



CHALLENGE TO CHANGE

Residential Client Handbook

Compass Health Network
Rolla NAVIG8
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Welcome to Compass Health! The Adolescent CSTAR program is designed to serve adolescents and their families whose lives have been impacted by the use of alcohol and/or other substances. The program serves adolescents from ages 12 through 17 and is structured to meet the specific needs of the adolescent client and their family. We believe that we can assist you in achieving your goals and overcoming the difficulties that many teenagers face today. You will have the opportunity to work closely with qualified and experienced staff that can support you and your family throughout the treatment process.

This handbook will provide you with a basic set of guidelines for our expectations of your behavior and your level of participation while in treatment. It should also provide you with information about program structure, available services, and an explanation of the overall treatment process.

We strongly believe that every client that is admitted to our program can be successful in their treatment process and in their life. By following the guidelines of this program, the staff can assist you and your family towards successful completion of your treatment process. The treatment process consists of five Stages of Change. Active client and family involvement in all stages of treatment will greatly improve your potential for success in many areas of your life.

We're very excited that you're here and will work with you to help make this a positive and successful treatment experience!

Treatment Services

During your stay at NAVIG8, you will receive a variety of treatment services which includes the following components:

Intake:

During your intake, you will meet with several staff members who will help you with completing the paperwork that you'll need to become a client at Compass Health. We will talk with you and your family about what your treatment process will be like and what our expectations will be for you. You'll have a chance to meet the people who will be working with you and your family while you're here.

Comprehensive Assessment:

Early in your treatment process, you'll meet with a counselor to talk about why you're here and what your needs are. This process is called an assessment and it looks at many different areas of your life to help decide what your treatment needs will be.

Case Management:

Throughout your treatment process, we will work closely with your family, school, and any other community agencies you may be involved with. We will help you to become involved in activities that will be supportive of your recovery process.

Family Counseling:

All the current research shows the same thing; a high level of family participation in your treatment process gives you a better chance to be successful in your home, school, and community. Therefore, Navig8 has made participation in Family Services a required part of your treatment process. Because addiction and substance abuse affect the entire family, it's important that your family members become involved in your treatment process. Family involvement during your treatment process will help to improve the lines of communication with you and your family members, reduce possible conflict in your home, and assist everyone in learning how to get their needs met in a healthy way.

Family Awareness Group:

This group provides information on family issues such as improved communication, strategies to deal with problems, family roles, and support through the treatment process. This is a very important part of the treatment process.

Individual Counseling:

You will be assigned a primary counselor who will help you to develop a treatment plan that will guide your direction while in treatment. You and your counselor will work closely together to address your personal issues that are affected by your substance use and ability to make healthy decisions for yourself.

Group Counseling:

You will have the opportunity to participate in group counseling sessions which will provide a safe and non-judgmental environment to discuss your treatment issues. This will help you learn how to express your feelings in a healthy way and lean on members of your community for support in your recovery.

Group Education:

These are educational groups which provide information on topics such as negative effects of substance abuse, anger management, healthy recreation, self-esteem, stress management, health issues, values, relapse prevention, parenting, and communication to name a few.

Nursing:

Nursing staff may be available to provide education on nutrition, hygiene, HIV/STD prevention in addition to coordinating health and medication needs as they arise.

Academic Education:

Residential and some outpatient clients will have the ability to meet their academic needs by participating in a modified academic educational component which is coordinated through the treatment program.

You will meet with a certified teacher for two hours daily Monday through Friday and receive information and assignments like those you would receive at your school. Your participation in Compass Health Academic Education will be factored into your overall daily and weekly performance score.

Program Expectations

The Challenge to Change program will help you learn how to improve the way you think, feel and act without using alcohol or drugs. You will learn how to make healthier decisions and choices that benefit you. This includes improved communication skills, problem solving skills, family relationships, academic performance, recovery skills and overall healthy living. The program is structured to encourage these positive behavior changes focusing on your strengths, learning new skills and practicing these new techniques in a supportive environment. Navig8 uses privileges, Smart Plans for behavioral change, recovery assignments and clearly defined expectations of performance to reinforce healthy changes.

You will be able to earn higher levels of privilege on a weekly basis based upon your overall progression in the program. Your participation and progress in group and individual activities, completion of therapeutic assignments, and positive contribution to the residential community will move you forward in your treatment program. Each week, you can increase a variety of earned privileges such as additional phone time, therapeutic passes, and other residential setting privileges.

You will earn daily performance scores based upon your participation in treatment and behavior. Your scores will be averaged on a daily and weekly basis which will affect your ability to advance to the next stage of treatment. Each Stage up in treatment will increase your level of personal privilege. These personal privileges include longer and more frequent phone calls to your family, therapeutic passes with your family, and increased residential privileges to name a few.

Compass Health makes every effort to ensure that all our clients are safe while in our care. Therefore, behaviors including possession of contraband, physical aggression, self-destructive behaviors, alcohol, and drug use, running away from the program, property destruction, theft, verbal/emotional abuse and/or possession of weapons of any kind will result in strong action up to and including referral to a more intense level of services and/or criminal prosecution.

To assist you with staying on track with your recovery, Compass Health discourages sexual/romantic relationships with other clients in services.

Navig8's property is tobacco free!

Grounding

Just like in your life outside of treatment, situations sometimes happen when you need to take some time to think about what you're doing and the decisions you're making. During this time, privileges are restricted to give you the opportunity to focus on making better decisions. When you are grounded, you and your counselor will meet to develop a strategy to get back on track. The length of your grounding will be determined by you and your counselor and included in your Smart Plan.

Smart Plan

Your S.M.A.R.T. Plan will be:

S=Simple

M=Measurable

A=Achievable

R=Realistic

T=Timely

Smart Plans can be described as brief, structured agreements made to assist you with improving specific behaviors and getting back on track with your treatment program. This agreement also helps you restore whatever stage and privileges you previously have earned. You will negotiate this agreement with your primary counselor.

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 only communicate with individuals and/or outside agencies with which you and your legal guardian have given us written consent to do so. Exceptions to this would include possible child abuse/neglect, court order, or risk of harm to you or others.

We expect that you will respect the privacy and confidentiality of your peers by not sharing their information with anyone. Clients who do not respect this rule will be held accountable by staff and their peers.

Drug Testing

While you are a client in the program, you will receive random drug screens to assure that what we're doing in treatment is working and to also recognize your healthy choices in remaining substance free. All test results will be reported to your parents, Juvenile Officer, Children's Services Caseworker, etc. Although a positive test may not result in discharge from the program, it may indicate that you require a more intense level of treatment services. An initial test will be completed on all new clients to establish a baseline for any further testing. If you refuse to provide a UA when requested by staff, the test results will be considered positive.

Search Procedure

Non-invasive measures will be taken to ensure the safety of the environment and you using initial and periodic searches.

Dress Code

Compass Health believes that how you dress is a direct reflection of how you feel about yourself and it impacts how people perceive you. The dress code is established to assist you in making positive choices about how you present yourself to others.

Shirts must cover your belly area and may not be low cut, revealing, seductive or provocative. Any writing or insignia on clothing items must reflect healthy choices and positive messages. The length of shorts must come down to the tips of your fingers when your arms are extended by your side. Female clients are expected to wear bras, and everyone is expected to wear underwear. Please leave your hats, bandannas, and sunglasses at home. Pants will be worn around your waist. A belt may be used to assist you with this.

Pajamas, lounging attire, and/or bare feet are allowed inside your bedroom. Socks and shoes must always be worn in and outside of the facility. You are required to wear appropriate nightwear when in bed, ex. pajamas, shorts/shirt, etc. We will hold any clothing items that do not match the dress code.

Your Personal Belongings

We encourage you to leave any items of significant value at home. We do, however, encourage you to bring personal items such as appropriate pictures of your family, pets, etc. We do provide bed linens and towels for your use.

Unfortunately, we cannot 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 with your peers. All clothing and belongings brought into the facility will be checked for appropriateness, marked with your initials, and listed on your personal inventory. We are not responsible for any personal belongings left at our facility after seven days following termination of residential services. We reserve the right to confiscate any personal items or clothing that is determined to be inappropriate. Confiscated items may be returned upon termination of residential services if appropriate.

Hygiene

You will be provided with a daily shower schedule. All clients will shower 1 time daily. Please bring hygiene products including shampoo, deodorant, hair care items, toothbrush, toothpaste, and feminine hygiene items.

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

Telephone

Your phone privileges will increase throughout your residential stay as you demonstrate positive behavior skills and recovery skills. You will have certain days of the week that you can call. When you arrive at treatment, we will have you and your parent/guardian fill out a call log that identifies who is appropriate for you to call. Once you progress to Stage One, you will begin enjoying regular phone privileges. The length of your phone calls depends on your stage status. Being placed on a Smart Plan may result in a limitation or loss of phone privileges. Grounding will result in a loss of phone privileges.

Television/Radio Use

You may enjoy the privilege of watching television and listening to the radio during designated times. Television and radio use are considered privileges. Certain radio stations and/or television channels may be restricted due to inappropriate content.

Room Assignments

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

We realize that sometimes you'll have a hard time getting along with your roommates. This is normal and can be helpful to assist you in developing conflict resolution skills as well as developing patience and tolerance.

Therapeutic Passes

To assist you with practicing skills learned while in residential services, you will have the opportunity to earn therapeutic passes outside of the facility.

We want your family to be involved in your treatment process. Regular family participation in your treatment process will help you to be successful in treatment as well as your community. During your treatment, your family members must participate in either individual family counseling or Family Awareness group session weekly for you to qualify for therapeutic passes.

Your pretreatment passes will be on campus for 1 hour; stage one passes will be for two hours off campus; stage two passes will be for 3 hours off-campus, and stage three passes will be 4 hours off-campus. Therapeutic passes will be allowed if you maintain stage expectation and demonstrate responsible behavior on your passes. Parents, DJO/DFS/DYS Caseworkers are considered members of your treatment team and will participate in approving all pass requests.

To be eligible for a therapeutic pass, you must meet certain requirements:

- 1) You must be on Stage One or higher.
- 2) You cannot be grounded.
- 3) If you are on a Smart Plan, your plan must allow the pass.
- 4) Your pass must be approved by the treatment team and,
- 5) The family member(s) that you will be going on pass with **MUST** attend either individual family therapy sessions **OR** Family Awareness group sessions.

Medications

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

1. It must be a current prescription.
2. The medication contained in the bottle matches prescription on outside of bottle.
3. The prescription is clearly labeled with the client's name, date, and physician.
4. The medication name, dosage, and administration instructions are clearly printed on a pharmacy approved label.

Prescribed medications that are potentially addictive will be reviewed and possibly referred for physician consultation and alternative medication recommendations. Over the counter

medications (OTC) prescribed by a physician for a chronic medical condition will require a doctor's order. A limited selection of OTC medications is available through Compass as needed for non-emergency medical issues.

Meals

You will receive three meals per day at designated times. All menus have been approved by a Registered Dietitian and exceed standards for nutrition and enjoyment. Snacks are also provided throughout the day and evening.

Housekeeping

As part of your treatment process, you will be given the opportunity to learn daily living skills, personal responsibility, teamwork, leadership, and the personal satisfaction of contributing to a community of which you're proud of. You will be a part of a work crew that will be responsible for the care and maintenance of personal and community living areas.

Transportation

As with all of Compass Health's' services, you will be held to a standard of conduct that is respectful of everyone and ensures the safety of yourself and others.

Mail

You can send and receive mail while at NAVIG8. We have you open your mail in the presence of staff to assure continued safety and quality of treatment for you and your peers. Mail that is inappropriate will be forwarded to your parents or legal guardian.

Discharge/Transfer from Residential Services

Upon completion of residential services, you will be referred to the nearest Adolescent CSTAR office so you may continue in Outpatient services. Current studies show that adolescents who continue to receive support in Outpatient services are more likely to be successful.

Staff will assist you and your family with transitioning to Outpatient services by providing contacts and scheduling initial appointments. We will also coordinate this transition and make recommendations for ongoing substance abuse treatment needs with any other community agencies you may be involved with.

Now, the boring and technical stuff.....

- In our effort to provide excellent services to the consumers we serve, Compass Health adheres to an established Professional Code of Ethics. If you would like to see a copy of this policy, please make your request to the Director of Adolescent CSTAR Services.
- As a mental health provider, we are mandated reporters and, as such, are legally obligated to report suspected cases of abuse and neglect.

TREATMENT GRIEVANCE PROCESS

- A. Clients who believe treatment decisions have been unjust or improper are encouraged to discuss their concerns with their clinician/physician/case manager. 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.
- B. 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.
- C. Treatment issues not resolved by supervisory personnel may be taken by the client to the Pathways' Clinical Director/VP for resolution. The Clinical 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.
- D. 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.
- E. Retaliation toward clients for complaints and/or grievances shall not be tolerated.

CLIENT RIGHTS VIOLATIONS GRIEVANCE PROCESS

- A. 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.
- B. 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.
- C. 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.
- D. 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.

- E. 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, 573-751-3944

Challenge to Change Program Information

We understand that during the Intake and Orientation process you have probably been overwhelmed by a great deal of information about your treatment process. As such, we want to assist you by providing you with a quick reference guide.

Your Primary Counselor is: _____

Your Community Support Specialist is: _____

Your Family Services Coordinator is: _____

