

Residential Treatment Center Client Handbook



LifeSpring
Health Systems

Welcome!

We are so happy to have you here at our Residential Treatment Center (RTC) and thank you for choosing us as your treatment provider! LifeSpring currently has two RTC's: Turning Point Center (TPC) located in Jeffersonville, IN and Hope Center (HC), located in Jasper, IN.

LifeSpring RTC's offer comprehensive and integrated treatment services that are individualized for your specific needs. Our staff at our Dual Diagnosis (or Co-Occurring Disorder) facilities recognize the importance of providing accurate information, as well as integrated, evidence based and effective treatment for your behavioral health needs. Our priority is to give you the best experience and most effective tools to help you work towards a better life for yourself, which in turn positively affects those you love and those who love you.

Our staff is made up of a variety of professionals including a psychiatrist, licensed certified addictions counselors, licensed clinical social workers, qualified mental health professionals, licensed & registered nurses, case managers, primary care providers, trained technicians, peer support professionals and other support staff.

Our treatment facilities include two separate areas with gender specific rooms of two or three beds for men and for women. For our clients who are nonbinary or transgender, accommodations will be made according to your specific needs and facility availability. Additionally, our facilities include a waiting area, an admissions area, a group room, a large community room, a kitchen area, and a laundry room. This facility is designed to allow you to focus on your recovery program for the length of your stay.

Along with providing general information about our program, the following pages will describe what you may expect from our residential program and as well as a description of what we expect of you. Upon admission, we hope you will take the time to read this information thoroughly and carefully in order to become familiar with the program's structure and rules. Please feel free to discuss any questions or concerns with a staff member.

Again, we welcome you to our facility, wish you a beneficial and successful stay, and encourage you to take advantage of what we "Hope" will be a "Turning Point" in your life journey towards health and happiness.

How to Best Prepare for Your Stay



- We are a **tobacco free facility**.
- Please do not bring suitcases or duffle bags due to lack of space to store them. **Instead, bring items in a bag that can be disposed of following your admission.**
- Please bring any medications that you are taking on the day of your intake. Failure to bring medications at time of admission may mean that you will not have access to the medication or delay your admission in our program.

We recommend and will only approve the following:

- Up to 7 outfits
- Up to 3 sets of pajamas
- Up to 2 pairs of shoes
- A 3-ring binder for materials that you receive
- Colored pencils, markers, paper, coloring books, composition notebooks (without metal spirals), books, journals, pens, pencils, etc.
- As many hygiene products that will fit in a shoebox, **No products with alcohol in the first 5 ingredients.**
- Pads

We request you do not bring the following:

- Tank tops or muscle shirts
- Shorts that stop above the knee
- Shirts that expose cleavage or stomach
- Yoga pants/leggings
- Hats, bandanas, sunglasses
- Clothing with references to drugs, alcohol, profanity, racism, or sexism.
- Electric and disposable razors
- Tampons
- Aerosol cans
- Spiral notebooks

Our facility can only manage one drop off after a new client is admitted, and items MUST be approved by the Clinical Manager prior to it being dropped off. Unopened hygiene products can be dropped off at the front desk staff Monday-Friday 8:30 a.m. - 4:30 p.m.

For reasons of safety, all belongings are searched upon admission. Items that are not able to be admitted with a client will be stored in a secure area during your stay. These items will not be available for access during the course of your stay.

LifeSpring Health Systems is not responsible for any lost or stolen items during or after your stay.

What to Expect On Day of Your Admission

We understand that deciding to enter treatment can be intimidating and knowing what to expect can help alleviate some of that fear. Upon arriving at one of our RTC's, you will meet with our Admissions Coordinator. They will go over admission paperwork, take your picture (so our staff can identify you), and have you sign releases of information. You will receive a folder with a daily schedule and various other paperwork that will be helpful to you in your recovery journey.

This is yours to keep. During this time a RTC technician will move your belongings back to your room. All of your clothes will be washed and dried prior to being returned to you.

Once your administrative intake is complete you will be escorted back into the facility. At this point a nurse will conduct a skin assessment and you will be given a pair of scrubs to change into while your clothes are being washed. The nurse will also obtain your vitals, measure your weight and height and assess for any immediate medical needs. You will be required to submit a urine sample which staff may observe in order to determine your best course of treatment.

The admission nurse will check in any medication brought in, gather information for the pharmacy, obtain your substance use history along with your medical history and go over the regulations and guidelines. A nurse will perform an assessment to evaluate and provide information to medical staff for treatment decisions.

A therapist will also complete a full Clinical Evaluation to determine your appropriate level of need. The goal of this therapeutic assessment is for the therapist to get a clear picture of who you are, how you got here, and where you want to go. The therapist will ask you about your substance use, trauma history, past psychiatric treatment, psychiatric hospitalizations, family history, current support system, living situation, legal history, DCS involvement, and any current symptoms related to mental health. Our therapists will assess for any co-occurring disorders, as addiction often occurs alongside other mental health needs. The therapist will work with you to create goals for treatment and will provide you with the names of your therapist and case manager that will be working with you throughout your stay.

You are responsible for your own belongings, the room in which you reside, and adhering to these guidelines. We encourage you to include your significant other and/or family in the treatment process, by including them on your list for the family group. You will be permitted a maximum of two visitors who are 18 or older & approved by your treatment team, during each weekly visit. We will help guide and support you in identifying visitors who will be healthy and supportive of you in your treatment and recovery journey.

Medically Supervised Withdrawal Management Area (TPC ONLY)

We offer 24 hour medically supervised withdrawal management services for those in need of this level of care. Your time in these services is dependent on the types of substances you have been using, what your symptoms of withdrawal are, as well as your overall general health. Medication is used when the doctor deems it necessary. While managing symptoms of withdrawal, we encourage you to rest and allow your body to heal. You are not required to attend scheduled groups during this time. We encourage you to ask for help, there are nurses available 24/7 to answer any questions or concerns that you may have.

We recognize that withdrawal management can be uncomfortable and we are here to provide support. Taking hot showers can be helpful with aches and pains so you are allowed to take a shower at any time during this part of your treatment. Your treatment team will work with you to decide when you move from the Withdrawal Management Area, to a residential room.

Residential Program

Our residential program is structured and you will be busy! You will be expected to actively participate in all activities of the treatment program. The regulations and guidelines of our program are included in this handbook.

We expect you to take responsibility for your recovery. We are here to support you and give you the tools to help you meet your goals, but you are the one that has the power to make your recovery successful. You are encouraged to use the program to your advantage and ask questions.

Our residential program includes therapeutic groups, Activities of Daily Living (ADL) groups, psycho-educational groups, Just for Today goals, recovery meetings, individual therapy, case management services, peer support, pharmacological management, family education group, HIV/Hepatitis screening, educational groups, and structured recreational time. All of these programs and activities are described below.

Individual therapy:

Your therapist will work with you to create an individual treatment plan. You will be required to meet with your therapist at least once a week. Our therapists are all Masters level professionals with extensive training on addiction and co-occurring disorders. If you need to see your therapist outside of your scheduled time, please complete a request slip and place it in the box located at the nurses station. If your therapist is not available you will meet with one that is.

Group Therapy:

Group therapy/education is a large piece of our program and each session is important for your long term recovery. Therefore group attendance is not optional. Evidence-based curriculum is used for all therapeutic groups.

Case Management:

Your case manager will assist you in evaluating your eligibility for resources such as housing or food stamps. Your case manager will also work with your treatment team to develop your aftercare plan, which could include a referral to a transitional living environment or another level of care. They will also take you to outside recovery support meetings, go over your relapse prevention plans, link you to outpatient services, and assist you in getting scheduled for any additional services recommended by your team. Outpatient services offer you the opportunity to look more closely at behavior patterns that get in the way of your success. Your case manager will meet with you often throughout your stay. A request slip can be submitted to meet with your case manager as well.

Psychiatric & Medication Services:

Psychiatric services are coordinated by our psychiatrist and the nursing staff. Nurses are staffed 24/7. Nurses provide education on medication and will monitor responses to medication through evaluating vital signs and symptoms. If you have any medical concerns (side effects, increase in symptoms) please tell the nurse on duty and/or fill out a request slip. All medications are required to be kept at the nurses station 24/7.

Primary Medical Care:

Primary Medical Care is coordinated by our primary care staff through our Federally Qualified Health Centers (FQHC). Primary Care Staff will provide a detailed history and physical. We offer testing such as HIV and Hepatitis C. They will also address any chronic disease conditions throughout the admission and address any acute illness that may arise. You can use this opportunity to discuss any other health related issues you would like to address. This can include scheduling preventive health visits after your discharge from the RTC, addressing any reproductive health concerns you have, or even just establishing a relationship with our medical staff for ongoing physical health care.

RTC Regulations and Guidelines

Behaviors that could result in immediate discharge:

1. Smoking or being in possession of after admission cigarettes, e-cigarettes, pipes, lighters, or vapes
2. “Cheeking” or diversion of your medication to another client in any way
3. Aggressive behaviors including fighting, yelling, putting your hands on or threatening staff or peers
4. Destruction of property and/or theft
5. Racial/sexual slurs
6. Sexual contact of any kind
7. Possession of illicit substances, weapons, or items intended to be used as a weapon

Your Medical Care:

1. Please do not discuss your individual medical care with other clients; discussing prescribed medication with other clients could result in discontinuation of medication.
2. All medications must be given to the nurse at the time of admission. All medications will be kept in the nurse’s station.

3. In order to respect the privacy of others, only one client at a time is allowed at the nurse's station. Please do not approach the nurses station during med pass times until your name is called
4. You will be expected to remain at the nurses station during the time designated to you by our nursing staff to ensure that you are able to take all of your medication as prescribed.
5. All money for medication must be given to the nurse and will remain locked up during your stay.
6. You are not permitted to leave any group to request PRN medication. Please utilize break times to ask for what you need.

Client/Client Contact:

1. Physical contact between clients is not allowed in our RTC environment.
2. Writing notes to other clients will result in an accountability assignment and possible discharge if behavior continues.
3. Your time in treatment is intended to focus on identifying what your needs are and the skills to manage them independently upon completion of our program. While there are times where you will need to and we want you to communicate with others in the program, we strongly discourage communication or contact with others that can lead to or would be considered relationship building. Our staff will redirect you or provide you an accountability assignment when needed, to help you focus on your own needs and recovery.

Respecting Yourself and Others:

1. Residential clients will receive two wake- up calls daily. All hygiene, daily responsibilities, and meals must be completed by 8:00 am Monday-Friday; 9:00 am Saturday and Sunday.
2. Clients are permitted to leave residential areas and enter milieu at 6:00 am weekdays, 7:00 am weekends. If you need assistance outside of these hours, please report to the nurses station and staff will help.
3. Staff will prepare coffee daily at 6am. Clients can have a maximum of two cups of coffee in the morning and a maximum of two cups of decaf coffee in the afternoon.
4. We expect clients to complete daily assigned responsibilities, make their beds daily and to keep their rooms clean and tidy. Room expectations not met may result in an accountability assignment.
5. For safety reasons, clients are not permitted in the kitchen (TPC).
6. We recommend that clients shower daily and wash their clothes on a regular basis.
7. Sharing clothes with your peers is not permitted. Using items of other clients is not permitted. LifeSpring Health Systems is not responsible for lost or stolen items.
8. Clients are allowed to store toothbrush, toothpaste, and deodorant in their rooms. All other hygiene products must be stored in a clear box and returned to the hygiene cabinet in the milieu immediately following use.
9. Clients are expected to attend all scheduled groups. Clients must be excused by the nurse or Clinical Manager to sit out of a group.
10. Clients must be accompanied by staff when leaving the residential and milieu area.

11. No food or drinks are permitted in residential rooms other than water.
12. Clients are not permitted in other clients' rooms at any time.
13. Clients are not permitted to move any furniture in the bedrooms.
14. Clients are not permitted to lie down on sofas. We request that you do not put feet on sofas or chairs.
15. Razors are to be signed out and back in. Razors found in residential rooms could result in immediate discharge.
16. Clients cannot hang pictures or paper on the wall.
17. Food is only permitted during approved meal and snack time.
18. All food must be consumed in the common area and not in residential rooms. If you miss a meal due to being in an appointment, staff will set aside your meal. All other saving or sharing of food is prohibited.
19. All personal items must be taken with you at discharge. Any items left 30 days after your discharge will be donated.

Client Advocacy:

You have the right to be heard. Please complete an Advocacy Form and either bring it with you to group or place in the advocacy box.

Finances:

Clients have the right to manage personal financial affairs or to seek assistance in managing them unless the patient has a representative payee, or a court appointed guardian for financial matters.

Accountability Worksheet:

We are here to guide you towards a healthy recovery. In the case where a choice is made by a client that goes against expectations or regulations, we will engage you in an accountability process which includes a written task. Staff will discuss the reason(s) why the accountability process needs to take place and make recommendations for healthier choices in future. In order to ensure that expectations and regulations will be met in future, we require clients to complete an accountability worksheet. Staff will assist clients with any questions about the worksheet, which must be completed within 24 hours once mandated. The purpose of offering this level of accountability is to give you an opportunity to think about the unhealthy behavior and the thought processes driving it. Growth happens when you are able to gain insight into what happened, what you learned from it and how to respond more appropriately in the future.

Activities of Daily Living (ADL's)

Addiction can rob you of your ability to complete basic daily tasks that are required to function. Brushing your teeth, preparing healthy meals, keeping your living space clean, taking a shower, doing laundry, taking medications as prescribed, and going to the doctor are examples of Activities of Daily Living (ADL) that can disappear from your daily schedule when in active use. ADL's are an important part of our program that will allow you to build these skills back into your daily routine.

Daily Cleaning Duties

Each week staff will assign a chairperson. The chairperson will be responsible for assigning weekly cleaning duties to RTC clients. Assignment of duties must be fair and consistent. RTC staff will have final approval of weekly assignments. All clients are required to complete responsibilities as assigned. Trading of cleaning duties is not permitted. Cleaning duty assignments are posted on the bulletin board next to the kitchen. Each chore has specific instructions that will be offered to you when assigned.

Daily Residential Room Expectations

Technicians will check rooms regularly throughout the day to ensure the following expectations are met:

1. Beds must be made. Only two pillows per client.
2. Clothes must be put away either in drawers or dressers. No clothing can be on the floor.
3. Lampshades must be free of items- no pictures/papers/ decorative items pinned or taped to lampshades/walls/doors.
4. Nothing is permitted to be on top of cabinets. Books/folders are permitted as long as they are neatly organized on your dresser.
5. All towels, sheets, linens must be picked up off the floor.
6. Bathrooms must be free of linens- no towels on floor, counter, hanging out of linen bags.
7. All dirty linens must be placed in the laundry bin.
8. All clean linens must be neatly organized on storage shelves.

Laundry Room

Each client is responsible for their own laundry. The laundry room is open Monday – Friday from 1:00 pm until 10:00 pm. Different genders (e.g. Males and females) are not allowed in the laundry room at the same time. Please be mindful of others and switch your laundry over in a timely manner. A tech will review instructions for washer and dryer use if needed.

Explanation of RTC Programming

Matrix group:

The MATRIX program is an evidence-based practice that provides a structured approach for treating adults dependent upon drugs. The Matrix program is published by The U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.

Family Education Group:

You are requested to invite your family or significant others to join you. Children over 18 years of age are welcome and must be respectful of group guidelines and other attendees. Any guest suspected of being under the influence of any illicit substance will not be allowed into the group. Guests who do not follow group guidelines or treat clients and staff with respect and dignity during their visit, will be asked to leave. This group is designed to educate your family and/or close friends about how addiction impacts

the family and those closest to you. We will encourage them to participate in social support groups and/or treatment to process their own experiences, thoughts, and feelings. There may be an opportunity for visitation after the group is over, but is secondary to the educational component of this group. The group time will not be extended for visitation. **Visitors are not permitted to drop anything off during family groups.**

Goal Setting Group:

Each morning after breakfast you will have the opportunity to reflect upon your daily goals, discuss community issues, and discuss the schedule for the day. You will fill out the 'Just for Today' worksheet.

Just For Today:

The goal of this group is to give you the opportunity to reflect upon your progress for the day by going over your 'Just for Today' sheet.

WRAP group:

Wellness Recovery Action Plan (WRAP): A structured system for monitoring uncomfortable and distressing signs, feelings, and behaviors, and through planned responses, reducing, modifying or eliminating those signs, feelings, and behaviors. It includes a plan for responses from others when your symptoms have made it impossible for you to continue to make decisions, take care of yourself, and keep yourself safe.

Advocacy Group:

Every week the Clinical and/or Nurse Manager will meet with RTC clients to listen to any concerns and answer any questions you might have related to your time in Residential Treatment. Please complete an advocacy form prior to the group if you desire.

Written Work:

There are several written assignments that you will need to complete during your treatment. These will be located in the folder you receive on the day of admission or provided during a group session. Once completed, you and your individual therapist will go over them together. Your individual therapist may give you other written work based on your individual treatment needs.

Living in Balance:

This curriculum is designed as a practical instructional system for conducting treatment sessions for persons who abuse or are addicted to alcohol and other drugs. The program centers on sets of interactive client worksheets covering topics like: definitions, diagnosis, alcohol and drug education, triggers, cravings, planning for sobriety, spirituality, stress and emotional well being, relapse prevention, etc.

Parenting Group:

If you have children you will be required to attend a Parenting Group once a week. This group provides you with practical tips on how to parent as well as education on child development.

Social Support Group meetings:

Local members of Social Support Groups, such as Alcoholics Anonymous (AA), Narcotics Anonymous (NA), Celebrate Recovery, SMART Recovery, etc. will facilitate meetings within our RTC. These meetings provide you with an introduction to 12 Step

Programs and other Social Support Groups available in the community. We encourage you to ask questions, take down phone numbers, and begin creating your sober peer support network while you are in treatment. Your case manager may take you to an outside meeting if appropriate for your treatment and recovery goals.

Infectious Disease:

Staff will offer educational opportunities about how to reduce risks associated with infectious diseases like HIV/AIDS, hepatitis, etc. We will also go over prevention and available treatment options.

Dialectical Behavioral Therapy (DBT) and the 12 Steps:

DBT and the 12 Steps is an evidenced-based curriculum that integrates dialectical behavioral therapy with the 12 Step model.

Recreation:

Learning how to have fun while sober is an important piece of recovery. Recreation groups include various structured leisure activities facilitated by our technicians.

Room Time:

The goal of room time is to offer you time to clear your head, rest, unwind, and to become comfortable being alone. This is a great time to take a nap, review your assignments, draw, color, or meditate.

Free Time:

The goal of free time is to give you the opportunity to learn how to entertain yourself without using illicit substances. During free time we recommend clients play cards/board games/puzzles, watch TV, journal, read, craft, or spend time in your room. Staff reserves the right to turn off TV/Games/radio if the milieu becomes too loud.

Grievance Procedure

You have the right to report concerns regarding Lifespring Residential Treatment Centers, staff, or other clients. All complaints and grievances are taken seriously, investigated objectively, and due process is present throughout the entire process, which is completed within the Performance Improvement Department. Please direct any concerns to the manager or obtain a copy of the LifeSpring Patient Complaint and/or Applause Form from any staff within our program.

You have the right to call the Indiana Division of Mental Health Consumer Service Line at 1-800-901-1133

Please do not hesitate to ask any questions not answered in this handbook. We look forward to working with you on your journey to recovery



LifeSpring
Health Systems

Turning Point

1060 Sharon Drive
Jeffersonville, IN 47130
812-283-7116

Hope Center

Dubois County
480 Eversman Drive
Jasper, IN 47546
(812) 482-3020