

FIRETREE, LTD.
Conewago Pottsville

RESIDENT HANDBOOK

Revised 4/7/2023

“TOGETHER BUILDING A NEW WAY OF LIFE”

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- *Traditional Group*: During this group, you will present an overall history of your addiction and the consequences it has had on not only you but not on any others involved in your life. After presenting, you will receive feedback from your peers regarding your treatment progress.
- *Relapse Prevention Group*: This group focuses on relapse prevention, triggers, refusal skills, and planning for unexpected high-risk situations. You will learn about lifestyle balance and the importance of maintaining balance to help achieve successful recovery. You will also participate in Relapse Court which allows you to present your relapse prevention plan and your peers will have the opportunity to challenge and help strengthen your relapse prevention plan.
- *Cognitive Behavioral Therapy (CBT) Group*: You will participate in cognitive and behavioral change groups that address negative thinking patterns that have occurred as a result of addiction and mental health disorders. You will be taught techniques to challenge these thinking errors and skills to assist you with making better choices when faced with substance use and life decisions.
- *Motivational Enhancement Group*: This group will address your motivation for change and assist you in moving from external to internal motivation in your recovery. This group will help you improve your self-image by helping you set and achieve goals and increase your self-awareness.
- *Positive Thinking Group*: You will learn how to identify the common and criminal thinking errors associated with substance use and patterns of criminal behavior. You will be given tools to help change such thinking errors to positive thinking patterns that will support your long-term recovery.
- *Co-Occurring Disorders Group*: During this group, you will learn about the relationship between mental illness and substance use and the impact mental health challenges may have on the recovery process.
- *Gender-Specific Trauma-Informed Care Group*: Conewago Pottsville recognizes that many people who struggle with addiction may have experienced traumatic events in the past. You will be presented with skills that will help you cope with past traumatic experiences and learn how trauma may have had an impact on your substance use.
- *Small Process Group*: You will meet in a smaller group of your peers led by your counselor to discuss attitudes, behaviors, feelings, and thoughts related to your history of substance use, your current stage of change, and your view of your future in recovery.
- *Substance Abuse Education*: This group will educate you on topics such as addictions 101, different substances of abuse, and the stages of change to increase your awareness of your addiction.
- *Nicotine Recovery Group*: This is an educational group designed to help you live nicotine-free. You will learn what nicotine does to the body, how to develop a plan to quit using tobacco, and how to support one another in being nicotine-free.
- *Anger Management Group*: Anger and substance use often co-occur, which increases the risk of negative consequences such as physical aggression, self-harm, distressed relationships, and criminal justice involvement. You will discover new skills for managing anger and for self-

- G. Relationships are not permitted as part of the residential community. Your referral source will be notified of these relationships and will be included in the disciplinary process. Relationships not permitted include resident/resident and resident/staff.
- H. Complaints and concerns are expected to be respectfully reported as referenced in Program Section D: Grievance and Appeal Procedures.
- I. You must make requests through appropriate staff only once and accept any response as final. Repetitive requests to multiple staff will be considered "staff splitting" and do not reinforce prosocial behavior. This may be perceived as staff manipulation and will require clinical intervention.
- J. No resident will exercise authority over any other resident.

Admission Three Day Communication Restriction:

- A. Upon admission, you will not be allowed to make outside calls on your own or have visits for three days to ensure the therapeutic process begins without distractions.

Male and Female Communication Policy:

- A. All residents must adhere to the Male and Female Communication Policy which is signed at the time of admission.
- B. No written communication between male and female residents is permitted.

Participation Expectations:

- A. You are expected to demonstrate motivation to actively involve yourself in the therapeutic process including individual therapy.
- B. Sleeping in groups or another disregard for the staff/residents is not acceptable.
- C. You are not permitted to sleep or lay down on your bed during morning activities or other therapeutic times without permission from the 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 by staff.~~
- E. You are expected to be supportive of your peers and participate in Community Meeting as well as the election of the Peer Committee. Upon admission, you will meet with the Peer Committee who will assist you in learning the program expectations and about the community.

#2 POLICY SECTION: CONTRABAND

- A. Staff will randomly search rooms and general areas without notice. These searches may be conducted when you are not present, and cause is not required for the searches to occur.
- B. Any item not permitted in the program and is currently in your possession is considered to be contraband and may be confiscated with or without notice. The following items are considered contraband but are not all-inclusive:
 1. Weapons or any part of a weapon of any kind or items that are fashioned into a weapon
 2. Any item(s) that is being used in an inappropriate manner and/or altered in such a way as to present danger to the safety of themselves or others
 3. Medications of any kind that are not stored by facility staff including prescription or over-the-counter

- C. Cigarette butts must be disposed of in the appropriate containers. It is the responsibility of all the residents who smoke to keep this area clean.
- D. For sanitary purposes, you are not permitted to collect, store and/or use the tobacco from old, crumbled, or partially smoked cigarettes.

#5 POLICY SECTION: MEDICAL

Conewago Pottsville is a licensed inpatient non-hospital facility. Upon intake, you will meet with the Medical Department for an evaluation. Within 48 hours of admission, you will meet with the Medical Director for a physical exam to determine your ability to participate in treatment. Further medical care will be arranged as part of the aftercare planning process. If your medical conditions warrant further care while in treatment, the Medical Department will make appropriate recommendations based on need. 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 your discharge.

Conewago Pottsville will assist you in updating your health insurance, also known as Medical Assistance, while you are a resident in treatment, however, coverage under Medical Assistance is not guaranteed.

Medical policies include:

- A. The unauthorized use of prescription drugs and misuse of authorized over-the-counter drugs is not permitted.
- B. Firetree, Ltd. reserves the right to prohibit the use of any medications based on the individual's treatment and recovery in consultation with the Medical Director.
- C. You must not reach into the medication cart in the Medical Office.
- D. Medication must be taken in the Medical Office. No medications of any kind can be taken from the Medical office.
- E. You may request a "bed pass" from the Medical Department if you are ill which allows you to rest in your bedroom for a specific amount of time. ~~Medical Excusal guidelines are as follows:~~
 - a. When on a bed pass, you must remain in your bedroom and are not allowed to roam the building.
 - b. You are to resume scheduled activities once the Medical Excusal expires, and if an extension is needed, permission must be given from authorized staff.
 - c. Medical Excusals are to be noted in the EM system with the specific time that a Medical Excusal begins and a specific time at which it ends.
 - d. Refusal to follow the Medical Excusal protocol will lead to a behavioral contract.

#6 POLICY SECTION: NUTRITION AND DINING

- A. You are expected to attend all meals since nutrition is important to overall health and well-being.
- B. You are not permitted to share food from the dining area.
- C. Do not take more food than you plan to eat.
- D. You are not allowed to take food or beverages from the dining room.
- E. The beverage machine in the cafeteria is only available during meal times.
- F. To ensure sanitation and safety, snacks should be consumed in the client lounge. Trash should be properly disposed of and not lying around in your room or the client lounge. Snacks should not be consumed or stored in your bedroom.
- G. Snacks are offered in the evening and will be distributed by the Program Monitor on duty.

- E. You are permitted to have NA/ AA material, religious materials, or treatment work on the tops of your dressers but should be kept neat.
- F. Keep shoes placed neatly under the bed.
- G. Toiletry items are to be stored in or on dressers.
- H. Cleaning rags or supplies cannot be kept in client bedrooms or bathrooms.
- I. Do not hang anything on mirrors, walls, air vents, windows, bunk beds, or place items on lamps/lights.
- J. Please keep the shower curtain closed after each use to allow the curtain to dry.
- K. The noise level in the bedrooms and common living areas is to be kept at a minimum.
- L. Turn off your lights when not in your room.
- M. You must be in your room by 11:00 PM for lights out.
- N. You may not leave your room to use vending machines or wander the facility after lights out.
- O. You must be up and ready to attend breakfast when called.
- P. You are not permitted to be in each other's rooms. You are allowed to stand in the doorway and talk to your peers from there, just not in the room. This reduces the risk of theft or inappropriate activities.
- Q. Non-flushable items are not to be flushed down toilets or sinks to avoid damaging the system. Serious sanctions will be placed on residents who willfully damage Conewago Pottsville property or systems.
- R. You are provided with linens which you are responsible for cleaning and keeping in good order. You should report any damage to linens or other property immediately upon discovery. You must return all linens, laundry bags, towels, or any other provided room item upon discharge. You must wash your linens and laundry weekly. You may not purchase your linens but must use those offered by the facility due to regulatory requirements.

#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 your own risk. Conewago Pottsville is not responsible for any theft or damage to your property. When you are being discharged you are not permitted to get your luggage until the morning of your discharge.

- A. You are expected to be respectful of all property and belongings: yours and others.
- B. You may not behave in a manner that could cause property damage.
- C. You 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 to a charitable organization.
- D. Upon arrival, staff inspects all property.
- E. You are not permitted to have cologne, perfume, or body spray due to potential allergies or sensitivities of others.
- F. Items considered inappropriate or contraband are subject to being confiscated. Items considered to be inappropriate may include pornographic or sexually suggestive materials, medications (prescription, over-the-counter, or otherwise), gambling materials, drug paraphernalia, gang-related items, and any item deemed to be a potential weapon.
- G. Publications that show or depict weapons, gangs, violence, or sexual content are strictly prohibited.
- H. You are permitted to display personal belongings on the locker or dresser in your bedroom, including photographs with tape only. However, they must not be excessive, should be kept neat and orderly at all times, and need to be appropriate.

#12 POLICY SECTION: TRANSPORTATION

Conewago Pottsville offers limited transportation on an as-needed basis. Transportation can be arranged to pick up clients for admission and to drop you off after discharge to an approved home plan. If you are discharged to another program or level of care, transportation by a facility driver or staff person will be provided. Please note that if you leave Against Facility Advice, you will be required to find your own transportation. Only in rare circumstances will the facility provide transportation for someone leaving Against Facility Advice and the request must be approved by the Chief Operating Officer or designee.

- A. If you are being transported in company vehicles, you are required to wear a seat belt at all times.
- B. Food and beverages of any kind are not permitted in company vehicles. You are required to clean up any trash upon exiting the vehicle.
- C. There is no smoking in company vehicles.

#14 POLICY SECTION: DRESS CODE AND PERSONAL HYGIENE

The dress code at Conewago Pottsville is considered casual. You are free to choose the type of casual clothing that you will wear provided this clothing is appropriate for the therapeutic community. Conewago Pottsville can assist indigent residents by offering free-of-charge necessary personal hygiene items and does have several clothing bank options. Indigent residents are considered as not having cash on hand, money on account, or any other ability to pay for their personal needs. Dress code and personal hygiene policies include:

- A. Clothing must not have any type of suggestions for non-recovery-oriented lifestyles.
- B. You are expected to dress appropriately, i.e. adequate coverage on your body.
- C. For safety and sanitation purposes, you are required to wear a shirt, pants or shorts, socks, and shoes.
- D. No sleepwear of any kind is to be worn outside of the bedroom unless going to or leaving the bathroom.
- E. Hats, headgear, or head coverings of any kind, sunglasses, tank tops, and sleeveless shirts are not permitted to be worn inside. These types of clothing or items may cause distractions from the focus of treatment. Hats, headgear, and sunglasses can be worn during outdoor recreational activities, outside free time, or smoke breaks. Religious accommodation requests can be made to the Facility Director.
- F. Sleeveless shirts and tank tops that provide adequate coverage can be worn outside or when exercising in approved areas during activity time only.
- G. Pants must be worn around the waist.
- H. You are required to change in the bathroom, you cannot change in your bedrooms.
- I. Hair and Facial Care: For safety and sanitation purposes, you are not permitted to have hair clippers in your room. These items must be stored in the Program Monitor's office and must only be used by the person who owns them. The clippers must be returned after each use. You are not permitted to loan clippers out to others.

#17 POLICY SECTION: RECREATION

An important part of recovery is establishing a balance of leisure and recreation time. To assist you in developing these activities, Conewago Pottsville offers a variety of recreational activities. These include basketball, walking, cards, puzzles, board games, football, Xbox, and/or other activities as available. Conewago Pottsville is not responsible or liable for any accidents or injuries sustained during these activities.

- A. Activities are not designed to be competitive and any aggressive behaviors will influence the termination of the activity. No contact sports or organized games in a manner in which someone could get hurt (i.e. aggressive football) are allowed.
- B. Television is permitted only during free time. All televisions must be off by 10:45 PM unless approved by staff for special events. You 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.
- C. You must participate in recreation during the scheduled times. Sleeping during recreation is not permitted.

#18 POLICY SECTION: FINANCIAL

- A. You may only keep \$50.00 on your person at any time.
- B. All excessive client money will be held in a client account which is locked in a safe.
- C. You must keep all valuables, including cash, on their person. Conewago Pottsville will not be responsible for theft or loss of any items or money.
- D. At the time of discharge, any money remaining on your account will be given to you.
- E. ~~Vending machines have been provided for your convenience. Tampering with these machines is considered destruction of property and could result in disciplinary procedures. Requests for~~ refunds will be processed by the Facility Director and provided by the vending company.
- F. You are not permitted to have financial transactions between other clients, staff, or volunteers. Please be aware that items of "any value" could be considered "financial" and residents must have permission to trade, give, etc. to avoid any conflicts or misunderstanding of return expectations. If for some reason such a transaction is thought to be necessary it must be requested in writing and submitted to your counselor for processing. Any transaction must be finalized and approved by the counselor and the Facility Director and/or Clinical Supervisor.
- G. No gambling, of any type, is allowed on Firetree, Ltd. property.

#19 POLICY SECTION: CONTRACTS

You may not enter into any contract without written permission from the Facility Director of 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. If you fail to secure written approval before entering into a contract, you will be subject to disciplinary procedures depending on the severity of the violation.

PROGRAM SECTION D - GRIEVANCE & APPEAL PROCEDURES

All residents, regardless of their referral source, have the right to file a Grievance or an Appeal during their treatment stay. Grievance and Appeal procedures are readily available for all residents. They are posted on the client bulletin board and throughout the facility. You can ask any staff at any time to file a grievance. All Single County Authority and Managed Care residents have specific Grievance and Appeal forms that are maintained in their file.

You have the opportunity to have your immediate concerns addressed by the facility administration by submitting a concern slip placed in locked boxes within the facility. Administrative staff collect the concern slips consistently and will meet with you to attempt to address those concerns in a timely basis. Any significant issues that cannot be effectively addressed on a facility level are then addressed by the corporate office. You will have the opportunity to provide input into the overall functioning of the program upon discharge by completing an online program evaluation. Data collected from this evaluation is reviewed by the facility administrative staff and is also available to the Firetree, Ltd. team for review. Data collected in the program evaluation is then formulated quarterly into a cumulative report and posted on an administrative drive for review by all administrative staff and ultimately tabulated yearly in the facility's annual report.

ATTACHMENTS:

Daily Schedule
Detail Descriptions

RESIDENT HANDBOOK ADDENDUM

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In case of a fire emergency, the designated assembly location is the parking lot adjacent to the back of the building. The alternate assembly location is the lot located next to Farlow's Deli.

In the event of a natural disaster occurs, the designated assembly locations are as follows:

- Tornado: Inpatient females are to be placed in the inpatient female lounge during wake hours. Inpatient males are to be placed in the inpatient male lounge during wake hours.
- Flood: Inpatient females are to be placed in the inpatient female lounge during wake hours. Inpatient males are to be placed in the inpatient male lounge during wake hours.

Designated smoking areas include:

- Third floor deck area
- Fourth floor deck area