



# CRISIS-STABILIZATION PROGRAM HANDBOOK

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To make a referral call

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## **INTRODUCTION**

Welcome to Jackson Recovery Center's Inpatient Crisis-Stabilization Unit (ICSU). We would like to take this opportunity to thank you for allowing us to assist your family. Our program is designed to assess, evaluate, and treat behavioral health issues, and to provide education to patients and families.

Children and adolescents can experience emotions, feelings or behaviors that cause problems in their lives and the lives of those around them. These problems may require the help of mental health and/or addiction professionals. Jackson Recovery Center's ICSU consists of a multidisciplinary team of professionals including our Psychiatrist/Medical Director, Administrative Director, Program Manager, Therapists, Nurses, Recovery Counselors, and other health care providers.

Together, the staff will work with each patient to formulate a plan of treatment to meet each individual's needs. Family members are an important part of the treatment process, and we value and encourage family involvement. Our staff is here for the purpose of helping you. Feel free to ask any questions you may have. We look forward to working with you and your family.

## **TREATMENT PHILOSOPHY**

Jackson Recovery Centers provides treatment services that are addiction and mental health focused. We deal with inappropriate behavior in a supportive, therapeutic, structured, and understanding environment. Adolescence is a time for discovery and change. We believe adolescents need boundaries, structure, and responsibility, which can be achieved in a supportive Recovery Centered Community. Treatment will help you work through change and help you develop to your full potential.

Our program strives to stabilize patients with substance use and mental health disorders, and work with them to identify appropriate recovery skills. We recognize that many of our patients suffer from co-occurring conditions. Research shows that persons diagnosed with mental health disorders are more likely to suffer from a substance use disorder. Similarly, individuals diagnosed with substance use disorders are also more likely to suffer from a mental health disorder. You will be offered individualized services based on your strengths, abilities and preferences.

## **PATIENT BILL OF RIGHTS**

All patients of the ICSU shall be protected by the following rights:

1. The right to receive treatment, regardless of color, religion, gender, sexual orientation, country of origin, age, or handicap.
2. The right to be treated with dignity.
3. The right to confidentiality and personal privacy.
4. The right to know what is in your chart.
5. The right to not take part in any experiment but still receive the same treatment.
6. The right, within the law, to not take certain medication or treatment.
7. The right to make a complaint and ask for a review of the complaint.
8. The right to ask someone inside or outside of the agency to review your case at your cost.
9. The right to a translator in the language that you understand.
10. The right to be in a safe place.
11. The right to contact your lawyer or worker when applicable.

### **Restriction of patient rights and/or privileges:**

A patient's rights or privileges may be restricted for safety or therapeutic reasons. The patient and family shall be notified and this will be reviewed by the treatment team. The patient will be informed as to how they may regain the privilege which will be documented in the patient record.

If you have any questions or concerns regarding these Patient Rights, please ask the staff. If you feel these rights have been violated in any way, please inform the staff immediately. These rights are in conjunction with the Patient Rights and Responsibilities you were informed of during your orientation.

You have the right to refuse treatment and request discharge.

## RECOVERY CENTERED COMMUNITY RULES

Rules guide the actions of patients, establish healthy boundaries, and allow healthy behavior to be reinforced. By following rules, patients gradually learn to maintain a healthy physical and psychological environment. Rules help to create a safe and predictable environment that allows for personal growth to occur.

**Major rules** are essential to the recovery process. They protect the physical and psychological safety of the community and are strictly enforced. Breaking a major rule threatens the physical and psychological safety of the community. Any infraction of a major rule is addressed through the RCC Teaming process. During the RCC Teaming process, the treatment team will meet and decide upon therapeutic interventions to help the patient address the areas in which they are struggling, while taking into consideration the impact of their behavior on the other members of the Recovery Centered Community.

**Major rules** include:

- No physical violence.
- No threats of violence or intimidation.
- No sexual activity with others
- No stealing or other illegal activity.
- No vandalizing or destroying property.
- No contraband. (Including **but not limited** to music, visual materials, CD's, alcohol or drugs; lighters or matches; weapons, etc.)

**Community rules** are similar to society's expectations. They are related to healthy social behavior patterns that patients are expected to adopt gradually, and include:

- Following instructions.
- Being punctual.
- Maintaining appropriate appearance.
- Using proper manners.

**CONFIDENTIALITY IS A MUST!** We believe in protecting the privacy of all individuals and families participating in our program. You may not disclose information about other patients to people outside of your community. You also may not discuss another patient's personal information with others inside the facility, unless there is concern that a patient is at risk to harm themselves or someone else, or you are given direct permission by the patient to discuss it. Taking pictures of other patients is not allowed in any Jackson Recovery Centers program.

In order to build trust and to maintain anonymity between you and other patients, it is important to abide by this guideline. This includes not sharing patient names or histories with anyone, including your family, without a written release by that patient. Any violation of patient confidentiality is a serious matter, and will be handled as such.

It is our expectation that you treat the building and its furnishings with care and respect. This is your home for now.

## **PATIENT RESPONSIBILITIES**

- It is each patient's responsibility to consistently be on time for all scheduled groups and individual sessions.
- It is expected that each patient work quietly during study time. Any talking should be limited to questions about the assignments.
- Patients are expected to be in their room with the lights out by designated times.
- Naps must be approved by the medical staff (physician, nurse) for therapeutic reasons and are to be taken in the patient's room.
- Chores are to be completed daily as assigned.
- Patients are to follow unit guidelines. If patients do not understand a guideline, please ask a staff or another community member.
- Each patient is expected to fully participate in treatment. This includes: getting up on time each morning; completing assignments and chores as directed; and treating staff, visitors, and peers with respect.
- Participation in organized recreation activities is expected of all patients. Recreation activities teach positive use of leisure time and the health benefits of regular exercise.
- Adherence to Treatment Plan – Following the Treatment Plan goals and objectives for the individual patient is essential to completing the program successfully.

## **PATIENT CONDUCT**

### **Physical Contact**

Physical contact with other patients is not allowed

### **Profanity and Violence**

Jackson Recovery Center's ICSU strives to be a safe place for all, free of threats to one's physical and emotional safety. We encourage patients and families to express their thoughts, ideas, and opinions openly. However, profanity, verbal or physical threats, verbal or physical abuse, or damage to unit property will not be tolerated. Threats to emotional or physical safety are serious matters and will be handled accordingly.

## **Damaging of Property**

Patients involved in destroying or damaging property will be charged for the repair or replacement of such property. This is prosecutable by law and charges may be filed with the local police department.

## **Dress Code**

Patients on the Crisis Unit will be provided unit clothing to wear. Street clothing is not permitted. Socks/slippers and underclothing are required to be worn at all times and will be provided by the patient/family. Parents/Guardians will be requested to take any clothing or personal items home. No jewelry of any kind.

## **Behavior Modification Program**

The Treatment Team utilizes a Positive Reward Program. This program is used to create a positive way to change behavior and provide a system for rewarding positive behaviors.

Rewards are earned in the following ways:

- Attending all scheduled activities on time
- Following Crisis Unit Guidelines
- Completing chores
- Honest participation in group activities
  - Sharing, giving/receiving feedback, discussing defenses
- Able to see healthy/unhealthy relationships and recognize barriers
  - Making healthy choices and recognizing bad decisions
- Complete therapeutic assignments
  - Developing healthy skills to cope with triggers & life stressors
  - Develop Behavior Management Plan/Crisis Plan
- Positive role-model for others
  - Supporting others, helping out on the unit

Rewards may include:

- Soda, ice cream
- Stress ball/small stuffed animal
- Playtime on Nintendo Wii
- Extra recreational activity time

A full listing of reward opportunities is posted on the unit.

## **FAMILY INVOLVEMENT**

Research has shown that a patient stands a far greater chance of success with a supportive and involved family. It is vital for the patient's family to work with the staff as a partner in the change process. To accomplish this, we have formulated a list of expectations for families:

1. Appropriate, courteous behavior is expected of all visitors, and likewise, each patient is expected to behave politely and appropriately towards all visitors. This includes respecting the confidentiality of all individuals who are visiting, and refraining from derogatory language or swearing.
2. We ask that only **two** individuals per patient visit at one time (children are not allowed on the unit). Any exceptions to this must be approved by the therapist ahead of time.
3. Personal belongings will not be allowed on the unit. Visitors are asked to leave purses, cell phones and any other belongings in their vehicles. Lockers are available for use on ground floor of the facility. Food and gifts are not allowed to be brought in during visits. Visitors are not allowed in patient rooms, and are not allowed to leave the facility to smoke during visitation hours.
4. Visits may be limited, shortened, cancelled, or adjusted as deemed appropriate by staff. Visitors who appear intoxicated or under the influence of substances are NOT allowed on the unit. Visitors who are under the influence or exhibit inappropriate behavior will be asked to leave the facility.
5. Home visits/outings are not permitted.

### **Family Sessions**

Family sessions will be scheduled with the patient's therapist.

### **Visiting Hours**

Daily ..... 6:30pm-7:30pm

We encourage visits from parents/guardians. If families are unable to visit at these times, please speak with the patient's therapist.

### **Telephone Use**

Patients may receive phone calls daily between the hours of 6:00 pm-8:30pm. Patients will be allowed 1 phone call per day. Each call may last up to 10 minutes. Exceptions to this may be permitted by the patient's therapist when appropriate.

## **DAILY SCHEDULE**

A daily schedule is posted on the units and a copy is given to each patient upon admission. Changes in the schedule are necessary from time to time, and these will be posted. It is your responsibility to check the schedule frequently for such changes.

## **MEDICAL SERVICES**

Nursing Staff are available on-site 24 hours a day 7 days a week. If at any time there are concerns regarding a patient's health the nurse will contact a parent/legal guardian. Unity Point and Mercy Medical Center are utilized for emergency medical services.

Medical and Psychiatric services are provided by our professionally trained treatment team. Patients will be seen daily by a provider.

The nursing staff will inform patients if they have medications ordered and the times they are to be taken. If for some reason a patient chooses not to take a prescribed medication, they will need to sign a refusal of medication form for our records.

## **MEDICATION**

Staff are trained to administer medications and maintain the proper documentation in the patient's Medication Administration Record. All medications in the form of a phone order or written prescription from a licensed practitioner will be filled at the contracted pharmacy by a registered pharmacist. Parental consent may be required prior to implementation of a new medication.

## **SEARCH POLICY**

Patients will be searched along with their possessions at the time of intake. This is done to ensure the safety of all patients. These searches will be done respectfully by 2 trained staff, at least one of which will be a nurse. A search includes the patient removing all of his or her clothing. A metal detecting wand will be used over the patient's body to assure no items are hidden. Permissible inspection includes examination of the patient's clothing and body and visual inspection of his or her body.

## **PERSONAL HYGIENE**

Good standards of personal hygiene and grooming are taught to and maintained by the patient. Staff provides personal guidance to those patients needing help in such areas. The patients are then expected to assume the responsibility for self-care.



Articles for proper grooming and personal hygiene will be provided by the facility. These include toothbrush, toothpaste, deodorant, shampoo/conditioner, soap & lotion. Items will be stored in a locked storage area to ensure safety for all patients

## **VALUABLES AND PERSONAL POSSESSIONS**

It is suggested that patients **do not** bring items of significant monetary or sentimental value into the unit. This avoids the possibility of items being lost, stolen, damaged or misused by others. All items brought onto the unit must be inspected by the nursing staff. **Jackson Recovery Centers will not be held responsible for these items.** If a patient is discharged from the program unexpectedly, their belongings will be returned at the family's expense. **\*\*All patient belongings not claimed within 10 days following discharge (either scheduled or unexpected), will be disposed of or donated.**

## **PASTORAL SERVICES**

Jackson Recovery Centers is not affiliated with any specific church, denomination, or religion. Jackson Recovery Centers does not impose upon the religious freedom of the patients in any way and does not force a patient to go to any specific church. All patients are afforded the opportunity for one hour of devotion per week. Participation is at the discretion of the individual youth.

## **INSURANCE AND FINANCIAL RESPONSIBILITY**

When a patient is admitted to the unit a Team member will contact the patient's insurance to verify insurance coverage and obtain preauthorization for the admission. If there are any concerns about insurance coverage please contact one of our Financial Counselors Mon-Friday at 712-234-2300 or 1-800-472-9018. Payment plan options are available if there is a remaining balance or co-payment not covered by the insurance.

## **GRIEVANCES**

Patients have the right to express written or verbal opinions, recommendations and grievances regarding the treatment program and the care provided. Grievance forms are available upon request. Place the grievance in a sealed envelope signing over the seal.

Upon receiving a written or verbal grievance from a patient, the Program Manager of the Crisis Unit or their designee will complete a formal investigation of the report within 5 working days. Upon completion of the investigation, the Program Manager will take any action appropriate to resolve the issue.

If the outcome of the investigation is not satisfactory, the Administrative Director or the designee is open to all grievances and will receive such communication from any patient.

## **PHYSICAL INTERVENTIONS**

Physical interventions are not a consequence nor can they be used to force youth to comply with a directive. Physical interventions are to be employed only to prevent the patient from injuring himself/herself or others. Physical intervention is defined as a technique used to manually restrain a patient during the time when there is a need to provide physical safety. This does not involve the use of objects of restraint or psychopharmacological medications. Patients and families may receive a copy of the agency policy on physical intervention at any time.

Patients may be encouraged to take a time out in their room, but will not be physically prevented from leaving their room. Patients may also voluntarily access the comfort room on the unit in order to take a time out, with no physical restrictions to leaving the comfort room as they choose.

## **SECLUSION**

Seclusion is the involuntary placement of a patient alone in a room. Seclusion is used in circumstances when a patient is temporarily unable to control impulses or emotions leading to behavior that might harm someone else. This temporary and brief time alone offers the opportunity for the patient to use positive coping strategies to calm and quiet themselves. Seclusion is only used after less restrictive measures have failed. Seclusion is not used as a punishment or threat.

## **DISCHARGE PLANNING**

Discharge planning is included in the Individual Treatment Plan. Discharge planning begins right away and is reviewed constantly throughout treatment to ensure the best possible care and future planning for the patient. Aftercare is arranged and recommendations made for all patients that are leaving the program. If the Treatment Team deems the patient has reached maximum benefit or that it is in the patient's best interest, a premature discharge may occur. The patient's parents and/or guardian will be notified as soon as possible of the decision and any further recommendations. Whenever possible, the patient will be referred on to a more appropriate program that can better meet their needs.