to Keenan House from many different sources. Many of the clients served are referred through the criminal justice system; over half are from the State Department of Corrections. It is not unusual that many clients from all over Pennsylvania are referred for treatment.

You will find included in this handbook general information, rules and regulations, client rights, and a listing of Class A, Class B, and Class C infractions.

Our mailing address is 18 South Sixth Street, Allentown, PA 18101

You will need a Social Security card and PA identification to apply for public assistance and when you begin your employment search if that is a part of your programming upon leaving Keenan House. If you do not have the above, staff will assist you in the process of obtaining proper identification.

You will fill out a medical assistance form and apply for public assistance. If eligible, you may apply for food stamps and cash assistance. It is extremely important that you let the welfare office know that your mailing address is 18 South Sixth Street, Allentown, PA 18101.

You will receive a physical examination and TB test and, if necessary, psychiatric services within 7 – 10 days of admission. HIV/STD testing will be offered within 30 days of admission. The Service Coordinator will review the procedure to obtain medical services while in Keenan House. You are expected to pay for any medical or dental services not covered by your insurance plans. Keenan House is not responsible for any medical bills while you are residing in the program.

During fire drills or any evacuation procedure, you must leave the building immediately via the nearest fire exit. All clients will meet at the designated area and respond to further instruction and count. Your mentor will be responsible to show you all fire exits on the day of your admission. You may review this with your Counselor or a Service Coordinator if you wish.

You will receive a daily chore. All chores are to be done everyday, including weekends. Rooms are to be kept clean and orderly at all times.

Visiting hours are scheduled on weekends on alternating weekends (A-M) (N-Z) unless special arrangements are made. All visiting privileges are pre-approved by counseling staff and visitors are expected to participate in the family program at least one time though your counselor may require more.

You are allowed one telephone call upon arrival. Once you enter the Treatment Phase of the program you are allowed one phone call a week. Subsequent phone calls are earned as you advance through the program. Pay phones are available for your use on the 3rd and 4th floors.

GENERAL INFORMATION

1. Any order or directions given by the staff of this facility must be carried out to the best of your ability.
2. All notices and signs posted in this facility are considered regulations and must be strictly followed. Read the bulletin board frequently.

3. Clients must be completely dressed at all times when not in bedroom area. No exceptions. Pants must be at your waist. Muscle shirts are not permitted to be worn by clients. Any clothing or accessories signifying gang association(s) or displaying inappropriate logos are not permitted.
4. The building, linens, furniture, and equipment are property of Keenan House. Defacing of walls, damaging linens, furniture, equipment and/or tools will be considered destruction of property and the offender will be disciplined and required to reimburse the facility for damages.
5. Clients are permitted to practice their religious beliefs within the structure of the program. Clients with outside privileges are permitted to attend the church of their choice and must return with the service schedule if attending. Any religious practice that is considered offensive to the program or not within program rules is not permitted in the facility.
6. Use of foul, obscene, or profane language will not be tolerated. Loud talking or shouting will not be tolerated in Keenan House.
7. You are required to be respectful to staff and peers at all times. Any community member who engages in threatening behavior may be discharged at once. Clients will not be subjected to any humiliation, sexual harassment or punitive discipline such as food or sleep deprivation. There will be absolutely no means of physical abuse of clients or employees. Such abuse shall be reported immediately.
8. For your safety, smoking is not permitted in the facility. Breaks are taken throughout the day, at which time you may opt to smoke. All clients will exit the facility through the dining room door or second floor tower door during winter months and move to the side of the facility to smoke. Please use appropriate receptacles for cigarette butts.
9. Your living quarters, your belongings, and your person are subject to search at all times. However, we reserve the right to have any staff member search a client's possessions when deemed necessary by the Clinical Director. It is customary that a staff member of the same sex will do any personal searches in private.
10. You are required to give your correct name any time it is requested by a staff member.
11. You are required to wear your ID badge at all times where it is visible on your clothing.
12. Nicknames are not permitted.
13. Regardless of your place of work, you are not permitted to sell any service to another client or staff member. Staff members are not permitted to accept any type of gift or service for any reason.
14. At no time will tools used in your place of work be taken to your bedroom area.
15. Having any form of weapon in your possession or on your person is a serious offense and

will be treated as such.

16. At no time will a client have authority over another client. Staff is in total charge of the facility and clients are to follow all directions from staff.
17. The Director and/or designee may suspend clients' visiting privileges as a result of a violation.
18. During the first 10 days of treatment 1 drop off is allowed any day of the week until 5 PM. Your visitors may leave funds for you at the reception desk between the hours of 8:30 A.M. and 4:30 P.M. Drop offs after 10 days must be made with counselor approval between 8:30 AM and 4pm. Any unauthorized drop off will be refused.
19. No client is permitted to change his bed assignment unless authorized by staff.
20. Clients and staff are not permitted to fraternize or engage in personal or sexual relationships. Horseplay and gossiping can be dangerous and offensive and therefore it is not permitted in the facility or functions conducted outside of the facility.
21. Be reminded that clients are not permitted to buy, sell, etc. any items between clients. Any infraction will result in these items being confiscated.
22. Cameras, audio/video recorders and cell phones are not permitted in Keenan House.
23. Clients are not permitted to participate in medical, cosmetic or pharmaceutical experiments unless prescribed by a physician for a medical procedure not readily available.
24. No loitering is allowed within the facility or on facility property.
25. Prior approval is required for all supplies and cosmetics that you may wish to bring into Keenan House. Keenan House reserves the right to disapprove any products from entering the facility if found to be toxic, flammable or caustic. Only cosmetics that are alcohol-free, or with minimal amounts i.e. hair conditioner, shampoo etc. may be brought into the facility. Keenan House shall not store unapproved products; therefore you must dispose of them or send them home.
26. Special diets shall be taken into consideration at Keenan House. Any diets prescribed by the medical doctor (i.e. diabetic diets, low-salt diets etc.) must be written as a prescription from the doctor. Copies of the prescription will be issued to the Food Services Department, where special menus will be designed to meet your requirements. Any food allergies must also be discussed with the doctor and a prescription issued to the Service Coordinator.
27. Other special diet requests must go through the Service Coordinator. Some religions may restrict certain foods; some cultures may also restrict foods. If this is the case, you must submit your special needs to the Service Coordinator on a monthly basis. For example, if you do not eat pork, you must inform one of the Service Coordinators of your restriction. Each month thereafter, you must submit the same request to maintain your special diet. This does not pertain to foods you do not like. There are several menu selections from which to choose on a daily basis. Keenan House has a fresh salad bar twice daily as an added selection

to the menu.

CLIENT EVACUATION PROCEDURES

Your safety is of the utmost importance to us. Upon admission to the program, it is the responsibility of your mentor to show you where all of the fire exits signs and evacuation plans are located throughout the facility. Your Counselor will assist you in learning the procedures if you need additional help.

When you hear the alarm, you are expected to leave the building by the nearest exit. Do not stop for any belongings, coats, etc. If there is a loss of power, the extra generator will start up and you will be able to see your way out of the facility. You are to calmly and quickly report to the parking lot across Sixth Street and await further instructions.

If the fire alarm sounds while in your sleeping quarters, please yell loud enough to awaken your roommates to leave. Staff is responsible to make final rounds throughout the facility to assure that everyone exits. Please close any doors behind you. **DO NOT DROP ANYTHING IN FRONT OF THE FIRE DOORS AT ANY TIME.**

Each floor has two exits from the facility. Each exit has a lit sign above the door that is easy to see in the dark. You are to exit from the closest door and do not make any attempts to use the elevator. The elevator automatically descends to the first floor when the alarm is pulled.

The detection equipment is there for your protection. Please do not handle or play with the fire extinguishers, smoke detectors or pull stations. If you notice that any of the fire equipment has been disrupted in any way, please report to staff immediately.

COUNSELOR

Each client is assigned to a Counselor. Your Counselor shall meet with you within the first ten days to develop a plan for your treatment. 28 day referrals will have their biopsychosocial evaluation completed within 5 days of admission. The counselor is here to assist you in setting goals and to advise and guide you in attaining them. He/she interprets Keenan House expectations and requirements to you. Your Counselor is with you to support you in all of your legitimate efforts and to refer you to other agencies for assistance in coping with special problems. They will review and evaluate your progress monthly, help you plan ahead, consult with you in your decision-making, and caution you in anything that he/she feels will be detrimental to your treatment. The primary goal of the Counselor is to assist you in your successes as you strive to begin your new lifestyle. You may not always hear what you want, but they will help you tend to your needs. He/she is not expected to do everything you can and need to do for yourself. Your Counselor supervises and directs you during your stay at Keenan House. Your investment in your treatment determines when privilege increases may be granted. That is, when you qualify (1) because you have earned them, (2) because you have shown evidence that you can manage the added responsibilities that go with added privileges, and (3) because you have indicated a commitment to abide by Keenan House rules and by behavior standards of the community.

SIGN IN/OUT REGULATIONS

Clients must sign out to leave the building and sign in when they return. Until achievement of appropriate level, clients must be accompanied by an approved escort when signing out.

Clients are only permitted to sign out to one place at a time and must be at the address signed out to. Sign-outs must include full name or company name, street name, street number, town or city, name of escort, telephone number, departure time and expected return time. All sign-outs and escorts must be pre-approved by Counselor or staff member.

Clients must leave the building if they are signed out, no one is allowed back in the building unless you are signing back in. Your sign-outs and furloughs end when you re-enter the facility.

LIVING AREAS

1. Every client is responsible for their personal cleanliness and the neatness and tidiness of their bedrooms and bathroom areas. No food, candy or beverages are allowed above the first floor of the facility unless granted permission by the Clinical Director.
2. Use of extension cords within the facility is prohibited.
3. You are not permitted to enter another client's bedroom unless accompanied by a member of that room.
4. All items brought into the facility by you are your responsibility. In the event of a theft or misplacement, Keenan House will not replace them.
5. Always be neat in your appearance.
6. You will be assigned a bedroom and bed upon admission to Keenan House. You are permitted to decorate your bedroom area with personal possessions. Dresser tops can be used for personal possessions and photos. Bulletin boards are available in your sleeping quarters for hanging personal articles. You may have articles of decoration in your area; however, please be respectful of other clients' space. You are provided with dresser space, hooks or armoires for hanging clothing and storage space for laundry. Do not use tape or push pins on the walls. All clothing is to be stored properly when not in use. Beds are to be made at all times when not in use, with sheet and blanket up over mattress and pillow on top. No furniture can be moved or block any doorways or halls. Prayer rugs are to be rolled up and put away when not in use.
7. Excessive toiletries will be confiscated by staff and disposed of. (two items each)
8. Books are to be placed in your cubby when not in use and all playing cards are to be returned to the staff office on the second floor.

DINING ROOM REGULATIONS

1. Meals will be served at designated times determined by the Clinical Director or a designee.
2. All clients will be advised as to their shift for meal times.

3. You are expected to clean your table when finished with each meal.
4. At no time will clients take food/drink from the dining area.
5. Every effort is made to allow ample time for you to eat.
6. Be considerate of others by observing good table manners.
7. Clients are prohibited from wearing open-toed sandals and/or shoes without backs.
8. The kitchen (cooking area) is off limits to all clients unless assigned in Food Services Department. All food service workers must have medical clearance before joining the Food Services Department. Only kitchen workers are permitted to wear white t-shirts.
9. Employed clients or those attending school, aftercare or medical appointments will have a meal saved for them.

CONTRABAND

1. No client shall steal, exchange, borrow, lend, buy or sell any article of food, equipment, or supplies from other clients or from the facility, nor shall he/she obtain such an article by fraudulent means. Trading, bartering, gambling, borrowing and lending are prohibited.
2. Any unauthorized article on any client's person or among their belongings is considered contraband and will be confiscated.
3. No client is to have in their possession a pager, a cell phone or a car phone at any time. These items are considered contraband and the client will have sanctions placed against them.
4. Any person bringing or attempting to bring in any narcotics, drugs, alcohol, weapons, money or any contraband letters or messages intended for a client is guilty of a serious offense and will be prosecuted.
5. Only clients accompanied by staff or staff approval may have money on them. Any client in violation will have their monies confiscated and placed into their client account. An appropriate consequence/action will be taken, i.e., loss of store privileges.

POPPY SEEDS

Per the Department of Corrections, clients (including parolees) of Community Corrections may not ingest poppy seeds in any manner. Assertions of consumption of poppy seeds will not be accepted as reasons for positive urinalysis results.

GRIEVANCES

1. It is the policy of this facility and the Department of Corrections to treat every client fairly and to give special privileges to no one. There is an orderly procedure to follow when grievances or

complaints are made against the facility or any of the staff.

2. In the event you feel you have been abused, threatened or mistreated by personnel, you may complain either verbally or in writing by following the grievance procedure. For your information, the Attorney General has ruled: "If any problem arises within the institution concerning your confinement, you may bring the matter to the attention of the staff which has been established to help you with all types of personal problems."
3. All clients must attempt to resolve problems or differences with appropriate staff members before filing a grievance. This may be accomplished by informal discussions or by submitting a written account to the Clinical Supervisor. All attempts to resolve the problem must be indicated on the grievance form.
4. The grievance procedure is as follows:
 - a. Request a meeting with the individual to attempt to resolve issue on one-to-one basis. Discuss the issue with your assigned counselor.
 - b. If unsuccessful, a written slip will be forwarded by the client to the Clinical Supervisor requesting a meeting with all parties present.
 - c. The Clinical Supervisor will review the grievance and meet with parties, either individually or together, depending on the nature of the complaint.
 - d. If issue remains unresolved, Clinical Supervisor will bring issue to attention of Clinical Director for discussion and resolution within ten working days.

CLIENT EARNINGS

1. Clients must relinquish all income to Keenan House, regardless of source, for deposit into the Client Account. Paychecks and stubs must be turned in. Clients must make regular payments on court costs, fines and restitution in amounts that meet DOC guidelines.
2. All necessary expenditures will be dispersed on a weekly basis.
 - a. Money for toiletries, clothing etc., may withdrawn on a weekly basis.
 - b. All money is retained in the Clients Account for the remainder of stay at Keenan House. If client terminates treatment unsuccessfully, the balance of their account will be sent to them upon written request, or for Department of Correction clients, will be sent to SCI Mahanoy for disbursement to client (see below for details).
 - c. All clients who are employed or applying for Public Assistance must contact the appropriate county to set up a payment plan for their outstanding fines and court costs.
3. Any client arriving shall turn over all money to the Receptionist during intake for deposit in the client's account at which time the client will be given a written receipt.
4. At no time will any client be able to make a loan on their wage account. Any disbursements from the client's account will not be greater than the account balance. The Clinical Director must approve any emergency that would require a loan from the program for securing employment or medical emergency.

5. At no time will any client be permitted to possess/use any automated teller machine cards or credit cards.

PROCEDURE FOR DISBURSEMENT OF FUNDS

1. All withdrawals from the client's account will be done on Wednesdays weekly when client submits a request for withdrawal. Money slips are to be pre-approved by Counselor one week in advance and must be submitted to the bookkeeper by Tuesday at 8:00 A.M.
2. A separate check will be issued to the client if requested for PA Identification, Birth Certificate, etc.
3. In the case of court costs and fines, etc., the check will be written directly to the appropriate agency.
4. Clients are permitted to have checks written to parties other than themselves.
5. All transactions in the Client's Account will be recorded immediately so that the accounts are updated at all times.
6. Upon discharge from the program, the balance of a client's account will be returned to the appropriate client, minus any outstanding obligations. The following will apply regarding discharges:
 - a. PAROLE - Client will be given a check for the balance of account prior to release from the facility.
 - b. INSTITUTIONAL RETURN - A check will be mailed to the institution.
 - c. ESCAPE - The balance of the client's account will be forwarded to SCI Mahanoy for disbursement into Inmate Accounts.
 - d. DEATH OR INJURY / ILLNESS - The balance of the client's account will be forwarded to the individual designated to assume the client's possessions. In the event that the client's monies are not claimed, the Regional Director of the Department of Corrections will be notified so that the appropriate disposition procedures can be conducted.
 - e. Clients referred from county sources may request their funds by phone or letter.

COURT COSTS AND FINES

1. It is the responsibility of all clients to make payment plans for their court costs and fines. The client must make arrangements with the Clerk of Courts in their sentencing county for a monthly payment plan for any outstanding court costs.
2. The client must bring proof of this payment plan from the Clerk of Courts office to the Client Account Bookkeeper.
3. Once a month, a payment will be drawn on the Client's Account, payable to the Clerk of Courts, for the stipulated amount in the client's name. The client's docket number will be included on this check. The amount of the payment will be reflected on the Client's Account.

VISITATION

1. All clients will be permitted to earn visitation in addition to the family program visits.
2. With staff approval clients in the Treatment Phase are permitted 2 Saturday (alternating weekends A-M, N-Z) visit per month with family who have attended the Sunday Family Program or have been involved with Family Sessions with the therapist. When appropriate and with counselor approval.
2. All visitors must sign in and out at the reception desk. Only visitors that are on your visiting list will be permitted to stay. Visitors must abide by the same rules as clients. Physical contact between clients and visitors must be appropriate. Any inappropriate behavior (i.e., prolonged kissing or hugging, fondling) may be grounds for termination of the visit.
3. During visiting hours, visitors are only permitted in the dining area. Visitors are prohibited from entering client bedrooms. When necessary, arrangements shall be made for special visits; clergy, attorneys, social service representative or family members that cannot attend the family program.
4. A maximum of two people will be permitted to attend the Family Program at one time. THERE WILL BE NO EXCEPTIONS TO THIS RULE.
5. An authorized adult visitor must accompany client's children under the age of 18 unless given permission by Counselor.
6. All visitors must have proper photo I.D. for all visits. Visitors without identification shall not be permitted into the facility.
7. All visitors are subject to search. Should they refuse to comply, visitor's privileges will be denied and the visitor will be requested to leave the facility. It is suggested that all personal belongings remain in visitor's automobile. NO backpacks, purses or bags are allowed to be brought into the building during visiting hours.
8. Visitors violating their visiting privileges will be denied entrance to the facility for an indefinite period of time.
9. Any Department of Corrections client wishing to visit other inmates in State Correctional Institutions must receive prior written approval from the Executive Deputy Commissioner of the Department of Corrections via the Regional Director and the Superintendent of the State Correctional Institution to be visited. Persons identified as restricted by referral source or Keenan House may not enter the facility for any reason.
10. Any individual suspected of being under the influence of drugs or alcohol will not be permitted to enter the facility or participate in the Family Program for the duration of the client's treatment.

URINALYSIS TESTING

To verify your sobriety you will be subject to urinalysis testing and/or breathalyzer testing on a random basis. All clients are expected to provide a urine specimen when asked. If unable to

provide a specimen immediately, you will have a two-hour timeframe. Clients must remain within the facility until such time that they are able to submit a urine sample. Any refused urine will be considered as positive for drugs/alcohol and could be grounds for termination from the facility. Facility staff shall screen all samples. Any screens that test positive shall be sent out for a confirmation test. If a confirmation is reported positive, you will be discharged from the program. Urines will be witnessed by a same sex staff member.

INCOMING/OUTGOING MAIL

Clients are permitted to send and receive mail from family, significant others, etc. It is the policy of Keenan House that no mail is exchanged with persons currently incarcerated.

1. There is no limit on the number of letters you may send or receive.
2. Stamps and envelopes may be purchased through the Client Account Bookkeeper.
3. The inspection of incoming mail is for compliance with security regulations and the contents of your mail will not be divulged unnecessarily.
4. Any material, mail contraband, unlawful materials, threats, obscene photographs, drawings, pornography and/or paraphernalia will be confiscated and a receipt given to client. All confiscated material is returned to client upon termination of treatment.
5. All incoming mail will be opened in the presence of a staff member with the exception of any legal, medical or official agency material.
6. Any mail received after termination from the program shall be forwarded, provided that an address is available. If not, all mail shall be returned to sender.
7. Any correspondence from your insurer carrier or funding source may be reviewed by staff for coordination of payment.

NEWSPAPERS, BOOKS, MAGAZINES

Keenan House clients are not permitted to subscribe to book clubs, magazines or newspapers. Keenan House does provide a daily local newspaper, magazines and a library of books with selected books for leisure reading and recovery-oriented materials.

TELEPHONE CALLS

All telephone calls will be made via the pay phones throughout the facility. Clients in the inpatient drug and alcohol treatment program must have pre-approved staff permission before using pay phones. Personal calls to attorneys and authorized representatives can be made through your Counselor.

All telephones are available for 15-minute periods. Only one person is allowed on a telephone at any given time. You are not permitted to sit on the floor when using the telephone. No loitering in

phone area is allowed.

Clients must purchase pre-paid phone cards to use the phones. Family may send cards in or may be purchased from the Keenan House Book keeper.

INDIGENTS

Keenan House supplies toiletries to all clients. Once a client receives monies, they may purchase toiletries/personal hygiene items if they so desire. Clutter is to be avoided. Excessive accumulation of toiletries will be confiscated and disposed of. (two items each)

Laundry services are free to the clients. Laundry detergent and powdered bleach are supplied for their use.

Clients with no means of income may request 3 stamp and envelopes per month. Stamp and envelope requests must go through the counselor to the director who will instruct the bookkeeper to whom items may be given.

TRANSPORTATION

1. Keenan House offers transportation services to clients entering treatment.
2. Bus tickets are available for purchase for medical appointments in the Lehigh Valley area. You are responsible to pay for bus tickets for you and your escort. If you do not have money on your account, the amount will be deducted when you receive money. All clients will sign a slip for bus tickets received on account.
3. For out of area appointments, arrangements can be made through your primary Counselor. For labs prescribed by the contracted doctors, a staff member will drive all clients to the lab on a selected day. Clients are not expected to pay for any transportation when provided by Keenan House staff.
4. Smoking is prohibited in Keenan House vans.

PRESCRIPTIONS and MEDICATIONS

1. Clients are not permitted to take their own prescriptions to a pharmacy to be filled. All prescriptions are processed through the Service Coordinator and will be filled at the earliest possible convenience.
2. Billed prescription costs are charged to the client's account and noted as medication. Verification of billing costs from the pharmacy is available on request from the Client Account Bookkeeper.
3. Medication times are posted. Clients are expected to be on time for medications.
4. Clients must have approval from Counselor and/or Service Coordinator prior to scheduling a medical or dental appointment.

5. In some circumstances, Keenan House will provide over-the-counter medications, i.e., Tylenol, Ibuprofen, cold packs and antacids.

SUPPORT MEETINGS

All clients in treatment can attend 1 AA/NA community meeting per week or other support group. Clients must sign out at least 15 minutes before the meeting and remain in the meeting from beginning to end.

COMMUNITY MEETINGS

All clients must attend Keenan House community meetings. Community meetings are every morning and most evenings. Eating or drinking during community functions is not permitted. Disruptive/distracting behavior during community or group functions is not permitted.

COMMUNITY SERVICE

All treatment clients are expected to complete community service hours. Community services must be with a non-profit organization.

MARRIAGE

No client will be permitted to marry while at this facility unless given approval by the proper authority. See the Clinical Director for procedures involving marriage.

HYGIENE AND PERSONAL CLOTHING

1. Proper hygiene must be maintained at all times. Clients are required to bathe daily except if a doctor's order recommends differently. Hair, and facial hair, etc. shall be clean and neat. Electric beard trimmers with guards are allowed in the possession of clients. Misuse of such items will result in confiscation
2. All clients must be properly attired at ALL TIMES. Shirts must be tucked in, pants buttoned and zipped at all times. White t-shirts are permitted while working in the kitchen only.
3. Appropriate clothing must be worn to and from shower. Clients are not allowed to wear headbands or sunglasses or to have cigarettes behind their ears in the building. Hats are not to be worn in the facility, with the exception of religious head coverings.
4. No tank tops, sleepwear, plunging necklines.
4. To have clothing brought in, all clients must submit a request form to your Counselor. You must have a receipt for any purchases made while a client of the facility. You are permitted to have seven (7) outfits in your possession. All extra clothing, out of season clothing, etc., must be sent home.
5. All clients will be issued the following linens: 1 blanket, 1 pillow, 1 pillowcase, 1 flat sheet and

1 fitted sheet, 1 comforter and 2 towels. If so desired, you may purchase a washcloth from Keenan House. All issued facility linens must be washed and returned before you are discharged. Those items not returned will be charged against your account.

6. Keenan House provides free washers and dryers for your use while in the program. Each washer is equipped with a detergent and powdered bleach dispenser. You may purchase your own laundry detergent, however no liquid bleach is permitted. You will be assigned to a weekday for laundry. This schedule will remain the same until you become employed. Once employed, you will be permitted access to the laundry facilities more frequently.

CLIENT CHORES

All clients will be responsible for maintaining the cleanliness of the facility and will be assigned an area of the building to be cleaned daily. Clients must make sure their area is completed and passed by 8:45 AM.

If a client has an outside chore, he/she must notify the staff at reception desk that they are going outside to do that chore.

If cleaning solutions are to be used during your housekeeping assignment, the Chemical Person shall give you the supplies necessary to complete your task. All chemicals shall be diluted prior to dispensing for chores. All toxic, caustic and flammable materials will be used under the supervision of staff. Staff members control storage of chemicals. Right-to-know guidelines are posted at the first floor chemical closets and on the second floor bulletin board.

All clients are assigned to a department. You shall receive an outline of your responsibilities as a member of that department. Teamwork is a valuable tool in the workforce in and outside of the program. All of the tools you may develop in each of the departments are outlined in the handbooks along with the responsibilities. It is to your benefit to work to your best ability and achieve the highest level in your department.

MEDICAL SERVICES

1. Routine health care shall be provided to clients by the following means:
 - a. Employer-paid health insurance.
 - b. Publicly funded health insurance (Medicare/Medicaid)
 - c. Community sponsored public clinics.
 - d. By medical resources of the Support Institution, if there are no other means of personal or public resources available and providing the use of these facilities does not compromise the health of the clients or security of the facility.
1. All clients will undergo a medical screening upon their acceptance into this facility. 3. All clients who have employer-paid health insurance, publicly funded health plans, or who use the community public clinics may obtain medical/dental care from any source when referred by contracted physician. When accessing medical services in the community you should expect to sign consent to treatment forms once any procedure is explained to you.

4. Clients are expected to pay for medical and dental services. Clients who are employed are required to participate in hospital insurance plans, when available, at their place of employment.
5. During any period of hospitalization of a client, the Keenan House will maintain supervision responsibility, which includes frequent monitoring and coordination with medical personnel. You may expect telephone calls or visits from staff while you are hospitalized.
6. All prescribed medications will be approved and obtained by the Service Coordinator. Clients obtaining medications from local clinics must turn in all prescriptions to the Receptionist or Service Coordinator upon return to the facility.

PERSONAL POSSESSIONS

You are permitted to wear the following jewelry only: watches, wedding rings, religious medallions (under your clothing). Safety considerations preclude the allowance of any exposed facial/body piercing. Necklaces (with religious medallions only) must be tucked under your shirt and kept to a minimum. This facility is not responsible for anything you keep in your possession. Keenan House will not replace items that are lost, misplaced or stolen. Keenan House is not responsible for items brought into or left in the facility after termination of treatment. We recommend that valuables such as jewelry be sent home; if this is not possible, clients may request that these items be secured in the Clinical Director's office until discharge.

TELEVISION & RADIOS

1. Clients are not permitted to use headphones while in the facility. Alarm clocks without radios only are permitted.
2. Personal televisions are not permitted in the facility.
3. No MTV, BET or VH-1 stations are permitted. Sexually suggestive TV is not permitted. Talk shows such as Jerry Springer, etc. are not permitted anywhere in the facility.

CLIENT INTERVIEWS AND REQUESTS

When you desire to see a staff member for information or advice, the procedure to follow is:

1. Direct your written request to your Counselor. If your Counselor is not available during an emergency situation, you may submit your request at the reception desk to see the Staff on Duty.
2. Clients may be assigned designated times to see their Counselor on a weekly basis. It will be your responsibility to keep the appointment for these sessions with your Counselor.
3. Do not submit a request to more than one person at a time about the same problem.
4. Clients have access to the Allentown Public Library and may request a time to visit through their Counselor. If necessary, you may request to visit the courthouse or attorney's office for

legal situations.

CLIENT LOUNGE AND MARATHON ROOM RESPONSIBILITIES

During groups, clients are not permitted to slouch, lie down, put feet on furniture or sit on armrests. During free time, resting is expected and residents may slouch, lean back and sleep but may not lie down on furniture or put their feet on the furniture.

No food or beverages are allowed in any area other than the dining room. Games are permitted during scheduled free time or scheduled activities. You must return any games to the proper storage space.

No pornographic videos are permitted at Keenan House. No videos depicting violence or drug use are permitted in the program. All videos must be pre-approved by staff prior to client viewing.

SIGN-OUTS AND FURLOUGHS

1. Residents may earn furloughs based on current level privileges. Any furloughs that include distance travel must be approved by probation/parole or other involved legal entity.
2. Upper Strength are permitted 1- 5 hour pass per week for group recreation. This must be request must be submitted to the Director one week in advance.

CLIENT RIGHTS

All clients have the right to inspect their own records subject to the limitations outlined in a, b, c & d below:

Procedure: The client shall submit his/her request in writing to their Counselor. The Counselor brings the request to the attention of the Clinical Director. A meeting with the client, Counselor and Clinical Director shall be arranged within the next ten- (10) days.

- a. The Clinical Director may temporarily remove portions of the records prior to the inspection by the client if the Director determines that the information may be detrimental if presented to the client. The reason for removing any sections shall be documented and kept on file.
- b. The client has the right to appeal a decision limiting access to his/her records to the Clinical Director.

Procedure: The client will submit a written request to appeal the decision limiting access to their records to the Clinical Director. The form is to be handed into their Counselor. The Clinical Director will review the request and respond within 10 working days.

- c. The client shall have the right to request the correction of inaccurate, irrelevant, outdated or incomplete information from his/her records.

Procedure: The client shall submit to their counselor a written request to correct inaccurate, irrelevant, outdated or incomplete information from their record. The Counselor shall submit the request to the Clinical Director. The Clinical Director will review the request and respond within ten (10) days.

- d. The client has the right to submit rebuttal data or memoranda to his/her own records.

Procedure: The client shall submit a written request to submit rebuttal data or memoranda to the Clinical Director. The request form is to be handed in to their Counselor and forwarded to the Clinical Director.

Violation of the Federal Law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

RECREATION AND LEISURE ACTIVITIES

The program schedule allows for recreation and leisure time. The Community Relations Department is responsible for developing a schedule for each weekend's activities. Special activities are developed when time and weather permits. There are games, cards and books available for leisure time activity. Staff members always accompany clients during outdoor activities. Fund raising activities are utilized to raise money to allow Keenan House to pay for ball games, movies, plays, swimming, etc.

RULE INFRACTION(S)

Any client who attempts to commit any of the forbidden acts listed below (rule infractions) or attempts to evade the requirements expressed in the Keenan House Prescriptive/Treatment Plan and agreements, and those expressed in the Client Handbook, where the intent is clear and the client has taken substantial steps toward completion of the act or evasion of requirements, may be charged with a violation under the applicable rule, agreement, or listed infraction.

Rule and Program Expectation infractions carry learning experiences and/or consequences (see attached list). Any client committing an infraction shall be expected to complete the documented learning experience within the recommended time frame.

Class A infractions are the major rule infractions and could be grounds for discharge from the program. Class B infractions are of a serious nature and will be dealt with as such. Class C infractions carry a learning experience to assist the client in recognizing their behavior(s) and the impact on the therapeutic community. Continued disregard for the rules of the program shall increase the severity of the infraction and may result in severe disciplinary actions including

discharge from the facility.

The 'Expeditor Department' and 'Floating Strength' (senior community members) shall conduct a staff approved intervention with any individual that has repeated infractions. A 'Dealt With' is a meeting with the senior clients and the identified client to assess any assistance the client may need from their peers. This is also the opportunity for the senior clients to voice their opinion to the identified client in regards to their inappropriate behaviors. The learning experiences are discussed and assigned upon completion of the 'Dealt With.' The expeditors, upon completion of the discussion, may suggest alternatives such as reducing privileges, assigning extra tasks, or a combination of these, or give a warning/reprimand. All suggestions are given to Staff on Duty for approval or disapproval. It is expected that the client will discuss all matters with their assigned Counselor at the first opportunity. Any client is permitted to file a grievance on any actions taken within the course of their treatment. Clients are expected to follow the chain of command in the grievance process as written in the Client Rights Section.

For further information on Grievance Procedures, see the complete Grievance Review System that is posted on the bulletin boards throughout the facility or discuss your concerns with your Counselor.

LEARNING EXPERIENCE FOR CLASS "A" INFRACTIONS

Breaking any of the following rules/infractions will result in immediate termination from Keenan House and possible criminal charges (depending on referral source).

1. NO PHYSICAL VIOLENCE, THREATS OF VIOLENCE, OR TERRORISTIC THREATS.
2. NO USE OR POSSESSION OF A DRUG IS ALLOWED ON OR OFF THE PREMISES. NO DRUG PARAPHERNALIA OR WEAPONS ARE ALLOWED IN THE BUILDING AT ANY TIME. RANDOM CHECKS WILL OCCUR THROUGHOUT THE HOUSE.
3. ANY FAILURE TO REPORT TO OR RETURN FROM YOUR APPROVED PLACE OF EMPLOYMENT, TRAINING OR EDUCATION, OR ANY OTHER AUTHORIZED DESTINATION, AS WELL AS LEAVING THE FACILITY WITHOUT AUTHORIZATION, IS DEEMED AS AN ESCAPE AND IS GROUNDS FOR CRIMINAL PROSECUTION, RE-INCARCERATION, ETC. (For all DOC / PBPP Clients, this is per DC-400 which is deemed an escape / absconder.)

NEGATIVE CONTRACT TO ANY OF THOSE INFRACTIONS MAY RESULT IN TERMINATION

LEARNING EXPERIENCES MAY DOUBLE FOR:

- FLOATING STRENGTH

- CHAIN
- EXPEDITORS
- DEPARTMENT HEADS

(Determined by staff)

- Slips are to be filled out properly before going to Staff.
- The Expeditor Department and The Chain of Command are responsible to see that all the Learning Experiences are being completed properly.
- The Expeditor Department is responsible for all slips with Learning Experiences to be logged in the Log-Book. Senior Expeditor is to take Log-Book to department meeting.

LEARNING EXPERIENCE FOR CLASS “B” INFRACTIONS

Note: Learning Experiences for Class B Infractions are determined by both chain of command (i.e. “dealt-with”, “Verbal Reprimand”, etc.) and the staff. Also will include up to two of the following:

1. Possible Termination from Treatment
2. Focus Level
3. Learning Experience Status (which includes other written assignments)
4. Level Drop
5. “Shot Down”
6. “Spare Parts”
7. Conferencing
8. Research Assignments
9. Work Assignment(s)

CLASS “B” INFRACTIONS:

FAILURE TO REMAIN CLEAN SHAVEN
 FAILURE TO SHOW UP FOR SCHEDULED DISPENSING OF MEDICATION
 FAILURE TO PROVIDE URINE SAMPLE AS REQUIRED
 FAILURE TO SIGN DOWN AT SCHEDULED TIMES AS REQUIRED
 PROPERTY DAMAGE
 UNAUTHORIZED VISITS WHILE OUTSIDE OF KEENAN HOUSE
 SMOKING IN THE BUILDING

FAILURE TO SHOW UP FOR SCHEDULED ACTIVITIES
ENTERING UNAUTHORIZED AREA *(including others bedroom.)
VISITING UNAUTHORIZED DESTINATIONS (THOSE NOT APPROVED ON SIGN-OUT CARD)
LEAVING THE BUILDING WITHOUT PROPER APPROVAL ON SIGN-OUT CARD
TAMPERING WITH/FORGING SIGN-OUT CARD
REMOVING SIGN-OUT CARD FROM FIRST RECEPTIONIST AREA OR DINING ROOM
ARRIVING LATE FOR SCHEDULED GROUPS AND ACTIVITIES
BREAKING CONFIDENTIALITY OF GROUP
UNWARRANTED ACTIVATION OF EMERGENCY SERVICES (FIRE ALARM, 911, etc.)
ABUSE OF AUTHORITY
LYING TO STAFF
FAILURE TO TURN IN PAYCHECKS OR ANY OTHER MONEY
GAMBLING
*CONTRABAND
*HORSEPLAY

* Denotes that class of infraction depends on seriousness of infraction – to be determined by staff.

LEARNING EXPERIENCE FOR CLASS “C” INFRACTIONS

(3 Class C's result in Class B)

Staff Splitting:

1. Last in line for smoke break, lunch, etc. for 2 or 3 days.
2. Five-minute presentation (not reading essay).

NOTE: If above two are not done in an acceptable manner, it will be doubled.

Number 2 has a one-day deadline for completion of this learning experience.

Money Slip Infractions:

1. First offense: loss of purchasing privileges for one week .
2. Second offense: loss of purchasing privileges for two weeks.
3. Third Offense: Class B infraction.

Unauthorized Visits:

1. Loss of visitation privilege for two weeks if in Treatment and 1 month for Orientation.
2. Letter to the KH family exploring personal defects that led you to believe your needs are more important than everyone else in the house to be read to your primary group.
3. Third Offense: Class B Infraction.

Unauthorized Use of Telephone:

1. Loss of phone privileges for two weeks.
2. What's Happening board for two weeks.

Contraband:

1. Whole room to clean room Friday afternoon.
2. Dishwasher, no talking while washing - one week.
3. Third Offense: Class B Infraction.

Leaving Group while it is In Session or falling asleep in Group:

1. [Groups other than primary]: Be a co-facilitator for that group (help run group)
2. [Primary Group]: Be secretary - write down what the homework is and then go to each person and write a summary of what they say.
3. Primary counselor to give assignment to client to present to group.
4. Set-up and break down for all groups and meetings. (at discretion of Primary Group Counselor.)
5. Third Offense: Class B Infraction.

Failure to Complete Mentor Responsibilities:

1. Loose privileges for 1 week including park/walk.
2. Return to Orientation class for two weeks and get another mentee, with “shadow mentor” from Orientation Department.
3. Third Offense: Class B Infraction.

Failure to Complete Job Responsibilities:

1. GI second floor bathrooms three times daily for three days.
2. GI second floor bathrooms three times daily for one week.
3. If in kitchen may be designated dishwasher.
3. Third Offense: Class B infractions.

Failure to Complete Treatment Assignments:

1. Arrange an assigned section of the Marathon Room books in alphabetical order - no talking while doing so.
2. Counselor/Treatment team discussion.

Foul Language:

1. Research and write an essay on what words could have taken the place of the foul word you chose to use. Present essay to department head of expeditors.
2. Must be the Foul Language Monitor for 1 week. This requires you to interrupt peers who you observe using foul language and provide them with alternative word choices.
3. Keep a log and give to the Expeditor Department Head.
4. Third Offense: Class B Infraction.

Cutting Your Own Hair or Another's Hair:

1. Bedroom will lose haircut/hair braiding privilege for 1 week.
2. Repeat offenses: Whole floor will lose haircut/braiding privilege for time specified by staff
3. Third Offense: Class B Infraction.

Entering Unauthorized Areas:

1. Be with Expediter for three days.
2. Be with Expediter for one week and Spare Parts for one week.
3. Third Offense: Class B Infraction.

Breaking Speaking Ban:

1. All communication to be written for 3 days. Exceptions specified by staff.
2. All communication to be written for 1 week. Exceptions specified by staff.
3. Second Offense: Class B Infraction.

Going to Meals when it is Not Your Designated Shift:

1. Sit kitchen point.
2. Pot and pan cleaning
3. Eat on last shift for lunch for one week.
4. Third Offense: Class B Infraction.

Unauthorized Use of Television or Radio:

1. TV-Do rounds with an expeditor during free time to lounges to monitor TV channels for 3 days.
Radio- Do sports, weather and news commentary in Morning Meeting for 3 days.
2. Second Offense: House loses TV/Radio privileges for 2 days.
3. Third Offense: Class B Infraction.

Inappropriate/Sloppy Dress:

1. Cannot leave sleeping quarters until department head approves your clothing – 1 week.
2. Must wear a button-down shirt and tie for 1 week

3. Third Offense: Class B Infraction.

Failure to Follow Bed Rest Expectations as Ordered:

1. Do bed-rest tray for 1 week with expeditor
2. Do bed-rest tray for 2 weeks with expeditor.

Failure to Follow Client Chain of Command:

1. Must take the slips to each person on the chain for 1 week. (Called the missing link)
2. Third Offense: Class B infraction.

Unauthorized Drop-offs (allowed 1 in first 10 days):

1. Loss of Drop-offs for two weeks.
2. Loss of Drop-offs and bathroom cleaning for one week.
3. Third Offense: Class B Infraction.

Failure to sign-out appropriately on "Pop sheet":

1. Write new pop sheets by hand for 3 days.
2. Loss of walks for one week.
3. Third Offense: Class B Infraction.

Shooting a Curve:

1. Greet staff from 7:45 am – 8:45am for 3 days.
2. Research Assignment "The History of Baseball".
3. Third Offense: Class B Infraction.

Horseplay: – Can be a "B" or "C" infraction depending upon severity.

As a Class "C":

1. Sit point for 4 day shifts.
2. Sit point for 4 days and straighten bookshelves."
3. Third Offense: Class B Infraction.

Coffee After 6:00 p.m.

1. Wash dishes for 3 days.
2. GI Dining Room on free time for 3 days.
3. Third Offense: Class B Infraction.

Unauthorized Use of Computer.

1. Research assignment on Computers.
2. Four page essay on "How Not Following Rules Is Negative for my Recovery" Also, loss of Computer Privilege for two weeks after being approved.
3. Third Offense: Class B Infraction.

Walking on wrong Shift.

1. Loss of walk for one week.
2. Second Offense: Class B.

Signing Down in Wrong Spot.

1. 3 days sign down Monitor.
2. 6 days sign down Monitor and 3 page essay "On The Importance's of Following Directions".
3. Third Offense: Class B Infraction.

ps\jhh\tc\ client handbook
developed 2\27\02
revised 4/11/05, 7/11/05, 11/5/09, 7/11, 11/13

Date _____

Dear _____,

I am currently enrolled at Keenan House for treatment services. I will be here until approximately

_____.

While I am here, I am permitted to have scheduled visits during the Family Program. Upon achieving privileges, I am allowed additional visits to assist in my transition home.

Other privileges I may earn are as follows:

1. Telephone calls – to my family or significant others only. I agree to not attempt to contact any people that were part of my addiction or criminal activity.
2. Mail – I am permitted to send and receive as much mail as I desire. I realize I am here for treatment and will be spending most of my time working on myself, however, letters will help with family reunification.
3. Passes – For clients enrolled in the longer-term program, once employed, 5 and 12-hour passes are important responsibilities and privileges. I will be requesting time not only with my family, but the 12-step support system as well.

My address is:

MY NAME
18-22 South Sixth Street
Allentown, PA 18101

I look forward to hearing from you soon.

3/18

Sincerely,
