

Tulsa Women and Children's Center Consumer 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 which promotes sustained recovery for adolescents, women, and their families as well as those with co-occurring disorders.

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

Releases of information may be filled out during intake or at anytime during treatment. Each consumer has the right to revoke the release of information by submitting their request in writing. Updated releases and revokes will be given to both Medical Records and Residential Care Specialist (RCS) staff.

In order to ensure a safe therapeutic community, it is essential that all clients maintain confidentiality. Maintaining confidentiality means 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 consumers, we ask that consumers 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 consumers 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 consumer. 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 8:10 am Monday – Friday. Please pick your children up at 11:15 for lunch. You may bring your children back to childcare at 12:25 until 4:15 pm.

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.

Toddler, Pre-School and Elementary children will also need supplies. Please check in with the Teachers to learn what is needed each week.

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 consumers 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. 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 unless otherwise arranged by your counselor. 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 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. Remain focused on Recovery Work during Study Hall. Talking with others will distract you and others.

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 – other conversations among participants would be inappropriate

Ask permission to give feedback

Maintain confidentiality

Leave the area cleaner than you found it

Cooperate with Others

Dress appropriately – to include shoes

Stay on task

Be alert and present

Let your vocabulary be respectful of the group and the ears of children

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

Late for group, or leaving group

Uncooperative or argumentative in group

Physically or verbally aggressive

Credit may not be given for the group if you demonstrate inappropriate behaviors (talking or disrupting group).

When in study hall, it is a time to work on assignments and passages. Your personal counselor will schedule time to meet individually each week with each consumer.

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. Please do not 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 standing orders. All over the counter medications will need a Dr.'s order.

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 consumers 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 referred to an outside resource 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.** Please be orderly and considerate during mealtimes. Be respectful and clear your table of dishes, food

and trash following meals. Sweep under your table, wash your table and clean the highchair. 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 line up for the meal time at the designated time. During the lunch mealtime, Sunday through Saturday, Residential Care Staff will go through the line first so they can be available for the consumer when they are finished eating. Then the order is the same as other meals, 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 Saturday and 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. If you have children who are potty training, sick or soiled infant items, please check with RCS Staff to gain permission to do additional laundry. New ladies are able to wash all items at intake.

Linens may be exchanged seven evenings a week, however on Tuesday evening all linens are required to be exchanged so inventory can be reconciled when linens leave the facility to be washed and returned by our linen service.

Telephone Privileges

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

Television and Radio

There will be no "PG-13" rated movies on before 9:30 PM. Rated "R", movies will not be allowed unless recommended by counselor for therapeutic purposes. . 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 the television 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>
Resident Council	Room 11:00, Lights out 11:30	Room 12:00, Lights out 12:30
Adults	Room 10:00, Lights out 10:30	Room 11:00, Lights out 12:00

Age 10 and up	In bed by 8:30	In bed by 9:30
School Aged Under 10	In bed by 8:30	In bed by 8:30
Toddlers and Preschoolers	In bed by 8:30	In bed by 8:30

*Please be respectful of the need for quiet after children's bedtimes.

*Staff may call early bedtime if necessary due to any reason after contacting the on-call staff person.

Mail

Outgoing mail must be at the RCS desk by 8:00 a.m. Monday through Friday. Mail is distributed at noon 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. You cannot write or receive mail from incarcerated persons unless they are relatives to you or the parent of your children. Consumers 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 consumers in the facility cannot be contained in any outgoing or incoming mail. Often, if you are on probation or accountable to the court, you are not allowed to communicate with other people in the criminal justice system so, in order for us to be accountable to your referral source, we need their written permission for you to communicate with someone in the criminal justice system.

Women who are without funds 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 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 Pathway 2, shopping at Wal-Mart is a privilege.

1. 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 consumer shows adequate responsibility within the house.

Approved List of Personal Items

Clothing – Adults and children (per person)

Tops (up to 10)
Hoodies – Zipup or pullover (2)**
Bottoms (up to 10)
Undershirts (up to 5)
Shoes (up to 6 pr, including house shoes)
Dresses/Business casual (up to 2)
Socks (up to 10 pairs)
Bras (up to 7)
Underwear (up to 10)
Sleepwear (up to 2 sets)*
Robe/Coverup (1)
Jackets/Coats (up to 2)

*School age children need navy polo shirts and khaki pants, shorts or skirts during the school year.

*Children may have up to 5 sets of sleepwear.

**Any additional hoodies will be counted as tops.

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)
'Onesies' (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 without funds 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 – (up to 4)
Religious and/or recovery text (no limit)
3 ring 2 inch binder and 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)
DVD player
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
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 the secure closet including but not limited to nail files, emery boards, nail clippers, tweezers, nail buffers, mouthwash (alcohol-free), nail polish, polish remover 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 during the first 30 days will be escorted by staff. Only those consumers 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 with or without their mother or another staff member. Children who are not in DHS custody can leave with family members with Treatment Team's approval. 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. Please take a minute and let Child Care know when your children will be here so arrangements can be made to accommodate the needs of your child/ren. Please check in at the Nursing Office to have children seen upon their arrival.

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.
- Consumers 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
- Under 30 days staff will accompany consumer or whenever else it is deemed necessary

Eligibility for transports is based on your need and stability. The first 30 days, only emergency transports, such as court, medical, DHS, Social Security Office (for DHS purposes) will be allowed and staff will escort. Once on Pathway two or above, or at your counselor's discretion, 2 transports per week are allotted.

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.

Transportation

If a consumer 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 you are here less than 30 days, 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.

Guidelines for Outside

When you have moved to Pathway Purple, you may spend time outside in the back fenced area without Staff supervision. You will need to sign out before you go outside. Other women's children may not go outside with you. Children who are Toddler and Infant Age must play on the Toddler/Infant playground. Pre-School and School-Age children need to stay in the School-Age playground. Sometimes it may be appropriate to play games outside of the playground fence which requires special permission from RCS staff.

Please check in with RCS staff each hour and initial by your name if you are returning back outside when you are outside unsupervised.

Guidelines 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. By acting respectful during outings one is likely to ensure future opportunities. While on an outing, any consumer 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.

Staff will determine which outings are appropriate for you. Pathway and your choice or ability to follow house guidelines will be taken into consideration.

Visiting Policy

Women may have visitors sometime in their first 30 days. This will be determined according to the woman and her family's needs.

All visitors must pass a Urinalysis drug test screening on a five panel test. You may tell your family to have the lab fax the results to 918-430-0997. All visitors are expected to be clean of alcohol and other drugs when they visit.

We ask your family to leave all personal items in your car. Ask them not to bring you items on visitation day unless this has been specially approved by your Counselor as drop of times for your items are Monday through Friday 8:00 a.m. until 5:00 p.m.

Visitors dress and clothing are to be within the guidelines you are asked to follow. All private body parts are to be covered and appropriate. Signage on shirts, caps or other clothing items that are to be appropriate for respect for recovery.

Physical contact between couples is expected to be appropriate for the presence of children.

All visitors are expected to be alcohol and other drug free when they visit. Children are expected to be supervised at all times for safety purposes.

Only your children who are on the visitation list and approved visitors, 18 years and older may visit. Visitation is on Sundays from 3:00 to 5:00 once you are on Pathway 2 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.

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. Dependent children of consumers who are not residents at TWCC may visit as determined in advance by the clinical team. 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 consumers 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.
- Consumers who have been here less than 30 days cannot babysit other client's children unless special permission is given by counseling staff. Once allowed to babysit, you cannot be in charge of more than 3 children at a time, including your own.
- Consumers must stay in the lounge in which their room is located until after children's bed times.
- Consumers cannot do each other's hair or nails unless special approval is given by counseling staff. The location of the activity must also be approved.
- Sexual relationships between TWCC consumers are prohibited.
- Please knock and wait for permission before opening the door of another client's room. **You may not enter another consumer'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.
- Consumers cannot give, lend, or purchase items from one another under any circumstance.
- Be appropriately dressed when you are not in your room. Night gowns, pajamas, bathrobes, slippers, etc. are to be limited to your room. However, children 7 and under may be out and about in their pajamas from 7:00 p.m. to 7:30 a.m.
- Maintain good hygiene habits for yourself as well as for your children. Brush teeth, shower, shampoo, etc.
- Treat yourself, your children, and others with respect.
- Respect property belonging to TWCC, consumers, 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. 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 consumer may adjust thermostats in TWCC.
- No consumer or groups of consumers 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. The privilege of who has demonstrated ability to serve on resident council will be decided by the treatment team. 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.
- This does not mean that you assume the role of “Jr. Staff.”

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.

Grievances

One of your rights as a consumer at TWCC is to file a grievance if you believe your rights have been violated. You received a copy of your consumer 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.

Consumers 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

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.

Pathway System

PATHWAY ONE SURRENDER

Time frame:

Minimum 2 weeks

Responsibilities and Criteria for Advancement:

- o Participate in treatment planning and goal setting with counselor.
- o Cooperate with necessary evaluations and assessment proceedings.
- o Have a working knowledge of the Pathway system.
- o Follow verbal directions and instructions from staff.
- o Follow through with expectations described in the client handbook.
- o Verbally express the reasons you came to treatment.
- o Consistently pass room inspection.
- o Complete assigned chore and double scrub.
- o Meet with the Doctor/s and comply with any medications prescribed.
- o 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.
- o Talk to a staff member 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.
- o Pass a handbook test with a score of 80%.

- o Introduce yourself to the community (your name, names and ages of your children, and something few people know about you)
- o When you are ready to request to move forward to Pathway two, you will be asked to sign an agreement that TWCC is a "fit" for your need to obtain a life of recovery.

Assignments:

1. Point of Change Paper
2. Powerlessness
3. Do I have an addiction?

PATHWAY TWO OPEN-MINDEDNESS SURRENDER

Timeframe:

Minimum 4 weeks

Responsibility and Criteria for Advancement:

- Expectations of previous pathway.
- Actively work toward treatment goals and objectives
- Participate in group and follow group guidelines
- Complete all treatment hours unless excused
- 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
- Name three coping skills you have used and give examples of when you have used them
- 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.

Assignments:

Write life story parts and share with Counselor as assigned.

1. Coping Skills List
2. Forks in the Road Paper
3. Co-Dependency Paper

PATHWAY THREE HONESTY OPEN-MINDEDNESS SURRENDER

Time frame:

Minimum 4 weeks

Responsibilities and Criteria for Advancement:

- Expectations of previous pathways
- 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 consumers to the unit by taking responsibility to ensure that the new consumer 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.

Assignments:

1. Life Story with Process Group
2. What a Woman Is?
3. What a Man Is?
4. Running the Tape

Privileges:

- Meetings
- Serving on Resident Counselor
- Being a buddy
- Meet with a sponsor-go to a meeting with a sponsor if approved

PATHWAY FOUR WILLINGNESS HONESTY OPEN-MINDEDNESS SURRENDER

Minimum 2 weeks

Responsibilities and Criteria for Advancement:

- Expectations of previous pathways
- 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, Psychiatrist, Health Department management, 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.

Assignments:

1. Good bye Letter to Disease and Letter to Judge
2. Relapse Prevention Plan
3. Plan Graduation

Privileges:

- Being a buddy
- Meetings with sponsor – going to meeting with sponsor if approved
- Job search on computer in Case Manager's office
- Dress for Success
- One Day 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 associated with a pathway for a specified period of time. White Lanyards are available at the RCS desk where you can request a time to reflect on surrender at any point in the Program.

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 pathway 3, your sponsor can come to the facility to do step work with you to be arranged by you and your counselor. 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 pathway 3 you can also call your sponsor on Monday or Friday with permission from your counselor.

On pathway 3 and 4, you may attend a weekly outside meeting with your sponsor. 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:

Choice to establish an ongoing pattern of breaking rules/guidelines
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
Violation of significant guidelines as deemed harmful to the community by the Treatment Team.