

Tulsa Women and Children's Center Client Handbook

Welcome to the Tulsa Women and Children's Center. The journey to reclaim life has just begun! Each journey will be individual and unique. There will be an opportunity to bond with peers who will support you and who you will support. As you work towards your recovery, remember that you are worth the hard work that it will require.

The disease of addiction has taken control. It is time to take back control. Within you is the power to change. Through groups and individual counseling, there will be an opportunity to learn about the disease and to gain the tools and skills to live life in recovery. It will be hard work. As relationships are built with staff and other clients, the challenge to be honest with yourself and others and to tear down the walls that have kept you captive in your addiction will be there. Remind yourself each day – YOU ARE WORTH IT!

Mission Statement

To provide quality, compassionate treatment for substance abuse and addiction, as well as co-occurring disorders, which promotes sustained recovery for adolescents, women, and their families.

The following handbook is designed to provide guidelines and structure for all women and children at Palmer – Tulsa Women and Children's Center (TWCC). TWCC expects each client to understand and abide by the rules and guidelines. Cooperation will promote a positive, therapeutic environment that will foster recovery and growth.

Confidentiality

In order to ensure a safe therapeutic community, it is essential that all clients maintain confidentiality. Maintaining confidentiality means that you may not discuss with anyone outside of the community, including friends and family, who is or has been in treatment, or any information regarding TWCC clients. If faced with an awkward situation, a person may say, "I can neither confirm nor deny that the person you are talking about is at TWCC." Because of confidentiality and the anonymity of clients, we ask that clients not bring their own cameras. There will be opportunities for pictures to be taken by staff at special events and milestones. If there is a concern about breach of confidentiality, it is important to report that to a counselor.

Confidentiality regarding clients in treatment is strictly enforced. One measure to ensure that being a client at TWCC is kept confidential is to maintain a strict procedure when a caller asks to talk to a client. The process used to handle incoming calls is as follows:

1. The caller will be told by the person answering the telephone that "I can neither confirm nor deny that a person by that name is in the facility. If you would like to leave a message for your call to be returned, I will inform one of the counselors and if a person by that name is here, that person may choose to return or not return your call."
2. All messages will go through your counselor. If a call is received after 5pm and it is deemed urgent the On Call Counselor (OCC) will be notified. The OCC will then decide if the information will be given to the client at that time or at a later time when counseling support is available.
3. If you have a message and choose to return the call, the call will be made according to your scheduled time and for no longer than ten minutes.
4. Special arrangements may be made with your counselor to receive or return calls that are directly related to treatment. These calls should be made from the counselor's office with the counselor present.

Childcare

We have a nationally accredited “Three Star” childcare center at TWCC. Our teachers care about you and your children. If your children are with you at TWCC, you will have an opportunity to spend time in childcare during Parenting Lab. Parenting Lab provides you with the opportunity to strengthen your parenting skills and observe your children in a school-like setting.

You can drop your children off at childcare at 8:00am Monday – Friday. Please pick your children up at 11:30 for lunch. You may bring your children back to childcare at 12:50 until 5:00pm. On Mondays, childcare is open for an extended hour 5:30-6:30pm, this allows clients to attend the Narcotics Anonymous (NA) meeting. Please pick your children up immediately following the meeting.

Take the opportunity to build a relationship with the childcare teachers. They can provide valuable information to assist you with positive parenting.

Be responsible for making sure that all infant provisions (diapers, formula and bottle-if not breast feeding, pacifiers, clothing, etc.) are brought to the childcare room in the morning when you bring your infant. A good way of keeping track of your supplies is to bring them in a bag with your name on it to the room. Childcare staff will be sure to use only your supplies for your baby.

If you are nursing your baby, you will be excused from group for a length of time adequate to nurse the baby. You may go to the childcare area to do so.

TWCC does not allow the use of spanking, paddling, or otherwise striking a child as a form of discipline. TWCC does not allow yelling or cursing at children or in their presence. You are encouraged to request assistance from staff if you become frustrated when dealing with discipline issues.

If your child is sick, you will be excused from your groups to take the sick child to your room to prevent the other children from becoming ill. You may not take your child to group with you if they are not able to be in childcare. Your children must be free of fever/ Diarrhea /Vomiting, for 24 hours prior to returning to childcare.

Baby Sitting

We ask that clients have been at the center for a minimum of 30 days before they are able to baby sit. We ask that there is a limit of only watching 3 children at a time...this includes your own. A mother of more than 3 children or more may not babysit. Babysitters must have a star next to their name. There are forms for longer term babysitting (ex. when mother leaves the building). On the dining room and lounge walls there are sheets to sign for short term child watching.

Group, Study Hall, and Counseling Sessions

There is an expectation to attend all groups as scheduled, unless excused by the counselor or nurse. There is a daily schedule that explains when each group is. These are kept at the Residential Care Specialist (RCS) desk. When not attending a group, please keep noise and activity to a minimum, so as not to interrupt the group or to disturb the group in any way. Please do not walk through a group unless requested by a staff member.

For any regularly scheduled group, be present at the scheduled start of that group or study hall and stay for the remainder of the group or study hall unless excused by the counselor leading the group. No phone calls are allowed during group sessions. If someone calls, a message will be taken. Food is not allowed in the group rooms. When bringing a drink to group please use a cup with a lid.

Participate fully in group by giving full attention, listening, and speaking when appropriate. Maintain personal boundaries and respect the boundaries of others. Use the restroom between groups to minimize interruptions. During study hall there is no talking.

You are expected to abide by the following expectations during group:

Be on Time – Stay in Group
Respect for Self and Others
Everyone Participates – Avoid Monopolizing Group
One person speaks at a time – there is no side talking
Ask permission to give feedback
Maintain confidentiality
Clean up after yourself
Cooperate with Others
Dress appropriately – to include shoes
Stay on task
Sit up and stay awake
Do not use profanity ESPECIALLY around children

The following behavior may cause you to be dismissed from group:

Late for group, or leave group.
Uncooperative or argumentative in group.
Physically or verbally aggressive.
Dismissal from group for inappropriate behaviors will not receive any credit for the group.

When study hall is held, this is a time to work on assignments and passages. Whenever counselors are holding sessions, please remain as quiet as possible as a means of respect. Your counselor will schedule time to meet individually each week with each one of the women on their case load.

Medications

Nurses will be on site 24/7 and available to assist you.

Come to the nursing office door for medication, education about medications, changes in medications, if you are sick, to request an excuse from group, or to be put on the list to be seen by the medical doctor. When the door is open, the nurse will assist you. If the door is closed please do not enter but knock on the door and wait patiently. Never enter the nurse's station without permission. Children are to be accompanied by their mother if they require medications. When in the nursing office, children are to be supervised. It is important to protect your child from potential hazards.

The routine medications are scheduled according to doctor's orders i.e. once a day, twice a day, etc. When the nurse admits you or you get a new medication order, the nurse will tell you when it is due. You are expected to take medications at the time scheduled so it will be more effective for you. Over the Counter medications will be given according to the medication order on the bottle or standing orders.

The medical doctor comes weekly. Contact the nurse by the day before the doctor is scheduled if you or your child needs to be placed on the list to be seen. If your child needs to be seen, you are expected to accompany them. If by chance, you will be out of the facility, you are to alert the nurse so other arrangements can be made. The psychiatrist comes weekly. New clients will be seen within a week of admit. If you feel that you need to see the psychiatrist, you are to inform your counselor. They will in turn, alert the nurse and your name will be placed on the list to be seen that week. If you receive medication, you will automatically be put on his list for follow-up. If you need to be seen outside of these times, please contact your counselor. Children with psychiatric needs will be sent out as referred by the children's counselor or other staff.

Children who are ill with a fever of 101 degrees Fahrenheit or higher, are vomiting, have diarrhea, or any other contagious condition are to be kept out of childcare/school until they are symptom free for 24hrs. The same is true if they are on antibiotics – they must have taken them for 24 hours before they can return to childcare/school. This is to prevent others from getting the illness. If your child is ill, you and your child will be required to stay in your room until a time that is determined by the nursing staff. Meals and medications will be brought to your room during this time.

All prescribed medications must be turned in to the nurse upon admission. Any prescriptions from outside physicians must be turned in, unfilled, to the nurse. Medications in your possession will be considered illicit substances.

Whenever visiting a physician after entering the program, take a consultation sheet for the doctor to fill out and sign. That form is to be given to the nurse upon returning to the facility. All written prescriptions are to be turned into the nurse's office to be filled.

Reasons that you will be allowed to miss groups:

1. Fever, Vomiting, Diarrhea, or other contagious condition
2. Sick children
3. Doctors order that you are to be in your room

Reasons that you will not be allowed to miss groups:

1. Cramps/menstrual cycle
2. Tiredness
3. Headache

Maternity Attendance Waiver: After delivering a child vaginally, you will be granted a 72 hour waiver (3 days) to recover and meet the needs of the new infant. After delivering Caesarean section, you will be granted a 120 hour waiver (5 days) to recover and meet the needs of the new infant. Present yourself and your infant to the day shift nurse by 10:00 AM each morning for the waiver to be continued for the next day. Failure to do so may result in loss of the waiver. After this waiver expires, you have the choice to bring your infant with you to group until the infant is 14 days old, provided that you attend to the infant's needs yourself. You may begin attending treatment groups prior to the end of the waiver if the nursing staff provides a release to return to group.

Supervision of Children

As mothers, be responsible for the care and well being of your children. Supervise your children at all times that they are not in school or child care. If for some reason you must be away from your children, please fill out a form at the RCS desk that designates which client will be responsible for your child while you are not available.

Meals

All meals are prepared by qualified staff. Kitchen staff provides three meals per day as well as an evening snack. Fresh fruit, water, and tea are always available. Coffee is available until 1pm. **All food is to be eaten in the dining area. No food or drinks may be kept or eaten or stored in bedrooms.** Behave in an orderly and considerate manner while eating meals. Be respectful and clear your table of dishes, food and trash following meals. Mothers are responsible for feeding children. Meals times are posted in the daily schedules. A snack will be provided at 7:30 p.m. Please sweep under your own table!

Please line up for the meal time at the designated time. The order is as follows: Women with children, pregnant women, women without children. When going to an appointment and unable to be present at a meal time, request a plate of food to be held back from the RCS staff, your counselor or the kitchen staff.

Through the week we provide hot meals at the lunch hour and dinner hour. Breakfast consists of cold and hot cereals, bagels, toast, milk, and juice. Saturday and Sunday we prepare a hot brunch at the lunch hour. On Sunday evenings, the meal is ordered out or sandwiches are provided. A menu of these meals is posted weekly on the bulletin board. Ideas and suggestions are always welcomed and should be put in the suggestion box for weekly review by the management team.

Laundry

Laundry facilities are provided and available for use according to the schedule posted on each wing. When doing laundry, please do so in a timely fashion. Take clean clothes to your room and put them away immediately after washing and drying. No laundry should be left overnight. Please do not do laundry at someone else's time without permission. New ladies are able to wash all items upon intake. Request extra laundry time from staff if you have potty training children, sick children, or soiled infant items.

Telephone Privileges

When on or above level 2 there are telephone privileges. Phone calls occur on a designated night during the week. Each client is limited to one ten minute phone call. When a member of resident council, the privileges two ten-minute phone calls or one twenty-minute phone call per week. On Thanksgiving and Christmas, additional phone calls may be approved. Regular phone calls to children who did not accompany you to this facility may be arranged through your counselor.

Television and Radio

During free time, there is the option of watching one of the televisions in the east or west lounge. Because of the busy schedules during the week, televisions will only be on after 6:30 on weeknights and should be turned off by 10:00 PM Sunday through Thursday, 11:00 PM Friday and Saturday. Saturday and Sunday, televisions may be turned on at 8:00 AM. The television in both lounges must always be tuned to child appropriate programs. This may change to both lounges if the child census requires. There will be no "PG-13" rated movies on before 9:00 PM. Rated "R", movies will not be allowed unless recommended by counselor for therapeutic purposes. You must ensure that children are not in the lounge or in hearing range of such movies. As we promote and model for one another the importance of a healthy lifestyle, please refrain from all movies that glorify substance use or have sexual images. In the spirit of respect, it is essential that televisions be off during all A.A. and N.A. meetings. Radios may be used in your room between 6 AM and 11:00 PM. Please keep the volume to a level that it can not be heard in the hallway. Please turn the radio off when not in the room. At bedtime and nap time radios must be kept at a volume that is not disruptive.

Bedtime

	<u>Sunday thru Thursday</u>	<u>Friday and Saturday</u>
Adults	Room 10:00, Lights out 10:30	Room 11:00, Lights out 12:00
Resident Council	Room 11:00, Lights out 11:30	Room 12:00, Lights out 12:30
School Agers	In bed by 8:30	In bed by 8:30
Toddlers and Preschoolers	In bed by 8:30	In bed by 8:30

*ABSOLUTELY no loitering in the halls after children's bedtime

*Staff may call early bedtime if necessary due to any reason

Mail

Outgoing mail must be at the RCS desk by 8:00 a.m. Monday through Friday. Mail is distributed at 6:00 pm or thereafter, at the staff's earliest convenience. All mail will be sorted by staff prior to distribution. Mail is to be opened in front of a clinical staff member. Incoming mail from incarcerated persons will be opened in front of your primary counselor. You cannot write or receive mail from incarcerated persons unless they are relatives to you or the parent of your children. Clients cannot have "pen pals" while in treatment at TWCC. Outgoing and incoming mail can only contain letters written by the person sending the mail. Letters or information about other clients in the facility cannot be contained in any outgoing or incoming mail.

Women who are indigent will have 2 stamps and 2 envelopes provided for them per week until they have income available.

Personal Belongings

In order to account for all your personal belongings, please be sure that all items are logged on your personal inventory list. The amount of personal items allowed while in treatment will be limited due to space. We recommend that you please leave all valuables at home as the facility is not responsible for lost or stolen items. When leaving the center prior to completing the program, please contact TWCC within 24 hours to arrange to pick up personal belongings. TWCC is not responsible for any items not picked up within 48 hours of leaving the facility.

Items Rules

Because of space limitations and safety, inventory needs to remain within the limits of the items list received upon intake (which is listed below). Items can be brought in by friends or family members Monday through Friday 8-5 or on weekends if prior arrangements are made. Items coming in must be approved according to the Master Items List protocol (see below). When at the limit on non-disposable items (items that will not run out such as clothing or shoes), these things can be replaced at your counselor's discretion. Disposable items (items that will run out such as deodorant or shampoo) are limited to 15 items coming in a month. Make-up is limited to a total of 10 items, including application brushes if separate, on your inventory and 10 items coming in a month. Once on level 3, shopping at Wal-Mart is a privilege.

Master Items List

1. Clients fill out the master list and turn it into their counselor. The list must be turned in by 5pm on the 1st of the month or the first business day of the month if the 1st is on a weekend. Example, all items a client wants in July have to be put on the Master List and turned in by July 1st.
2. When filling out the Master List please note that there are 2 sections, mothers are on the left and children are on the right. Please mark the appropriate items under the correct section. Also if you have multiple children please indicate who the item is for. Example = 4 Tops – 2 Jane 2 John.
3. After the counselor approves the Master List, the receptionist will check it against your inventory and will give you a list of what items you need to turn in order to make room for the new items. You will also receive a copy of your Master List at this time. The original will be held by the receptionist so that items coming in can be marked off the list.
4. There are no limits to the amount of drop offs it takes for the client to get all the items requested on the list. This will allow family members to buy items over several paychecks.
5. If family cannot provide everything on the list then the client can give the Case-manager money and have her shop for the remaining items for them or they can shop for themselves once the appropriate treatment level is reached.

6. Clients are still limited the items on the Master List that have already been approved and to the limits set by the items list.

Approved List of Personal Items

Shorts should be longer than your fingertips when standing up. Tank top are allowed to be worn alone when the straps are wider that 3 finger-widths. If smaller, it is considered an undershirt and a shirt must be worn over it. The rule of thumb for clothing sizing is please cover cleavage, mid-drifts and underwear when standing, sitting or bending over.

Clothing - Infants 0 – 23 months (per person)

Outfits (up to 15)
Onsies (up to 10)

Bed, Bath, Laundry, and Linens (per person)

Hand towels (up to 3)
Bath towels (up to 3)
Washcloths (up to 3)
Pillows (up to 2)
Comforter (1)
Blanket (1)
Stuffed animal (1)
Twin sheet set (1 per adult, 2 per child)

These items can be provided for you, or you can choose to bring your own.

Health and Beauty Items (per person)-if you are indigent these items will be provided for you

Shampoo*
Bath soap*
Deodorant*
Brush or comb*
Toothpaste*
Toothbrush (up to 2)*
Conditioner
Body scrub pad
Hair gel
Facial cleanser / moisturizer
Makeup (up to 10 items)
Mouthwash (alcohol free, unopened)
Dental floss
Nail files/clippers
Tweezers
Razor
Tampons or pads (1 box)
Hair dryer, flat iron, etc (up to 2 items)
Laundry detergent and/or fabric softener (liquid only)

*These items are mandatory, the rest are optional.

Miscellaneous Items

Car Seat – Must have one per child if age/size appropriate
Books – no romance novels or magazines (up to 4)
Religious and/or recovery text (no limit)
3 ring binder or folders (2 each)
Coffee mug or water bottle (must have lid)

Shower caddy
Crayons/water color markers (1 set)
Baby monitor
Fan
Radio
Mp3 player (cannot have photo capabilities)
Alarm clock
Calling card
Stamps, Envelopes
Toys – 10 per child
Stroller
School age children need all school supplies and a back pack

Do Not Bring

Products containing alcohol in the first 3 ingredients
Products that are flammable
Perfume or body spray
Nail polish or remover
Dryer sheets
Bath salts
Glue
Aerosol sprays (pump spray only)
Weapons
Illicit substances
Cell phones
Cameras
Tape (takes paint off walls)
Vehicle (must be dropped off)
No glass (glass in frames must be removed)
Cigarettes
Lighters
Over the counter medication

All items/products that could be dangerous to children must be kept in lock up including but not limited to nail files, emery boards, nail clippers, tweezers, nail buffers, mouthwash (alcohol-free) and razors.

Transports to Emergency Room (ER) or Urgent Care

There may be some situations in which it is necessary for a woman or her child to be taken to the ER or Urgent Care. These transports must be approved by nursing and all normal transportation rules apply. When leaving the facility there is a Treatment Verification Form, which is located on the table next to the RCS desk. There is no narcotic medication allowed or filling prescriptions for narcotic medication while at the medical facility. It is your responsibility to request non-narcotic medications. When dropped off at the ER or Urgent Care, do not leave for any reason without contacting TWCC staff first. Once discharged from the medical facility, immediately call the center to be picked up. No other phone calls can be made unless prior authorization has been given.

Leaving and Returning to TWCC

Have a counselor's permission before leaving TWCC and have proper support when leaving the premises. Any client who must leave the facility while on level one will be escorted by staff. Only those

clients with counselor approval may leave the program unescorted. Friends or family members may provide transportation and support **at the direction of the counselor.**

When out of TWCC for specific business reasons, **go directly to and from your destination without stopping along the way.** If not able to return to TWCC at a stipulated time, be responsible to call the RCS staff on duty and explain the circumstances. Have an acceptable reason for not returning at the stipulated time and a plan to get back to TWCC. Please make arrangements for any chore responsibility to be covered while out on transport.

If leaving TWCC with the approval of a counselor, sign the sign-out sheet before leaving. Upon returning to TWCC, please sign in and check with RCS staff for a UA (urinalysis) prior to leaving the dining area. Breathalyzer will be completed by nursing or RCS staff.

Any items taken out of the facility must be checked and itemized by the Receptionist before leaving. When returning, any items coming in will be compared to the outgoing list. Any additional items coming in must be approved by a counselor in advance. If additional items were not approved, they will not be allowed on the unit.

Children Leaving TWCC

Children in DHS custody must have DHS approval before leaving the building without their mother or another staff member. Children who are not in DHS custody can leave with family members at a maximum of every other weekend after their first 30 days. During the summer break children may go with approved family members on a pass for 2 weeks non-consecutively. A pass request must be turned in to your counselor by 12:00p on the Thursday before the visit in order for children to leave the facility. This form can be found on the table next to the RCS desk.

Any items taken with the child must be checked and itemized by the Receptionist before leaving. When the child returns, any items coming in will be compared to the outgoing list. Any additional items coming in must be approved by a counselor in advance. If additional items were not approved, they will not be allowed on the unit.

Children Visiting TWCC

Children who are not staying at TWCC full time may come to visit when approved. A request must be submitted to your counselor by 12:00 noon on the Thursday before the visit in order for children to come to the facility. This form can be found on the table next to the RCS desk.

Appointment and Transport Guidelines

If an appointment is needed for yourself or child with an outside agency, have the permission of your counselor, case manager, and/or nurse, depending on the need. Appointments are only approved on an as needed basis to allow for your participation in treatment. In order to get the most benefit from treatment, it is important to attend groups. In an effort to increase treatment participation and decrease absences, the following guidelines for transports will be followed:

- All appointments will be scheduled through the case manager, nurse, etc.
- All transport requests must be given to a counselor before noon on the Thursday before the requested transport.
- Clients may not schedule appointments without staff present
- All transports will be scheduled and assigned by the RCS
- Be fully dressed and attend morning community group in order to be eligible for transports on any given day

- Have no unexcused absences
- Under 30 days staff will accompany client

Eligibility for transports is based on your level. When on level one, only emergency transports, such as court, medical, DHS, Social Security Office (for DHS purposes) will be allowed and staff will escort. Once on level two or above, 2 transports per week are allowed.

Have counselor approval prior to having appointments scheduled. All eye and dental appointments are scheduled on an emergency basis, with nursing staff approval. **Appointments will not be scheduled during process groups. If making a routine appointment during process group, it will be an unexcused absence.** When court occurs, please notify your primary counselor at the first possible opportunity so that the counselor can prepare a letter of progress, and transportation can be arranged. Be responsible for confirming appointments and transportation with the RCS.

Whenever visiting a physician after entering the program, take a consultation sheet for the doctor to fill out. That form is to be given to the nurse as soon as returning from the appointment. All written prescriptions are to be turned in to the nurse's office to be filled. Any medication/prescription is to be given to the person providing transport. That person will give the medication/prescription to the nurse upon return to the center.

Wal-Mart Rules

On the 10th of each month, RCS will take women eligible to the ATM to withdrawal money for shopping trips and/or other necessities.

Eligibility occurs once you are on level 3 or 4 as long as you have had no unexcused absences for the week prior to the trip. Your counselor must approve your trip and list, which must be turned in no later than Thursday at 12:00 pm the week prior to the trip. The master items list is due by the first of each month for that month. All items must be necessities and each item must have a number and name specified (ie 3 shirts Sarah). Be on time to community the morning of the trip.

Staff will stay with you at all times and the shopping group will stay together and move from one department to another as one. There are no phone calls, eating or drinking while out. Items may not be purchased for another client, money may not be borrowed from one client to another, and meeting others outside of this facility is not allowed.

Transportation

If a client needs an appointment scheduled, the following steps must be taken:

1. Fill out the Appointment Scheduling form completely. This includes the counselor's signature and a detailed reason for the appointment.
2. If providing your own transportation to your appointment, have your counselor's approval/signature prior to scheduling the appointment.
3. After the appointment has been scheduled, your name is put on the transport roster.
 - a. If on level one, transportation is provided by staff and a staff member will stay with you until that appointment is complete.
 - b. If you have an appointment that has been scheduled by the courts or a doctor's office, you must complete the transportation form and mark the appropriate space with the proper information.
 - c. Turn in sheet to counselor by 12:00p on Thursday of the week before the appointment.

*Remember that the primary purpose for being at TWCC is to participate in treatment. Attendance in group is important for recovery.

Rules for Outings

When an outing is scheduled to leave from TWCC at a certain time, gather at the dining area or designated area on time. Act respectful during outings to ensure future opportunities. While on an outing, any client who sees inappropriate behavior on the part of another client is to remind the client who is acting out that he or she is expected to behave appropriately. No one is allowed to use the telephone while on the outing. Be responsible for your child at all times unless prior arrangements have been made. No one is allowed to meet you at any outing destination. Follow staff instructions and keep staff informed of your whereabouts during outings.

Visiting Policy

Visitation is allowed on Sundays from 3:00 to 5:00 once you are on level 3 or above. Visitors must attend the family group from 2:00-3:00 on Sunday prior to visiting. Visitors are requested to arrive at 1:45 in order to be prepared for group at 2:00. All requested visitors must be approved by your counselor before visits take place. Any visitor over the age of 18 must submit a urinalysis screening by the Thursday before the first visit. There cannot be more than 3 visitors over the age of 18 per client.

When visitors arrive, they are to sign the guest log. Adult guests must have a legal photo ID. The guests will sign out after visiting. All visiting will take place in the dining area. Dependent children of clients who are not residents at TWCC may visit as determined by the clinical team in advance. TWCC also accommodates court ordered visits in situations regarding reunification plans or custody issues.

Urine Testing/Breathalyzer

Urine specimens will be routinely and randomly collected. Whenever a staff member calls for a random UA from you, you must remain in the dining area until a urine sample is provided. Positive urine drug tests will be sent to the lab for verification. A breathalyzer may be requested at anytime.

Client Expectations

- Respect others at all times during your stay at TWCC. Working together as a community will create a positive atmosphere that will promote growth and recovery. Abusive verbal or physical treatment of clients or staff is not acceptable behavior; doing so may lead to immediate discharge. Expression of anger is encouraged, but you need to express your anger appropriately. If struggling with anger, you will have the opportunity to work on those issues with your counselor.
- Please do not step over baby gates in the lounges. This is for your own safety as well as safety for the children. When children see adults climb over the gates, they try to climb over them too.
- Clients who have been here less than 30 days cannot babysit other client's children unless special permission has been given by counseling staff. Once allowed to babysit, you cannot be in charge of more than 3 children at a time, including your own.
- Clients must stay in the lounge in which their room is located until after children's bed times. After that time, you can spend time in either lounge if you have a working baby monitor.
- Clients cannot do each other's hair or nails unless special approval is given by counseling staff.
- Sexual relationships between TWCC clients are prohibited.
- Please knock and wait for permission before opening the door of another client's room. **You may not enter another client's room for any reason.**
- Please do not disturb other clients during hours when sleeping is allowed, through conversation, turning lights on, playing the radio loudly.

- **Smoking and all tobacco products are prohibited on TWCC property as well as on outings and transports.**
- Gambling is prohibited in and outside TWCC.
- All drugs (except prescription medication and over the counter medication that has been approved by medical staff or psychiatrist) and alcohol are prohibited at TWCC.
- No horse-play.
- Clients cannot give, lend, or purchase items from one another under any circumstance.
- Be appropriately dressed when you are not in your room. No night gowns, pajamas, bathrobes, slippers, etc.
- Maintain good hygiene habits for yourself as well as for your children. Brush teeth, shower, shampoo, etc.
- Always treat your self, your children, and others with respect.
- Respect property belonging to TWCC, clients or staff.
- Wear shoes, flip flops, or sandals when not in your bedroom.
- All bedrooms must be organized and cleaned by 8:00 a.m. on week days and 10:00 a.m. on weekends or on free days. Empty trash daily.
- Work together with other clients and staff to maintain clean building and grounds.
- Foul language is discouraged (i.e. cursing). Remember that there are children at TWCC and you are a role model for the children. Cursing is often a trauma trigger for adults and children.
- T-shirts may be worn when attending group, but only those t-shirts with tasteful logos.
- Hats or other headwear may not be worn in TWCC.
- You may not wear halter tops, tube tops, or bathing suits (unless on a swimming outing) while in TWCC at anytime.
- Radios or CD players with earphones may be used at TWCC only during free time and must remain in your room at all times with the exception of outside walks.
- No client may adjust thermostats in TWCC.
- No client or groups of clients are ever to threaten or strike another client.

Resident Council

Resident Council is comprised of a group of peers who provide leadership within the community. Being on resident council is a privilege of level 3. Resident Council responsibilities include:

- Attend weekly council meetings
- Present proposals and minutes in the resident council book
- Act as role models and maintain peace within the community
- Bring community issues of concern to staff
- Assist staff with daily community meeting.

Expectations of Council members include:

- Attend all scheduled groups and meetings
- Promote a positive atmosphere
- Refrain from getting involved in negative behavior
- Support peers who are experiencing challenges

Additional privileges of Council members:

- One additional 10 minute phone call on your phone night. If you only call one person, you will be allowed to have a 20 minute phone call with that person.
- You will also be allowed to extend your bed time by one hour.

Grievances

One of your rights as a client at TWCC is to file a grievance if you believe your rights have been violated. You received a copy of your client rights at admission. They are also printed in this handbook and posted around the facility. Attempt to resolve issues by talking to your counselor and using conflict resolution skills before filing a grievance. If unable to resolve an issue through these means, find a grievance form on the paperwork table next to the RCS desk.

Clients who have a grievance while receiving services from Tulsa Women and Children's Center should follow the procedure below:

- 1.) **Discuss grievance with primary counselor**, and if not resolved:
- 2.) Submit grievance in writing to the program director or designee. The program director will respond to the grievance in 7 days or less.
- 3.) If you are not satisfied with the outcome of the grievance, it may be appealed to Palmer's executive director, who will provide a final facility response within 72 hours of the appeal, excluding weekends and holidays.
- 4.) You may also submit grievance to:
The Department of Mental Health and Substance Abuse Services, Client Advocate:
P.O. Box 53277
Oklahoma City, Oklahoma 73152-3277
Telephone: 1-405-573-6605.

Consumer Rights & Privileges

You have the right:

1. To be treated with respect and dignity;
2. To a safe, sanitary, and humane living environment;
3. To a humane psychological environment protecting you from harm, abuse, and neglect;
4. To an environment which provides reasonable privacy, promotes personal dignity, and provides opportunity for you to improve your functioning;
5. To receive treatment services suited to your condition and needs for treatment without regard to your race, religion, sex, ethnic origin, age, degree of disability, handicapping condition, legal status, or ability to pay for the services;
6. to informed consent, informed refusal, and/or expression of choice regarding:
 - a. Service delivery;
 - b. Release of information;
 - c. Concurrent services;
 - d. Composition of service delivery team;
 - e. Involvement in research projects.
7. To communicate with a relative, friend, clergy, or attorney, by telephone or mail, at the expense of the facility if you are indigent;
8. To confidential communication with an attorney, personal physician, or clergy;
9. To uncensored, private communications including, but not limited to, letters, telephone calls, and personal visits. Copies of any personal letter, sent or received, shall not be kept in your treatment record;
10. To never be neglected or sexually, physically, verbally, or otherwise abused;
11. To be treated in the least restrictive environment (level of care), and to have the maximum freedom of movement consistent with your clinical condition and legal status;
12. To access your personal funds; A limitation on access to such funds may be made when it is determined, and documented, as essential to prevent you from unreasonably and significantly dissipating your assets;
13. To have your own clothing and personal possessions; This right may be forfeited or limited, only if the personal property is determined to be potentially dangerous to you, or others, or if the property is determined to be functionally unsafe;

14. To practice your own religious beliefs, and to have the opportunity for religious worship. You will never be coerced into engaging in, or refraining from, any personal religious activity, practice, or belief;
15. To be provided with prompt, competent, appropriate treatment services and an individualized treatment (service) plan;
 - a. You will be afforded the opportunity to participate in your treatment plan;
 - b. You may consent, or refuse to consent, to the proposed treatment;
 - c. Your right to consent or refuse to consent may be abridged if you are adjudged incapacitated by a court of competent jurisdiction and in emergency situations where you or others are in imminent danger;
 - d. When you permit, your family or significant others will be involved in your treatment and treatment planning.
16. To have your records treated in a confidential manner;
17. To access and release information pertinent to your treatment in sufficient time to facilitate your decision making;
18. To refuse to participate in any research project or medical experiment without your informed consent, as defined by law; a refusal to participate will not affect the services available to you;
19. To voluntarily participate in work therapy and to be paid just compensation for such participation; however, you are responsible for personal care and housekeeping tasks without compensation;
20. To earn community service hours if so ordered by a court;
21. To have plans at discharge for outpatient treatment, sufficient medication, suitable clothing for the season, housing information and referral; and, if you permit, your family or significant others' involvement in your discharge plan;
22. To participate in a client committee or client government;
23. To access self-help and advocacy support services;
24. To request the opinion of an outside medical or psychiatric consultant, at your cost, or to request an internal facility consultation, at no cost to you;
25. To assert grievances with respect to any alleged infringement of these stated rights, or any other subsequently statutorily granted rights; inclusive of this right is the right to an investigation and to resolution of the allegation;
26. To never be retaliated against, or subject to, any adverse conditions or treatment services solely or partially because of your having asserted your rights as afore stated in this section;
27. To review your client record during treatment or post-discharge; to do so, you must provide a written request to review all or part of your record;
28. To receive the least restrictive intervention, if behavioral crisis intervention is required; in most cases, staff will intervene by attempting to de-escalate through conversation and body positioning, consistent with Managing Aggressive Behavior; you may be asked to remove yourself from group and to go to your room for a voluntary timeout; TWCC does not use seclusion or restraint;
29. To have any special treatment intervention or restriction of rights documented as part of your treatment plan, and you will be provided with the rationale for the intervention; in all cases, the least restrictive and invasive intervention will be used;
30. To have your TWCC treatment team, inclusive of children's treatment specialists and a trauma specialist, always consider your physical, developmental, and abuse history in developing your treatment plan, while ensuring that no prescribed intervention is contra-indicated.

Levels System

LEVEL ONE (SURRENDER)

Time frame:

Minimum 30 days

Responsibilities and Criteria for Advancement:

- Participate in treatment planning and goal setting with counselor
- Cooperate with necessary evaluations and assessment proceedings
- Have a working knowledge of the levels system
- Follow verbal directions and instructions from staff

- Follow through with expectations described in the client handbook
- Verbally express the reasons you came to treatment
- Consistently pass room inspection
- Complete assigned chore and double scrub
- Meet with the PA and comply with any medications prescribed
- Parenting: (1) Identify how your children have been affected as a result of your substance abuse (2) Identify how you see yourself as a mother one year from now and the skills that you need to develop in order to reach that goal.
- Talk to staff members if/when you are having problems adjusting to a restricted environment, having difficulty dealing with cravings, or are having thoughts of hurting yourself or someone else
- Pass a handbook test with a score of 80%
- Know resident and staff names
- Introduce yourself to the community (your name, names and ages of your children, your drug of choice, and something few people know about you)

Privileges:

None

LEVEL TWO (HONESTY)

Time frame:

Minimum 60 days

Responsibilities and Criteria for Advancement:

- Expectations of previous level
- Actively work toward treatment goals and objectives
- Participate in group and follow group rules
- Complete all treatment hours with no unexcused absences
- Complete treatment work as assigned by your counselor
- Establish and maintain positive peer and staff relationships
- Attend in-house 12-step meetings
- Demonstrate appropriate and respectful behavior while participating in groups and activities
- Take responsibility for personal behavior and treatment
- Maintain a neat and sanitary living environment
- Comply with medication management
- Parenting: (1) Identify new parenting skills you have initiated and practiced. (2) Identify changes in your child(ren)'s behavior and changes in your relationship as a result of your new parenting skills. (3) Actively seek staff feedback regarding your new parenting skills. (4) Compare your results with how you see yourself as a mother one year from now.

Privileges:

- Phone calls
- Transports
- Outings
- Green Room Family Dinner

LEVEL THREE (OPEN-MINDEDNESS)

Time frame:

Minimum 60 days

Responsibilities and Criteria for Advancement:

- Expectations of previous levels
- Continue progressing toward treatment plan goals and be able to identify progress being made toward the goals and objectives
- Demonstrate the ability to resolve conflicts by initiating problem solving with the aid of peers, staff, and counselors
- Integrate acquired communication skills to provide support to other peers
- Orient new clients to the unit by taking responsibility to ensure that the new client knows the basic rules and routine and can adequately function within the guidelines of the unit
- Become a positive role model by demonstrating care and concern for fellow peers by providing feedback in a productive manner

- Show insight into existing family dynamics by initiating and working on family issues
- Obtain a sponsor from a 12-step program
- Parenting: (1) Continue practicing new parenting skills (2) Identify roadblocks and triggers that could result in resuming old parenting skills (3) Continue seeking staff feedback concerning parenting skills.

Privileges:

- Phone calls
- Transports
- Outings
- Green Room Family Dinner
- Meetings
- Wal-Mart
- Visits
- Being a buddy
- Eligible to be on resident council

LEVEL FOUR (WILLINGNESS)

Time frame:

Minimum 30 days

Responsibilities and Criteria for Advancement:

- Expectations of previous levels
- Identify how accomplishment of goals and objectives may be continued after discharge
- Be an active support in the community by utilizing assertiveness and listening skills
- Demonstrate an ability to initiate problem solving techniques for self and peers
- Address separation issues and prepare for discharge by identifying community support systems that can be used to make discharge successful
- Actively pursue job interviews, living arrangements, child care, etc
- Establish appointments with aftercare counselor, Family and Children's Services for medication management, etc.
- Parenting: (1) Demonstrate success in practicing new parenting skills and overcoming roadblocks and triggers that could result in resuming old parenting skills. (2) Develop an active post-discharge parenting plan which includes routines such as daycare, transportation, free time, discipline techniques, etc.

Privileges:

- Phone calls
- Transports
- Outings
- Green Room Family Dinner
- Meetings
- Wal-Mart
- Visits
- Being a buddy
- Eligible to be on resident council
- Meetings with sponsor
- Job search on computer in Case Manager's office
- Dress for Success
- One 4 Hour Pass

Consequences

In the event that the treatment team has a concern about your behavior, we may request a meeting. It is TWCC's expectation that there will be willingness to consider behavior choices and be open to feedback to assist you. Choices may warrant a loss of privileges from a level for a specified period of time. Once this time frame has lapsed, you must write a letter to the treatment team in order to reinstate the privilege. You may also be dropped a level.

Sponsors

When obtaining a sponsor, sign a release of information for your counselor to speak with your sponsor. Each sponsor must be approved by the counselor and must submit a UA before coming in to the facility or taking you to a meeting.

If on level 3, your sponsor can come to the facility to do step work with you once per week during the following times: Wednesday between 6:00pm and 8:00pm, Thursday between 6:00pm and 8:00pm, and Saturday between 9:30am and 10:30am. These meetings will be in the dining room and will be observed by RCS. Fill out a Sponsor Meeting Request form and turn it in to your counselor by 12:00p on the Thursday prior to the requested meeting date. On level 3 you can also call your sponsor on Monday or Friday with permission from your counselor.

If on level 4, attending one outside 12-step meeting per week with your sponsor is allowed. It must be a 7:00 (or prior) meeting in order to be back before kid's bedtime at 8:30. A pass request must be filled out and turned in to your counselor by 12:00p on the Thursday prior to the meeting.

Dischargeable behaviors:

- Bringing/using drugs or alcohol on the unit
- Physical aggression toward peers, children or staff
- Threats of aggression toward peers, children or staff
- Smoking in the building
- Stealing
- Possession of any weapon
- Lying to staff (this will be determined per treatment team discretion)