

My Team

We are happy you are here and made the decision to prioritize your health, wellness, and life. We look forward to walking with you through this portion on your journey.

Primary Counselor: _____

IHS: _____

Peer Specialist: _____

Psychiatrist: _____

Nurse: _____

Tech Supervisor: _____

Residential Program Director: _____

Regional Director: _____

Appointment: _____

Follow-up Appointment: _____

Follow-up Appointment: _____

Compass Health Network: Residential Client Handbook



Revised: July 2025

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CLIENT RIGHTS VIOLATIONS GRIEVANCE PROCESS

1. Clients believing their rights have been violated are encouraged to discuss this with their treatment staff or the supervisors for resolution. Alleged client rights violations shall be documented on an internal event report.
2. Alleged client rights violations not resolved between the client and treating staff and/or their supervisors may be taken by the client within five (5) working days to management staff for resolution. Management staff has five (5) working days to respond to the client rights grievance. The response must be documented for attachment to the event report.
3. Alleged client rights violations not resolved at the management level may be taken by the client to the Clinical Director/VP for resolution. A response must be made within five (5) working days and documented for attachment to the event report.
4. Clients continuing to have problems with the resolution of their alleged client rights violation may take the issue to the Chief Executive Officer within five (5) working days for resolution. The CEO shall respond within five (5) working days and document the response for attachment to the event report.
5. Alleged client rights violations not resolved at this level may be taken by the client to the Board of Directors within five (5) working days. The Board has 30 days to respond. The response shall be documented for attachment to the event report. The decision at this level is final.

Clients may pursue their treatment complaints or alleged client rights violations with the Department of Mental Health Client Rights Monitor at any time.

Client Rights Monitor
Missouri Department of Mental Health
PO Box 687
Jefferson City, Missouri 65102
800-364-9687
573-751-8088



TREATMENT GRIEVANCE PROCESS

1. Clients who believe treatment decisions have been unjust or improper are encouraged to discuss their concerns with their counselor/physician/IHS. A response to the client's issue should be made as soon as possible, but no later than five (5) working days. If the issue is resolved at this level, no further action is necessary.
2. Issues not resolved by the treating staff may be taken by the client to supervisory personnel for resolution. Complaints raised to this level shall result in an internal event report being completed and filed. Supervisory staff shall respond as soon as possible, but no later than five (5) days to a written client complaint and document their response for attachment to the event report. In addition, clients shall be advised that they can put their complaint in writing to management.
3. Treatment issues not resolved by supervisory personnel may be taken by the client to the Compass Health Network's Substance Use Director/VP for resolution. The Director/VP shall respond as soon as possible, but not later than (5) working days. The response must be documented for attachment to the event report.
4. Treatment issues not resolved at this level may be taken by the client to the Chief Executive Officer for resolution. The Chief Executive Officer has five (5) working days to respond. The response must be documented for attachment to the event report. Decisions at this level are final.
5. Retaliation toward clients for complaints and/or grievances shall not be tolerated.

Based on your assessment, you will be given a recommended level of care to best meet your needs. As those needs change over time, your recommended level may change to match your current situation. SUD Services at Compass Health are based on the ASAM Model of Care, which supports the provision of services along a comprehensive continuum of care. Treatment outcomes for consumers improve when services are provided in the ASAM level of care assessed to meet their needs. All levels can include psychiatry and nursing services, peer specialist services, trauma services, co-occurring services, family services, withdrawal management and medication assisted treatment.

Inspire Hope. Promote Wellness.



Welcome

Compass Health Network

Compass Health Network takes a person-centered, integrated approach to caring for our customers. This health care model focuses on treating the whole person and is a collaboration of care involving the individual customer, personal providers and, when appropriate, family members. Our efficient, effective services are enhanced by data and technology to ensure customers receive evidence-based care delivered in the right way, at the right time, and in the right place.

Who we serve

The Residential Treatment Center is designed to serve clients and their loved ones whose lives are impacted by alcohol and/or other substances. The program serves adults ages 18 and older and is structured to assist clients in making progress on their individualized goals while working through challenges they may be experiencing. Throughout the treatment process, qualified and experienced staff will support you and those in your support network.

We believe that every person that enters our program has the opportunity for personal success. The following program guidelines will ensure you have the opportunity to achieve your goals in a safe, secure and supportive environment. Active participation and involvement from your support network in all stages of treatment will greatly improve your potential for success in many areas of your life.

Cedar Recovery

1091 Midway Drive
Linn Creek, MO 65052

Clinton Adult

1800 Community Drive
Clinton, MO 64735

McCambridge Women's and Children's

200 Portland Street
Columbia, Mo 65203

Truman Lake- Women's & Children's

109 Wesmor
Clinton, MO 64735

Warrensburg Recovery

701 N. DeVasher Rd.
Warrensburg, MO 64093

Contact Information

Crisis Line:

1-888-237-4567

Scheduling Appointments:

844-853-8937 (Toll Free)

Centralized Bed Scheduling:

888-403-1071

Opioid Treatment Program:

1-660-826-5885

Royal Oaks Hospital :

800-456-2634

Mental Health Association of the Heartland “Compassionate Ear Warm line ”Kansas City, KS

Local phone: (913) 281-2251 (4 p.m. to 10 p.m.)

Toll free: 1-866-WARMEAR (1-866-927-6327)

Website:

<https://compasshealthnetwork.org/>

What we do

The family atmosphere at the Compass Health Residential Treatment Center is one of sharing, caring, and personal responsibility. It is a therapeutic setting that is conducive to and supportive of your personal recovery. The overall program is designed to help you put an emphasis on individual personal growth, strengthening resources, and managing challenges effectively through participation in personalized services. Our goal is to assist you in developing a strong recovery foundation, strengthen self-confidence, and improve self-esteem.

The purpose of this handbook is to provide you with information about the program, available services, and an explanation of the overall treatment process. Included is a basic set of guidelines of what to expect while participating in our program.



Residential Services

Admission

During intake, staff will assist you with admission paperwork, gather information about your physical health, review expectations of the program, and answer any questions you may have. You will have the chance to meet the people who will work with you while you are here.

Zero Suicide

We believe that everyone is important and worthy of regular conversations to reach the goal of zero suicides for clients in our care. Staff are trained to speak with you often about suicide risks and safety planning. Please let your team know how they can help you best.

Crisis Line: 1-888-237-4567

Transition/Discharge

Discharge/Transfer from Residential Services

Transition from residential services is determined by ASAM criteria and clinical recommendations. Treatment progress and goals are individualized; therefore, so will transfers and discharges.

Individual progress is reviewed weekly and addressed by the clinical team. Utilizing ASAM criteria, transitions to a different level of care may include, but are not limited to:

- Behaviors that pose safety risks or disrupt the therapeutic environment
- Acuity level changes (mental/physical health)

Your treatment team will assist you with transitioning to outpatient services by providing contacts, scheduling initial appointments, and coordinating with other community agencies as needed.

Recovery Environment

Telephone

You have access to make phone calls throughout the day during designated times. If other needs arise, ask your counselor/IHS for further assistance.

Tobacco Policy

In an effort to provide a safe and healthy environment for all clients, smoking is only allowed during designated break times. Only unopened products will be permitted for use while in the program. Disposable vapes, chewing tobacco, and electronic cigarettes are permitted. Smoking Cessation products and education are also available upon request.

** See your specific program facility rules for additional information regarding expectations**

Drug Screening

An initial urine drug screening (UDS) will be completed upon admission to the program. Information from your UDS is an integral part of our treatment process and all results are used to assist us in determining your treatment needs. If you refuse to provide one when requested by staff, the test results will be considered positive. A test is required when meeting medical providers who are prescribing medication assisted treatments, returning from pass or when someone presents or appears to be under the influence of a substance.

Comprehensive Assessment

A comprehensive assessment will be completed on the next weekday following admission with a licensed clinician. The assessment identifies life areas impacted by substance use and/or mental health. These are assessed using ASAM (American Society of Addiction Medicine) criteria to determine appropriate level of care and are reviewed weekly to assist us in helping you meet your needs through these identified personal goals.

Residential Services

Community Support Services

An Integrated Health Specialist, IHS, will meet with you the next weekday following your admission to complete a review of needs. The role of the IHS is to help you develop skills, access resources and learn to manage symptoms in a way that you are successful in living, working, learning, and in social environments. Services may include:

- Care coordination with other agencies
- Connecting you to community resources and activities
- Exploring and linking you to healthcare, employment, and educational identified needs

Individual Counseling

A primary counselor will be assigned to you upon admission to the program. Your counselor will assist you in developing an individualized Wellness Plan that serves as a guide for achieving the goals outlined in that plan. You and your counselor will meet frequently to address personal concerns that are affected by substance use disorders and mental health needs.

Support Network Involvement

Current research shows increased support in your treatment process improves success in recovery. Support network involvement during the treatment process can improve the lines of communication, reduce conflict, and assist in learning to meet needs in a healthy way.

Hygiene

During the admission process, you are required to shower and change into scrubs that are temporarily provided by the facility for sanitation purposes. There are times available in the schedule for showers, and you are encouraged to shower daily. If there are concerns with this, speak with a clinician. Please bring your preferred personal hygiene products. We ask that these not include alcohol in the first three ingredients. If you do not have access to these items, these may be provided to you.

You will be assessed upon admission for lice or other communicable infections and will be treated or referred elsewhere for treatment as appropriate.

Housekeeping

You will be a part of a community that will be responsible for care and maintenance of personal and shared living areas.

Life skills will be assigned and posted weekly (concerns with needs and abilities should be discussed with clinical staff). Life skills are to be completed following meals prior to attendance at smoke breaks. On weekends, you are expected to participate in unit clean up. Rooms should be maintained regularly with beds made and clothing neatly placed in designated area. Please turn off fans and lights when not in your room.

Recovery Environment

Dress Code

We ask that you adhere to the following dress code to help promote a positive recovery environment. Staff may request that you change an article of clothing if they are not recovery friendly.

- Shirts with sleeves must be worn at all times
- Clothing may not be low cut, revealing, seductive, or provocative
- Hats and sunglasses may be worn during outside recreation and community outings
- Shoes must be worn at all times in and outside of the facility (keep shoes next to your bed at all times for safety reasons)
- You are required to wear appropriate nightwear when in bed (ex: pajamas, shorts/shirt). Pajamas, lounging attire, and/or bare feet are only allowed inside your bedroom
- When wearing tight fitting clothing, the length of your shirt must come to your finger tips

Room Assignments

Rooms and beds are assigned by staff and will remain as assigned unless approved by clinical staff. To maintain a clean appearance we ask you to refrain from taping, nailing, or tacking anything to the walls.

*Rooms may include a designated space for you to place personal effects.

Group Therapy

Throughout the week, group therapy sessions are provided as a safe and non-judgmental environment to discuss recovery related topics and concerns. This is an opportunity to learn how to express feelings in a healthy way and lean on members of your community for support in recovery.

Trauma Group

Trauma group is offered weekly and includes both education information and the discussion of how this information can be utilized in a person's life.

Group Education

Education groups provide information on topics such as anger management, co-occurring disorders, negative effects of substance abuse, healthy stress management, health and nutrition, warning signs, challenge negative thinking, relapse prevention, and other structured activities.

Residential Services

Nursing

A nurse is available during the weekdays to provide education on nutrition, hygiene, and HIV/STD prevention in addition to coordinating health and medication needs as they arise.

Psychiatry

Physicians specializing in the treatment and prevention of mental health conditions are available for consultation and medication management. Taking all medications as prescribed is important for your health and success. Appointments can be requested through the nurse and/or front desk staff.

MAT

Medication Assisted Treatment is the use of Food and Drug Administration approved medications in combination with psychosocial and behavioral therapies to provide a holistic approach. Appointments can be requested through the nurse and/or front desk staff.

Tobacco Cessation

Education and support services centered around quitting or reducing use of tobacco are available and can assist you in exploring the use of nicotine replacement products if requested.

Meals

You will receive three meals and snacks daily at designated times. All menus have been approved by a Registered Dietitian. Please alert staff should you require any substitutions for special dietary needs.

*Some locations allow you to bring your own unopened snacks and drinks. All food items should be properly stored. No food or drink items are allowed in bedrooms.

Items not permitted:

- Coffee
- Energy drinks
- Chewing gum
- Perishable items
- Homemade items

Visitation

Compass Health recognizes the importance and value of positive support when receiving treatment. Each unit has a time set-up for visitors, and visitors are encouraged to participate in the structured groups. Visitors are welcome to bring personal items you may need. See visitation expectations for further details as each site may vary.

*Visitations may be limited due to CDC or agency guidelines, please see specific site for details of availability

Recovery Environment

Structured Activity

You have the opportunity to participate in daily structured activities. We acknowledge the importance of recreation and socialization activities and the positive impact it has on recovery.

A variety of recreational equipment is accessible to clients for both indoor and outdoor activities. Staff has the authority to cancel outdoor activities in the event of inclement weather and extreme temperatures.

Transportation

- Compass Health Network may provide transportation to/from scheduled therapeutic outings
- If approved, you are responsible in coordinating with clinical staff for arranging transportation to/from appointments
- Only travel to and from appointments at scheduled times indicated on pre-approved pass
- Maintain respect and ensure the safety of myself and others while in attendance at these functions
- Personal vehicles are not permitted to remain on the premises for longer than 72 hours and may be towed at your expense

*Due to Covid-19, community outings may be limited due to CDC or agency guidelines

Medications

We encourage you to remain on your medications as prescribed by your physician while in treatment. In keeping with quality treatment standards, Compass Health requests that prescription medications brought into treatment must meet the following requirements:

- It must be a current prescription
- Medication contained in the bottle matches prescription on outside of the bottle
- Prescription is clearly labeled with your name, date, and physician

Prescribed medications are reviewed and may be referred for physician consultation. A limited selection of over the counter medications (OTC) is available as needed for non-emergent medical issues. OTC prescribed by a physician for a medical condition will require a doctor's order. All OTC medications must be brought in a sealed container.

Recovery Environment

Confidentiality

The staff at Compass Health will make every effort to guard your privacy and private health information. There are federal laws that protect your confidentiality. We will communicate on your behalf with individuals (to include outside agencies) with which you and/or your legal guardian have given us written consent. To coordinate care, we will maintain communication with your clinical team to ensure quality services. Exceptions to this would include possible child abuse/neglect, court order, medical emergency, or risk of harm to you or others. We ask that you respect the privacy and confidentiality of your peers by not sharing their information with anyone.

Search Procedure

To ensure the safety of the environment, non-invasive searches will be conducted periodically. Upon admission, personal belongings will be searched by staff with you present. A wand will be utilized to ensure further safety. Generally, a client representative will be present during room searches. Room searches are conducted at random by trained staff.

Your Personal Belongings

We encourage you to leave any items of significant value and any electronic devices at home. We do, however, encourage you to bring personal items such as pictures of your family/pets, notebook or stationary, recovery related materials, etc. We do provide bed linens and towels for your use.

Unfortunately, we can neither control nor be responsible for the loss or theft of your belongings. To prevent these problems, we expect that you will not lend or borrow personal belongings. All personal belongings brought into the facility will be checked for appropriateness and may be listed on your personal inventory. We reserve the right to hold any personal items determined to be inappropriate. These items may be returned upon transfer from residential services if appropriate to do so. Illicit items will be destroyed. We are not responsible for any personal belongings left at our facility after 30 days following transfer from residential services.