

**CONEWAGO
POTTSVILLE**

**Drug & Alcohol
Resident Handbook**

2017 EDITION



FIRETREE, LTD.

“Together Building a New Way of Life”

FIRETREE, LTD.
CONEWAGO POTTSVILLE

CLIENT HANDBOOK

JANUARY 1, 2017

“TOGETHER BUILDING A NEW WAY OF LIFE”

TABLE OF CONTENTS:

- Program Section A: Welcome
- Program Section B: Introduction and Program Overview
 - #1 Policy Section: Code of Conduct
 - #2 Policy Section: Contraband
 - #3 Policy Section: Fire Safety / Emergencies
 - #4 Policy Section: Smoking / Tobacco Use
 - #5 Policy Section: Medical
 - #6 Policy Section: Nutrition and Dining
 - #7 Policy Section: Building & Grounds
 - #8 Policy Section: Living Quarters
 - #9 Policy Section: Personal Property
 - #10 Policy Section: Entering and Departing the Facility
 - #11 Policy Section: Security
 - #12 Policy Section: Transportation
 - #13 Policy Section: Visitation
 - #14 Policy Section: Dress Code and Personal Hygiene
 - #15 Policy Section: Mail
 - #16 Policy Section: Telephones
 - #17 Policy Section: Recreation
 - #18 Policy Section: Financial
 - #19 Policy Section: Contracts
 - #20 Policy Section: Overall Accountability
- Program Section D: Disciplinary Procedures and Sanctions
- Program Section E: Grievance and Appeal Procedures

PROGRAM SECTION A – WELCOME TO CONEWAGO POTTSVILLE

As you begin your treatment experience the staff of Conewago Pottsville would like to welcome you to the facility. The purpose of this client handbook is to provide you with a resource for general information and to assist you in making your stay with us more pleasant. Please familiarize yourself with the contents and use this handbook as a reference when there are questions or concerns that arise. Upon your arrival, you will be oriented to the contents of this handbook. Also, you will be assigned a peer mentor who can assist you to understand and abide by the contents of the handbook.

Conewago Pottsville is committed to upholding laws and guidelines governing confidentiality and anonymity. Out of mutual respect the staff at Conewago Pottsville expects that every client join in this commitment. As a client of Conewago Pottsville you are entitled to quality therapeutic and medical treatment indicated regardless of race, color, gender, creed, handicap, religion, or source of payment.

PROGRAM SECTION B – INTRODUCTION AND PROGRAM OVERVIEW

Conewago Pottsville is a member of the Firetree, Ltd. organization and is situated in Pottsville, PA. Conewago Pottsville offers short and long-term treatment to both male and females who are in need of drug and alcohol services. The program is designed for varied lengths of stay, up to 90 days of intensive treatment. Conewago Pottsville adheres to the philosophy that those individuals who accept admission into the program are responsible for their choices and behaviors. Our Mission Statement, "Together Building a New Way of Life" is reflected in all aspects of the treatment experience at Conewago Pottsville. The treatment protocol is geared towards developing the individual's awareness of the disease concept of addiction and the maladaptive thought process inherent to the disease. The program attempts to impact the denial system through education and self examination, and is designed for gradual assumption of individual responsibility as the client proceeds through the program, developing better decision making and living skills. The program is geared toward developing awareness of chemical dependence and patterns of attitudes, thoughts, feelings, and beliefs that often contribute to relapse. Clinical staff assists clients in identifying defense mechanisms and denial systems that often support behaviors which are associated with patterns of chemical dependence. Each client is assigned an individual addiction counselor who will work together with him or her in the development of a personal treatment plan. As with any treatment program, Conewago Pottsville has developed guidelines to ensure that both the client and staff will promote a productive and peaceful therapeutic community.

Conewago Pottsville is designed to help individuals help themselves in restoring personal dignity while becoming alcohol and drug free. Therapeutic activities focus on personal strengths, creating understanding, developing strategies that encourage change, and providing sober support. Some of the therapeutic activities include:

Daily Community Meeting: This meeting is designed for the purpose of introducing clients and identifying their physical and structural needs. This meeting is held daily which affords clients the opportunity to express concerns and reach appropriate methods of obtaining resolution. A staff representative will be present during this meeting to take notes and then communicate needs to the appropriate staff. There is also a Peer Committee which consists of leaders in the treatment community who can assist with communicating concerns or requests from clients.

Cognitive Restructuring Program: Clients will participate in cognitive change groups which address thought process improvement to assist clients with building the skills they need to make better decisions when faced with substance use and overall life decisions.

Track Assignment Program:

Traditional Track: Clients will present to the treatment community an overall history of powerlessness and unmanageability in their lives due to chemical addiction. Clients initially complete a "First Step" written assignment with the focus of developing acceptance of chemical dependence to assist with this process.

Relapse Track: Clients will present to the treatment community an overall history of their addiction experiences as well as a Recovery Plan with identified triggers, coping skills, and goals. This Recover Plan, also referred to as a Relapse Prevention Board, is rated by the treatment community to assist clients with improving their plans. This group is presented in a "courtroom" type format. Non-presenting clients should promote self-confidence by role playing in either the defense position which points out the positive aspects of a Recovery Plan or the prosecuting position to point out potential areas of improvement.

Small Process Group: Each client will meet with their assigned primary addiction counselor in the small progress group. The purpose of this group is to permit an opportunity to discuss attitudes, behaviors, feelings, and thoughts related to client's history of chemical dependence, current stage of change, and view of their future in recovery.

Peer Reviews: At least once during their stay at Conewago Place, each client will participate as the focus of a peer review group. The purpose of this group is to assist the client in developing an awareness of how others view them in the recovery process and to discuss suggestions for further success.

Co-Occurring Therapeutic Group: Clients will engage in an interactive group to understand how mental health challenges may affect the recovery process.

Gender Specific Groups: Clients will participate in gender specific related groups which reflect on improving relationships as well as male and female similarities and differences in addiction and recovery.

Life Skills Group: The focus of this group is on assisting the client in developing skills that are related to daily living. Clients explore and clarify values, learn employment related skills, educational options, as well as explore other topics of interest.

Substance Abuse Education: Clients will learn about the effects of various chemicals of abuse on the body, mind, and spirit.

12 Step Meetings: These daily meetings are for the purpose of assisting the client to be able to understand the 12 Step Program philosophies. Since the 12 Step Program is often used in providing on-going sober support upon completion of the residential program it is important that every client become aware of the 12 Step concepts and how meetings are conducted. Clients are also encouraged to secure a sponsor and a home group in their recovery environment.

Individual Counseling: This session is scheduled at least one time per week. The purpose is for review of treatment plans and completed assignments as well as for the development of aftercare plans and discharge summary.

Spirituality and/or Religious Services: Conewago Pottsville respects each individual's position on religion and religious preferences. The facility does not discriminate against any religion or any person due to religious beliefs or lack thereof. In addition, Conewago Pottsville itself does not promote religion or any religious belief system. Conewago Pottsville is willing to consider client requests to pursue their own specific religious practices. It is important to note that religious beliefs and religious practices are closely related but are still two different subjects. While the facility respects every individual's religious beliefs it may not be possible to accommodate everyone's religious practices. The use of some substances and the engagement in certain activities (use of oils, burning incense, etc.) may not be in accordance with the guidelines set forth by our referral and/or controlling agencies. Rules about hats and headgear, or other items designed to be worn on the head, should be directed towards primary counselors. Unless otherwise allowed, clients can wear headgear in their bedrooms only when inside the building.

#1 POLICY SECTION: CODE OF CONDUCT

- A. All clients are expected to maintain a peaceful atmosphere which includes exhibiting respectful behaviors and consideration for peers, visitors, and staff.
- B. Clients are expected to attend and participate in all therapeutic activities.
- C. Theft, fighting, threatening behaviors, war storying/glamorizing negative behaviors or substance use, harassment, and intimate or unhealthy relationships will not be tolerated.
- D. Comments, statements, or jokes made in regard to hurting anyone or someone else hurting or killing themselves or others will not be tolerated and may lead to an unsuccessful discharge.
- E. No nicknames or street names are to be used when addressing another client.
- F. Singing, rapping, inappropriately loud or other attention seeking behaviors which may or may not be listed in this handbook will not be tolerated.

- G. Provided there is adequate staff supervision and the weather is appropriate, clients are permitted to go outdoors during activity time. Clients must remain in the rear of the facility, must remain in sight of staff at all times, and use appropriate language. Voices must remain low in volume for respect of the neighbors.
- H. Complaints and concerns are expected to be respectfully reported to the appropriate department.

Admission Three Day Communication Restriction:

- A. Clients arriving in treatment will not be allowed to make outside calls on their own or have visits for three days to ensure the therapeutic process begins without distractions.
- B. Third-party communication, of any kind, is prohibited for any individual who is within the restricted period.
- C. Clients are permitted to make one (1) 5-minute phone call when they are admitted to inpatient.

Male and Female Communication Policy:

- A. All clients must adhere to the Male and Female Communication Policy which all clients sign when arriving to treatment.
- B. No written communication between males and females clients is permitted.

Participation Expectations:

- A. Clients must demonstrate motivation to actively involve themselves in the therapeutic process to include individual therapy.
- B. Sleeping in groups or other disregard for staff or other clients is not acceptable.
- C. Clients are not permitted to sleep or lay down on their beds during activity or other therapeutic times without permission from a staff.
- D. For medical purposes, permission to rest should come from the Medical Department and any permission should be documented in the facility EM Communication Log.

#2 POLICY SECTION: CONTRABAND

- A. Staff may search client rooms and general areas without notice, at any time, for any reason.
- B. Items may be confiscated without notice. Items which may not be considered in major violation are usually placed in client's stored property unless immediately perishable. Items of serious nature may become property of Conewago Place for investigative purposes.
- C. Any disrespect toward staff during or after the search process will not be tolerated.
- D. The following list of contraband items is NOT an all inclusive list of contraband items. Any item not permitted in the program or not permitted to be in a client's

possession is considered to be contraband, regardless if it is listed here, elsewhere, or nowhere at all. For example, individually wrapped hard candy is permitted in the program. However, there are too many varieties of candy to list all the types that are not permitted. Therefore, even though a specific candy is not prohibited on a list, if it isn't individually wrapped hard candy then it is prohibited, and thus it is considered contraband.

1. Weapons of any kind, parts of weapons, or items that are shaped into or used for a weapon of any kind, to include knives, guns, bullets, shivs, shanks, sharpened objects, razors, brass knuckles, etc.
2. Medications of any kind – pills, tablets, caplets, capsules, powder, ointment, lotion, cough drops, etc., that are not kept in the Medical Department or approved by the Medical Department to be kept in the client's room. A medication or partially taken medication that a client removes from the Medical Department is contraband.
3. Drugs of any kind – powder, crystal, pills, capsules, tablets, dots, liquid, etc.
4. Synthetic or alternative drugs – methadone, suboxone, subutex, buprenorphine, K-2, Spice, bath salts, synthetic marijuana of any type, synthetic cocaine/heroin/meth/hallucinogen, OR any other substance that is being used to get high or in an attempt to get high, i.e. whippets, gas.
5. Drug paraphernalia of any kind.
6. Cigars, loose tobacco, chewing tobacco, snuff, rolling paper, pipes, stems, blunts, rolling devices, E-cigarettes are not permitted.
7. Combustibles of any kind - matches, lighters, flints, etc.
8. Incense, extension cords, candles, etc.
9. Cell phones, televisions, radios, alarm clocks, headsets, blackberries, MP3 Players, digital games, or other electronic equipment.
10. Any item that contains alcohol or any substance that is in an aerosol container.
11. Any type of candy except for individually wrapped hard candy.
12. Any food or non-water beverages in client rooms or stored or hidden elsewhere. No eating or drinking non-water beverages is allowed in client rooms.
13. Written communication (letters/cards/pictures, etc.) between male and female clients.

Violations of the Code of Conduct and possession of contraband are grounds for an immediate disciplinary action, up to and including unsuccessful discharge, even for first time occurrences.

#3 POLICY SECTION: FIRE SAFETY AND EMERGENCIES

There will be monthly emergency drills on all three shifts and clients are required to participate in all drills. Clients will be orientated on fire drills at time of admission. Drills must be three minutes in length or less. If the drill does not meet facility standards it will be repeated at a later date. Drills are unannounced, and it is mandatory for all clients to participate in the drills as if it were an actual emergency. In addition, we

conduct random natural disaster drills throughout the year. Each resident MUST PARTICIPATE as if a real disaster is taking place.

The procedure for evacuation during a fire drill is as follows:

1. Follow staff instructions and remain calm at all times.
2. Go immediately to the nearest exit.
3. Go to the parking lot in the rear of the facility.
4. When a staff member directs you to...count off starting at number one (1).
5. Wait for a staff member to state "All Clear" before re-entering the facility.
6. The alternate assembly point is the Ramada parking lot located across the street behind the facility. Follow directions 1 through 6 as well.

The emergency procedures for natural disasters are as follows:

1. Follow staff instructions and remain calm at all times.
2. Stay away from all windows.
3. Depending on the crises, clients will be given further direction of where to meet:
Tornadoes: Female clients may meet in the Male detox lounge.
Male clients may meet and line up in the dining room.
Floods: Females may meet in Female Inpatient Lounge.
Males may line up in Male Inpatient Lounge.
4. When a staff member directs you to...count off starting at number one (1).
5. Wait for a staff member to call "All Clear" before leaving your designated areas.

#4 POLICY SECTION: SMOKING AND TOBACCO USE

A. Conewago Pottsville is a smoke free facility. Smoking, although discouraged because of its addictive nature, is permitted outside in the rear of the facility at the designated smoke pavilions only. There are designated areas for males and a designated areas for females.

B. Clients are not permitted to smoke or use rolled cigarettes, cigars, pipes, snuff, or chewing tobacco.

C. Clients are only permitted to smoke during the announced smoke breaks and are not permitted to smoke during activity time, group components, or while helping with work therapy.

D. Clients are not permitted to possess any lighters, matches, or combustibles of any kind. Smoke breaks are called by and monitored by staff who will distribute facility lighters. Lighters must be returned immediately to staff.

E. When smoke breaks are called clients must all exit the facility for their smoke break together and come back into the facility together. Staff must be present.

F. Cigarette butts must be disposed of in the appropriate containers. It is the responsibility of all the clients who smoke to keep this area clean.

H. For sanitary purposes clients are not permitted to collect, store and / or use the tobacco from old, crumbled or partially smoked cigarettes.

Note: Smoke breaks will not be permitted if work therapy details are not completed by 8:30 AM.

#5 POLICY SECTION: MEDICAL

Conewago Pottsville is an in-patient, non-hospital facility. As part of the admissions process, the Medical Staff will evaluate new clients. The Medical Department staff will schedule a physical exam by the facility Medical Director who determines your ability to participate in treatment. Further medical assessments and/or treatment will be arranged by the client with the client's individual primary care physician when discharged from treatment. If your medical conditions warrant further care while in treatment, and recommendations are made by our Medical Staff, further direction will be offered to assist. If there are medical appointments needed you will be responsible for the cost of any medical appointments, medications, or services provided. Please be aware that non-emergency appointments will be your responsibility after you are discharged.

Conewago Pottsville Medical Department staff assists clients in applying for health insurance, also known as Medical Assistance, while they are a resident in treatment however coverage under Medical Assistance is not guaranteed. Medical policies include:

- A. Unauthorized use of prescription drugs, the use of controlled substances, the use of any synthetic drugs or substances, and any use of illegal drugs or alcohol on or off the facility premises, is strictly prohibited. For example, clients receiving treatment at outside facilities, such as Lehigh Valley Hospital Pottsville, ARE NOT PERMITTED to take controlled substances (i.e. Valium, Tylenol-3, Morphine, OxyContin, etc.), even if offered by a medical professional.
- B. No client will keep or possess any medication, without the Medical Director's approval to include the use of vitamins or any type of supplement.
- C. Clients must not reach into the medication cabinet in the Medical Office.
- D. Clients must take all medication in the Medical Office. No medications of any kind can be taken from the Medical Office.
- E. All clients are subject to random urinalysis and Breathalyzer testing for drugs and alcohol. Refusal to participate in any urinalysis or breathalyzer may result in immediate discharge from the program.

#6 POLICY SECTION: NUTRITION AND DINING

- A. Clients are expected to attend all meals since nutrition is important to overall health and well-being.
- B. Clients are not permitted to share food from the dining area.
- C. Clients must only take food that they are going to eat.
- D. Clients are not allowed to take food or beverages from the dining room.
- E. Snacks are permitted in each client lounge area, however, if this privilege is abused and clients do not clean up after themselves it may be taken away for periods of time.
- F. Free snacks are offered in the evening and shall be distributed by the program monitor on duty.
- G. The beverage machine is only available during meal times.

H. In order to ensure sanitation and safety, snacks are not permitted to be stored or consumed in client rooms. Items of this nature will be considered contraband and will be confiscated during room inspections.

I. Clients must report any allergy or meal concerns to the Medical Department to ensure that Food Services are aware of client needs.

#7 POLICY SECTION: BUILDING & GROUNDS

Conewago Pottsville is dedicated to providing quality treatment services as well as a safe, clean, and healthy living environment. During a client's time in treatment Conewago Pottsville is considered to be that individual's residence. As such, there is an expectation that all clients will work with staff to ensure that the buildings, grounds, and environment are adequately maintained. Conewago Pottsville does not employ clients to conduct any work for the facility.

A. All clients are expected to be respectful of all property and belongings: their own and others.

B. Clients must not prop their feet on furniture or behave in a manner which could cause damage, intentional or unintentional.

C. Each week each client is responsible for completing an assigned work detail, which is considered work therapy, and includes living quarters.

E. Clients must sign out on a written log, and return to staff, all cleaning liquids each morning. No cleaning supplies, of any kind, can be stored in client rooms or other unauthorized areas.

D. Clients must complete their assigned details by 8:30 AM.

Client detail activity is a part of the treatment program and is designed to teach responsible behaviors, self-respect, and dignity. There may be times when clients are permitted to volunteer, or are assigned, to do extra work details. Clients who are not productive in treatment will not be considered for extra work details or outside community details. These details will not include involvement in major structural renovations. Details are assigned based on need and after considering any medical limitations. All clients are expected to immediately notify the Maintenance Department or any other staff member of any safety issue or other concerns they have about the building or grounds. In addition, the following areas are to be respected:

Authorized areas/access to staff: Clients are permitted to be in authorized areas only during authorized times. Ignorance is not an excuse at any time. No client is permitted to just wander around the facility to check if someone has called them. If a client wants to speak with their counselor or the Medical Department they must submit a proper request at the Community Meeting. If a client thinks he or she has been called to an office but isn't sure they must ask a staff member or program monitor to verify the location. If a client wants to speak with the Executive Director, Clinical Director, or Sr. Program Monitor they are to make the request through their primary counselor. The following areas are unauthorized unless otherwise directed by a staff member:

1. Clients are not authorized to open outside facility doors or windows for visitors or other clients. Staff can only open doors or windows.
2. Administrative offices are allowed admittance only as directed by staff.
3. Program Monitor Stations - East and West – can be approached but not entered without permission. Clients are NOT permitted to reach into the PM office through the window opening for any reason. Violation of this rule can be grounds for immediate disciplinary action including unsuccessful discharge from the program.
4. Hallways, outside bedroom doors, lobbies, or areas near PM Stations are not for hanging out / loitering, especially before meals.
5. Clients are not allowed in male and female lounges prior to breakfast.
6. Male and female clients are not allowed in each other's lounges or bedroom areas.
7. Clients are not permitted in the clothing bank without a staff member present.
8. Copier and staff mailboxes are off limits.
9. Staff bathrooms are off limits. The exception is the staff bathroom used by the detox females.
10. Kitchen are not open to casual walk-ins.
11. Reporting to the Medical Department – including the doctor, nurse and nurse assistant – require a specific instruction...i.e. med call for female clients does not include male clients.
12. Access to the Maintenance office, storage units and rooms require staff supervision.
13. Access to the Chemical closet and Supply rooms require staff supervision.
14. The Executive Director, Clinical Director, Counselors, and Medical offices are off limits to approaching without being requested.

#8 POLICY SECTION: LIVING QUARTERS

- A. Conewago Pottsville client ID photo must be displayed on the door of the bedrooms. Do not cover the photo with any other displayed items.
- B. Client's names must be written on the photo for accountability purposes.
- C. Clients are responsible for keeping their rooms clean and orderly.
- D. For safety & security reasons, bedroom doors are not to be closed and MUST be propped open at all times – clients are to change in the bathroom.
- E. Beds must be made when not in use.
- F. Clients are only permitted to have NA/ AA material, religious materials, or treatment work on their dresser tops.
- G. Clothing is to be kept in dressers or closets.
- H. Keep shoes under their bed.
- I. Toiletry items are to be stored in client's dressers or closets.
- J. Hair dryers and other electronic personal devices are stored by the Program Monitors.
- L. Cleaning rags or supplies cannot be kept in client bed or bathrooms.
- M. Do not hang anything on mirrors, walls, or air vents or place items on the radiator or lamps/lights.
- N. Keep shower curtain closed after each use to allow curtain to dry.

O. Client bedrooms that are equipped with an exit door to the outside and are not to be used as an exit. These doors are secured.

P. The noise level in the bedrooms and common living areas is to be kept at a minimum.

Q. Turn off your lights when not in your room.

R. Clients must be in their rooms by 10:45 PM. Lights out at 11:00 PM.

S. Clients are not permitted to be in each other's rooms which includes being in another client's doorway. This reduces risk of theft or inappropriate activities.

T. Clients are only permitted to be on the floor where their room is located.

U. Visitors must never be in client bedrooms, lounges, or bathrooms.

V. Clients must never place non-flushable items down toilets which may damage the septic system. Serious sanctions will be placed on clients who willfully damage Conewago Pottsville property or systems.

W. Clients are provided with linens which they are responsible for cleaning and keeping in good order. Clients should report any damage to linens or other property immediately upon discovery. Clients must return all linens, laundry bags, towels, or any other provided room items upon discharge.

#9 POLICY SECTION: PERSONAL PROPERTY

Personal property shall be kept to a minimum since the facility has limited space available for proper storage. All property that is brought into the facility is brought in at the client's own risk. Conewago Pottsville is not responsible for any theft or damage to client property. When clients are being discharged they are not permitted to get their luggage until the morning of their discharge.

A. Clients must abide by the property limitations form. Large items, such as televisions, are not permitted, and if brought onto the property must be returned home or donated by the client to a charitable organization.

B. Upon arrival, staff inspects all property.

C. Clients are not permitted to have cologne, perfume, or body spray due to potential allergies or sensitivities with other clients.

D. Items considered inappropriate or as "contraband," are subject to being confiscated. Items considered to be inappropriate may include pornographic or sexually suggestive materials, cell phones, medications (prescription, over the counter, or otherwise), gambling materials, drug paraphernalia, gang related items, and any item deemed to be a potential weapon.

E. Publications that show or depict weapons, gangs, violence, or sexual content are strictly prohibited.

F. Clients are permitted to display personal belongings on the cork boards in their bedrooms that are provided, including photographs. Clients are permitted to have up to five (5) photos unless their primary counselor says otherwise. However, they must not be excessive, should be kept neat and orderly at all times, and need to be appropriate. Portrait style pictures are the only style acceptable. Pictures with people striking inappropriate poses, displaying gang signs, and those contain drugs or alcohol content are prohibited. Magazine pictures/ads are not to be displayed in the room anywhere.

#10 POLICY SECTION: ENTERING AND DEPARTING THE FACILITY - ADMISSION THRU DISCHARGE

Within 24 hours of admission, each client will meet with members of the Administrative, Clinical, Medical and Program Monitor Departments in order to complete orientation and intake requirements. Each client will also be assigned a peer mentor or buddy to assist them in becoming accustomed to daily living at Conewago Pottsville.

A. All clients, regardless of referral source, are required to be accounted for upon entering the facility and upon leaving the property for any length of time. This includes time of admission, leaving for any outside appointment/event, and at time of discharge.

B. All clients are required to participate in the established Metal Detector Security Protocols prior to entering and/or exiting the facility.

C. Clients and their property are subject to search at any time especially when returning from an outside trip.

D. Random urine and breathalyzers may be taken at any time and should be expected when returning from an outside trip. Refusal to participate in these requirements will result in possible unsuccessful discharge.

E. All clients admitted to Conewago Pottsville are required to remain on the property and stay inside the facility unless otherwise authorized by staff members. Examples of approved time outside of the facility but still on the property are: smoke breaks, activity time, cleaning details, and staff approved events such as therapeutic exercises. Clients are required to remain in approved areas and follow all program rules.

F. Authorized absences, such as doctor's appointments, halfway house interviews, or having pictures taken at Parole, must be approved. Clients are required to follow all staff directions and to follow all Conewago Pottsville rules/regulations as though they never left the facility. Clients are not permitted to leave the facility grounds unless escorted by a staff member unless approved by staff such as a funeral attendance.

G. Clients are required to follow all rules and regulations when going to outside activities which includes but is not limited to, rules such as: clients are not permitted to make phone calls, leave the approved site, purchase/receive items, meet with family/friends from the outside, or break the Male and Female Communication Policy.

H. Clients are to respect outside persons/organizations. Serious consequences will be sanctioned if reports of disrespect or other negative behaviors are reported by the community when clients attend outside events. Clients represent their treatment community as well as Conewago Pottsville when in the community.

#11 POLICY SECTION: SECURITY

Conewago Pottsville is located on private property that is not open to public access. The facility is secured from the outside in. All facility doors are locked 24 hours per day. Doors permit someone to leave the facility without obstacle but restrict persons on the outside from entering.

- A. No client within the facility or on the property is permitted to allow entrance to anyone from the outside. This would be considered a serious breach of security.
- B. The main entrance/exit to the facility is through the Lower Administrative Lobby, where the Metal Detector Security Protocols are enforced.
- C. Any client leaving the facility, property, or approved outside event without permission is to be considered as leaving Against Facility Advice.

#12 POLICY SECTION: TRANSPORTATION

Conewago Pottsville offers transportation to clients on an as needed basis. Transportation can be arranged to pick clients up for admission and to drop them off after discharge to an approved home plan. Any client being discharged to another program or level of care is generally transported by a facility driver. During a client's stay at the facility most rides for clients will be provided by a facility driver or staff member unless otherwise approved by the client's counselor or Administrative staff. Please note that clients who are unexpectedly discharged, by their own choice, may need to find alternate transportation and will be transported to an appropriate bus terminal, train station, etc.

- A. Clients who consume beverages or meals in company vehicles, as approved by staff, must clean up after themselves.
- B. There is no smoking in company vehicles.

#13 POLICY SECTION: VISITATION

Upon admission, each client shall be asked to submit a list of possible visitors to their primary counselor. This list may be a form which your primary counselor gives you to complete or it can simply be a sheet of paper with your name as well as the names, addresses, phone numbers, and their relationship to you of who you want to visit. Due to the client-staff ratio each client will only be permitted to have three (3) persons (no children under the age of 12 children or babies are permitted) visit who are listed on their visitation list. A letter will be sent to a designated family member. This letter will inform the significant other of the client's arrival at the facility and explain the rules for visitation. The letter will also include directions to the facility. All clients are encouraged to have family members visit them. Visits are on alternate Sundays between males and females so they each get 2 visits per month.

Visitation is scheduled for each Sunday from 2:00 – 3:30 PM. All visitors must arrive at the facility by 12:45 PM in order to be ready to sign in for visitation. Anyone arriving after this time will not be granted admission or visitation unless contact with the facility has been made prior and approval received by on-duty staff only. Please note that the Family Lecture discusses adult topics related to addiction and may not be appropriate for children. Take consideration that Conewago Pottsville cannot control the topics of conversation your children may overhear by other clients or visiting families as well.

- A. Only cash and money orders can be dropped off on Sundays.

- B. Do not place your family at risk of not being able to visit by asking them to violate rules – you will be held accountable for your family's behaviors, including children.
- C. All visitors are expected to comply with the facility rules and regulations.
- D. Weapons, any mind altering substances, or any other prohibited items are not allowed on any of the Conewago Pottsville grounds, including vehicles.
- E. Cell phones & lighters are not permitted in the facility.
- F. All visitors are subject to search at any time as well as periodic visitor counts. All visitors, including children, will also have to adhere to metal detector scanning, if needed.
- G. Visits are non-contact.
- H. All persons entering the facility must have some form of valid ID: adults must provide valid photo ID and children may use a birth certificate or social security card.
- I. A family lecture is presented from 1:00 PM until 2:00 PM. All visitors or family members must attend this lecture in order to be able to remain for a visit. The purpose of this lecture is to help family members and significant others learn about the process of chemical dependence, recovery, and relapse.
- J. Visitors are not allowed in any client's bedrooms, lounges, or bathrooms.
- K. The facility is not responsible for the behavior or safety of the children who are brought to the facility for visitation.
- L. Other clients are not allowed to supervise children and cross visitation is not permitted.
- M. No visitors who are actively in addiction, on probation or parole, or have an active protective order with a client are authorized.

#14 POLICY SECTION: DRESS CODE AND PERSONAL HYGIENE

The dress code at Conewago Pottsville is considered casual. Clients are free to choose the type of casual clothing that they will wear provided this clothing is appropriate for the therapeutic community. Conewago Pottsville can assist indigent clients with offering free-of-charge necessary personal hygiene items and does have several clothing bank options. Indigent clients are considered as not having cash on hand, money on account, or any other ability to pay for their own personal needs. The Program Monitor will assist indigent clients in order to distribute facility issued personal hygiene items (i.e.—soap, deodorant, toothpaste, shampoo, etc.). Dress code and personal hygiene policies include:

- A. Clothing must not have any type of suggestions towards non-recovery oriented lifestyles.
- B. Since Conewago Pottsville is a co-ed facility clients are expected to dress appropriately, i.e. adequate coverage on their body, not too tight.
- C. For safety and sanitation purposes, each client is required to wear a shirt, socks, and shoes.
- D. Hats, headgear or head coverings of any kind, sunglasses, tank tops, spandex pants, and sleeveless shirts are not permitted to be worn inside. These types of clothing or items are often too revealing and/or cause distractions from the focus of treatment. Hats, headgear and sunglasses can be worn during outdoor recreational activities, outside free time, or smoke breaks.

E. Sleeveless shirts and tank tops that provide adequate coverage can be worn outside or when exercising in approved areas during activity time only.

F. Pants must be worn around the waist.

G. Clients are required to change in the bathroom.

H. Clients are permitted to wear three pieces of jewelry. Of these three pieces of jewelry one is a wedding band. Other permissible jewelry is one pair of earrings, necklace, or another ring. You may be requested to remove all jewelry if it is deemed necessary for the therapeutic community.

I. Hair and Facial Care: For safety and sanitation purposes, clients are not permitted to have hair clippers in their rooms. Clients must keep hair clippers in the Program Monitor's station. The clippers must be returned after each use. Clients are not permitted to loan clippers out to other clients. If a client has a beard trimmer, these items must be stored in the Program Monitor's station and must only be used by the person who owns them. Beard trimmers are not to be used on other clients or loaned to other clients. Scissors are not to be used for trimming facial hair or for haircuts. Clients are also not permitted to braid each other's hair or have a visitor braid/style their hair. Clients who have money can sign up to go out for haircuts which are subject to staff availability.

J. Clients are permitted to shower in the morning before details, during any free time period they have between groups, or during free time in the evening after the last group component. Clients are not permitted to shower during any group component and after lights out. This includes any group where you may be required to be in your room to work on treatment material. Clients are expected to be aware that there are up to 11 other clients in the program so there is a limited amount of hot water available at any given time. Shower shoes, flip flops, or slippers are not to be worn outside of the bedroom. Clients are to be properly dressed prior to exiting the bathroom.

K. Conewago Pottsville provides coin-operated laundry facilities. There are free laundry services available only to those who are indigent and have absolutely no source of income. Indigent clients may sign up for free laundry services but they must do so each Monday and Tuesday.

L. No sharing of washers.

M. No using non-laundry detergent, such as shampoo or body wash, in washers.

#15 POLICY SECTION: MAIL

Clients are permitted to send and receive mail on a daily basis during their treatment stay which also includes their initial three(3) day restricted communication period. In addition, indigent clients may receive two stamped envelopes per week. Staff will allow clients the opportunity to get stamps and envelopes during the daily mail call.

A. Clients are not permitted to correspond with clients in other Firetree Facilities.

B. Clients are not permitted to correspond with people in correctional institutions or other treatment facilities without prior approval from their primary counselor, the Executive Director of Conewago Pottsville, and the Superintendent/Director of the other institution/facility.

C. Unauthorized mail that is received may be returned to sender.

D. Any mail being sent to any correctional institution, another treatment program, or another one of our facilities without permission will be deemed as contraband.

E. All mail must be opened in front of a staff member.

F. For safety and security reasons, envelopes received by clients will need to be destroyed immediately and are not permitted to be in client possession. Clients will be given time to copy return addresses or other important information on the envelope prior to its destruction.

G. Do not attempt to place an official Change of Address form at the post office to make Conewago Pottsville your permanent or temporary mailing address – it will be rejected by the Post Office and is against our policy.

H. Clients are not permitted to access the mailbox. All outgoing mail must be given to a staff member to be sent out.

I. All materials deemed by staff to be inappropriate in nature will be confiscated, possibly returned to the sender, or placed in client's storage.

#16 POLICY SECTION: TELEPHONES

Pay telephones are provided for both male and female clients. The telephones are located in the lounges of both INP floors. Upon admission clients are given the option of making one (1) five-minute call on a facility phone to inform family or friends of their arrival. Each client is initially placed on a three day communication restriction period that begins on the day of admission. Clients are permitted one ten-minute phone calls after they successfully complete their initial three day communication restriction period. Permission may be given to use staff telephones but only in emergency situations. Staff may assist clients in contacting probation officers or referral contacts. Since the use of telephones is a privilege there may be times when clients are restricted from making telephone calls because of irresponsible behaviors or lack of focus on treatment issues. Staff reserves the right to intervene when clients are disrespectful with phone use such as going over their time or offensive behaviors and/or language.

A. Clients are not permitted to possess or use a cell phone at any time during their stay in treatment.

B. The use of calling cards is not permitted. Collect calls and coin currency are the only methods of payment on the pay telephones.

C. Telephones may only be used during posted times or as permitted by staff.

D. Third party calls are not permitted. Clients are not permitted to make calls for other clients. Clients are not permitted to have friends or family members make calls for other clients.

E. When outside the facility at an approved appointment, clients are not allowed to use any telephone (pay phone, house phone, or cell phone) without staff approval (i.e. to call for a ride back to the facility).

F. Any client who engages in an unauthorized use of a phone is subject to disciplinary action.

G. Behaviors which damage phones will result in loss of privileges, restitution for damages, and possibly an unsuccessful discharge. Below is a list of the hours of phone operation:

#17 POLICY SECTION: RECREATION

An important part of recovery is establishing a balance of leisure and recreation time. To assist clients in developing these activities, Conewago Pottsville utilizes a local park and gym for recreational activities. Conewago Pottsville is not responsible or liable for any accidents or injuries sustained during the course of these activities.

A. Activities are not designed to be competitive in nature and any aggressive behaviors will influence termination of the activity. No contact sports or organized games in a manner which someone could get hurt, i.e. aggressive football, are allowed.

B. All clients participating in any physical exercise must follow the counsel of the Medical staff.

C. Co-ed activities are not permitted.

D. Clients may only be permitted to play sports Monday through Saturday when enough medical staff is available in the event there are injuries.

E. Television is permitted only as posted on the television signs. All televisions must be off by 10:45pm unless approved by staff for special events. Residents will not be permitted to watch videos or television shows that promote the use of chemicals, violence, or sexually explicit behaviors unless it is viewed for therapeutic purposes in a group format.

F. Clients must participate in recreations during the scheduled times and should not be showering, sleeping, laying down without a purpose such as reading, or watching television without permission.

#18 POLICY SECTION: FINANCIAL

Clients are given the opportunity to complete their banking for the week on each Wednesday. Following the day of admission clients can only accept money in the form of a money order or cash.

A. Clients may only keep \$50.00 on their person at any time.

B. All excessive client money must be held in a client account. A budget allowance of up to \$50.00 per client can be distributed from their own personal funds on a weekly basis. Additional funds must be approved by your Primary Counselor.

C. Cash request must be made to the Program Monitor staff by 8:30AM each Wednesday prior to Community Meeting. Client funds will be distributed each Wednesday as time permits.

D. Clients must keep all valuables, to include cash, on their person.

E. At time of discharge, all clients who have money remaining on account will be issued a company check for the remaining balance. For accountability purposes, cash will not be used to close any account.

F. Change machines have been provided for client's convenience and must not be tampered with.

G. Clients are not permitted to have financial transactions between other clients, staff, or volunteers. If for some reason such a transaction is thought to be necessary it must be requested in writing and submitted to their Primary Counselor for processing. Any

transaction must be finalized and approved by the Primary Counselor and the Executive or Clinical Director. Please be aware that items of "any value" could be considered "financial" and clients must have permission to trade, give, etc. to avoid any conflicts or misunderstanding of return expectations.

H. No gambling, of any type, is allowed on Firetree, Ltd. property.

#19 POLICY SECTION: CONTRACTS

No client may enter into any contract without the written permission from the Director of Firetree, LTD. Conewago Pottsville. This includes, but is not limited to, purchasing items on credit or time payments, opening checking/savings accounts, securing loans, buying property, signing releases, signing leases, layaway, library books, etc. Any client that fails to secure written approval prior to entering into a contract will be subject to disciplinary procedures depending on the severity of the violation.

#20 POLICY SECTION: OVERALL ACCOUNTABILITY

It is important that each client understands that the purpose of having policies, rules, and regulations is for the protection of the client and staff rights. Clients will review and sign a copy of the rules and regulations to show that they understand and agree to comply. Violations of rules and regulations will not be tolerated. A variety of therapeutic and natural consequences will be utilized to ensure compliance. Any issue, which may or may not be listed in the policy handbook or elsewhere, will be evaluated and addressed in the best interest of the Conewago Place clients and staff with or without client notice.

Facility Specific General Information:

- A. Clients are governed by rules and regulations as directed by the Department of Health and/or other referral sources such as the Pennsylvania Department of Corrections and the Pennsylvania Board of Program and Parole.
- B. Clients may not be involved in any medical, pharmaceutical, or cosmetic experiments.
- C. Conewago Pottsville adheres to funding source instructions, to include Parole. Instructions may include stipulations that clients must adhere to official or unofficial no-contact orders or Drug Court stipulations. Violations of referral source instructions will be reported to the appropriate official.
- D. Clients will be held accountable for violation of program rules and regulation not identified herein. The Administrative staff of the facility gives the right to change or modify existing rules and regulations as deemed necessary. Changes may be based on patterns of client behavior, size of client population, and number of staff monitoring clients. Changes and modifications of rules and regulations shall be posted and made available to all clients entering the program.