



WOMEN & CHILDREN'S CENTER

PROGRAM GUIDELINES

JACKSON RECOVERY CENTERS

Women and Children's Center

Program Guidelines

INTRODUCTION:

Welcome to Jackson Recovery Centers! The staff at the Women and Children's Center would like to take this opportunity to commend you on your first step. You have made it to treatment and have demonstrated great courage by allowing us to help you. We understand you may be feeling a great deal of fear, confusion, anger and uncertainty about coming into treatment. Addiction is a devastating illness, which requires specific treatments that focus on the physical, social, psychological, and spiritual aspects of your life.

The Women and Children's Center staff consists of a multidisciplinary team of physicians, therapists, nurses, recovery counselors, and other health care providers. Together, the staff will work with you to formulate a plan of treatment to meet your needs.

TREATMENT PHILOSOPHY:

The philosophy of Jackson Recovery Centers is based on the 12 Steps, which were formulated by Alcoholics Anonymous. We are addiction focused and believe recovery is a time for discovery and change. Treatment will help you with that change and help you develop to your full potential.

Each patient has an Individual Treatment Plan; however, the emphasis of the program is the creation of a positive and caring culture within the Recovery Centered Community.

We believe people suffering from addictions seek boundaries, structure, and responsibility, which can be achieved in the supportive environment provided by the program. The ultimate goal is for you to find recovery and maintain an addiction free lifestyle. We believe addictions affect both the addict and their families in negative ways. Regular attendance at 12 Step meetings, family treatment, and an individualized treatment plan can help you find successful recovery.

We recognize that approximately 80% of the individuals who have a substance abuse disorder also have mental health symptoms or a psychiatric disorder. We believe treatment of these disorders at the same time is critical for long-term success in recovery. You will be offered individualized and fully integrated substance abuse services based on your strengths, abilities and preferences. Our role is to understand your experiences and offer support as you begin this journey of recovery.

Recovery Centered Community Rules

A requirement for a successful treatment experience is that you be **honest, open, and willing**. This, along with warmth, sharing, trust, support, and love within the Recovery Centered Community will be an important part of your treatment.

Rules guide our actions, establish healthy boundaries, and allow healthy behavior to be reinforced. By following rules, patients gradually learn to maintain a physical and psychological Recovery Centered Community. Rules create a safe and predictable community that allows personal growth and recovery to occur.

Major rules are essential to the recovery process. They protect the physical and psychological safety of the community and are strictly enforced. **Violating a major rule may result in discharge from the treatment program.** Any infraction of a major rule is addressed through the “Teaming Process.” During the Teaming, the Treatment Team will meet and assess your ability to safely re-join the community, including any necessary treatment plan revisions, therapeutic interventions, consequences, etc. The results of the Teaming will be relayed to concerned parties following the completion of the Teaming.

Major Rules

- No physical violence.
- No threats of violence or intimidation.
- No drugs or alcohol.
- 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, or clothing containing inappropriate references; alcohol or drugs; lighters or matches; weapons, etc.)

Community rules are similar to society’s expectations, are related to healthy, social behavior patterns patients are expected to adopt.

Community Rules

- Following instructions.
- Being punctual.
- Maintaining appropriate appearance.
- Using proper manners.
- Not lending or borrowing money or other possessions.

“Enabling” is letting others get away with things that will interfere with their recovery or the recovery of others. You are an integral part of the Recovery Centered Community and are responsible to each other as well as yourself. It is not about getting others into trouble, rather it is about helping them to develop recovery behaviors by pointing out their addictive behaviors.

PATIENT RIGHTS:

The Women and Children’s Center is dedicated to providing health care services to patients in a courteous and compassionate manner that respects the personal dignity of each patient.

You can expect the following during your treatment stay:

- Individualized treatment, based on your presenting need(s).
- Impartial access to assessment, admission, and treatment, regardless of race, religion, sex, ethnicity, age, disability, or sexual preference.
- Adequate and humane services regardless of source of payment.
- Each patient under 18 years of age has the right to have a responsible parent(s) or guardian participate in planning for treatment.
- Access to legal counsel as required.
- The right to request the opinion of an outside consultant at your own expense or you can request an in-house review of your treatment plan.
- A clean and healthy environment during your stay in the facility.
- The right to personal privacy. You will have access to utilize a phone to make and receive personal calls. Upon return from passes off of the unit, clothing searches will be completed in a manner that respects your privacy and dignity.
- Full information on the following:
 - Professional status of members caring for you
 - Nature and possible risks/side effects of all care
 - Alternate available treatments
 - Costs of all services
 - Discharge plan

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 (when appropriate) shall be notified and this will be reviewed by the treatment team on regular intervals. The patient will be informed as to how they may regain the privilege. Restrictions will be documented in the patient record.

Spirituality:

If you are in need of spiritual guidance from clergy, we will provide a chaplain or spiritual guide to work with you. We do not endorse any denomination or spiritual path, but we do encourage you to explore your own spirituality and support you in following your own spiritual path.

If your spirituality requires specific items, such as sage, ceremonial tobacco, or engagement in specific activities, such as burning sage, prayer/meditation, and/or attendance at spiritual ceremonies, the treatment team will work with you to best meet your presenting needs. Please keep in mind that attendance at church and/or your attendance at spiritual activities off of the unit may not always be permissible, due to concerns regarding your behaviors or emotional stability on the unit.

Grievance Procedure:

You have the right to express written or verbal opinions, recommendations and grievances regarding the treatment program and the care you are provided. The grievance procedure will be explained to you at the time of your admission. You may write your grievance on a sheet of paper and place it in a sealed envelope and have it given to the Milieu Coordinator, Clinical Supervisor or Program Manager or ask to speak with the Milieu Coordinator, Clinical Supervisor or Program Manager in regards to your grievance.

Upon receiving a written or verbal grievance from a patient, the Milieu Coordinator, Clinical Supervisor or Program Manager will complete a formal investigation of the report within 48 hours. Upon completion of the investigation, the Milieu Coordinator, Clinical Supervisor or Program Manager will inform you of the outcome of the investigation.

If you do not find the outcome of the investigation satisfactory, the grievance will then be forwarded to the Administrative Director of Adult Operations, who will then complete their investigation of the incident. The President/CEO or the designee is open to all grievances and will receive such communication from any patient. It is the responsibility of the President/CEO or his designee to make known the disposition of the opinion, recommendation or any grievance.

You have the right to refuse treatment and request discharge.

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.

PATIENT CONDUCT:**Confidentiality:**

You are prohibited from disclosing information about other patients to people outside of the treatment program. You are also prohibited from discussing one another's personal information with peers inside the facility, unless there is concern a patient is at risk to harm themselves or someone else, or you are given direct permission by the patient to discuss it.

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 and 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.

Abstinence:

You are to maintain abstinence from alcohol and mood-altering chemicals. No alcohol or illicit drugs are to be in your body, in your possession, or brought onto these premises. When returning to the unit from appointments or passes you will be asked to submit to a clothing search. Room searches are also randomly completed to assure patient safety. You may also be asked to submit to random urinalysis.

Smoking and Tobacco Use:

No smoking is allowed in the building. Other forms of tobacco/nicotine use are also prohibited in the building. If you wish to smoke, you may do so when there is not an activity scheduled and your children are being cared for by another responsible adult. Smoking may only occur in designated outside areas. Unit expectations must be met before taking a smoke break; for example taking medications, doing chores, etc.

Patients under the age of 18 will not be permitted to smoke.

Profanity and Violence:

JRC's Women and Children's Center strives to be a safe place for all, free of threats to one's physical and emotional safety. We encourage you to express your 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.

Consequences for verbal or physical threats or abuse include, but are not limited to: therapeutic consequences, restriction of privileges, legal charges, or expulsion from program. Consequences for property damage include the above-mentioned consequences, in addition to being financially responsible for the cost of the property. The staff members at JRC's are mandatory child abuse reporters and will report any verbally, physically, emotionally or neglectfully abusive act towards a child.

Dress Code:

You and your children are expected to dress in a neat, clean, comfortable manner. Clothing that distracts from treatment in anyway is unacceptable, this includes, but is not limited to: clothing that is drug or alcohol-related, derogatory, or gang-affiliated. Footwear and underclothing (bras and underwear) are required to be worn at all times. Sleepwear is required during sleeping hours. If you have any questions about the appropriateness of your clothing, please discuss this with staff.

You may keep in your room enough clothing for yourself and your children for 7 days; clothing brought to the unit in excess of this will be sent home or placed in storage until the time of your discharge from the program.

Responsibilities:

- Chores for the unit are posted on the communication board. You are expected to complete daily and weekly chores as assigned. This includes cleaning your bedroom daily and keeping up on your laundry.
- You are expected to honor the major and community rules which are posted throughout the unit. If you do not understand a rule, please ask a staff or peer.
- You are expected to parent your children positively. Yelling, name-calling, threatening, and physical abuse are prohibited. Appropriate means of discipline include:
 - A. Redirection
 - B. Loss of privileges
 - C. Time Out
 - D. Personal restraint/holding: To be used only when the child is in danger or hurting themselves or someone else.
- You must assure that your child(ren) are supervised at all times. If you leave the unit for any reason, you must fill out a Child Care form, which clearly states which peer(s) will be caring for your children. This form requires a signature from the patient requesting child care, the patient providing it, and a signature from staff.
- You are expected to fully participate in treatment. This includes: getting up on time each morning; attending all groups and individual sessions and treatment activities on time, completing assignments and chores as directed; and treating staff, visitors, and peers with respect.
- You will be expected to maintain a budget plan with staff guidance.
- You will be responsible for the cost of the meals provided to you and your family during your treatment stay. Adult meals incur the cost of \$6.00 per day; children's meals incur the cost of \$4.00 per day. Children between the ages of 1 and 2 yrs of age are charged \$2.00 a day, children under the age of 1yr are not charged for food.

UNIT ROUTINE:

Upon admission:

You will be welcomed and oriented to the unit. This includes; completing the appropriate releases and being informed of confidentiality, privacy, and patient rights. In addition, you will be asked to submit to a drug screen. To assure your safety, staff will examine and provide documentation of each of your belongings.

At the time of admission, you are expected to present necessary identification and personal information, including: a valid picture ID, social security card, food stamps/benefits card, and insurance card. You will also be expected to provide the social security and insurance cards for your child (ren) upon their admission.

Detox/Stabilization

At the Women and Children's Center we understand that adjusting to a new environment and new people can be a difficult task. To better assist you in adjusting to the new environment you will be placed in the Detox/Stabilization portion of our program. This phase will last anywhere from 24 to 72 hours, during this time you will be oriented to the program, given time to rest and adjust to the environment, be introduced to the staff and other patients on the unit, and be given medications as needed to help you with any discomfort you are experiencing. A complete physical and emotional evaluation will occur during this time. Phone contact with others will be restricted during this time.

Peer Mentor System:

You will be introduced to the other patients upon admission. You will be assigned a "Recovery Sister" to help you become familiar with the community norms and the treatment guidelines.

Senior Peers:

As you progress through your treatment you are able to apply for Senior Peer status. As a Senior Peer within the program, it is your responsibility to:

- Role-model Recovery Centered Community thinking and behaviors for others
- Take responsibility for your own actions
- Hold peers accountable
- Encourage others to follow Recovery Centered Community expectations and work on your own program of recovery
- Actively work on treatment goals
- Complete assignments and actively participate in group activities
- Use healthy coping skills

Daily Schedule:

A daily schedule is posted on the communication board in the hall 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 board frequently for such changes and other messages.

Being on Time:

It is your responsibility to consistently be on time for all scheduled groups, treatment activities and individual sessions. This includes waking yourself up each morning.

Scheduled Activities:

All scheduled activities are important parts of your treatment. You are expected to attend all groups and activities on the daily schedule and posted on the board. Working in the kitchen and being excused by the nurse due to illness are the only reasons you will be excused from treatment activities. Timeliness is an expectation.

Study Time:

It is expected that during study time you work quietly on your assignments. Any talking should be limited to questions about your assignments.

Wake-Up and Curfew:

You will be expected to wake up every morning in time to get yourself and your children dressed, fed and ready for the day prior to the first scheduled activity.

You are expected to be in your room with the lights out by 10:45 PM Sunday through Thursday nights. Children should be in bed by 8:30 PM Sunday through Friday nights. A relaxation tape or radio may be played softly. You are expected to be available to your children until they are asleep. Weekend days are treatment days, you are expected to participate in all scheduled activities.

Playtime:

Playtime for children is allowed anytime when other therapeutic activities for the children are not scheduled. You must be with young children at all times when playing. You can assist other mothers, during groups, or when taking turns for smoke breaks. You must make sure any child in your care is safe.

Please hold your child's hand when walking in the hallway. Children are to be supervised at all times. Older children are encouraged to participate in mother-supervised "play dates" with other older children on a nightly basis to help them to grow in their social skills, and, of course, have some much needed fun.

Napping:

Naps for adults must be approved by staff for therapeutic or health reasons and are to be taken in your room.

Keep in mind that children fall asleep where they are, when they are tired. If a child is napping, please be quiet or take the child to his/her own bed. Children are expected to be laid down each day for a nap. If your child does not nap, you are still expected to lay your child down for some much needed quiet time.

Medical Services:

Nursing staff are available for you daily. Utilize the nursing staff for questions and concerns related to health issues and medications. Please inform the nurse if you or your child (ren) have a fever or are ill.

Medical care is provided on site 3 times weekly. Psychiatric Services are also provided on site weekly. Following any outside medical appointments, you are responsible for providing the nursing staff with prescriptions given to you for yourself or your children.

The nursing staff will inform you if you or your children have medications ordered and the times they are to be taken. If you cannot remember these times, please write them down. You must accompany your children to receive their medications. If for some reason you are choosing not to take a prescribed medication, you will need to sign a refusal of medication form for our records.

Please note if you or your children are placed on a medication for a contagious medical condition, and/or are running a fever, you will be quarantined to your room for at least 24 hours, to allow your medication to take effect. If you are ill, your children may still go to the daycare for programming. If your children are sick, they are not allowed to attend daycare. If you have two or more children, only the sick child is restricted from participation. All other children are to be in daycare or school.

School/Childcare:

All children must be in the childcare center at 8:00 AM. Personal accountability is a key component to your treatment and ongoing recovery, just as structure and consistency are key components in the overall well-being of your child. It is important for both you and your child to have structure and predictability in order to feel safe.

School age children are to attend school daily. Throughout the summer, all school age children are expected to be enrolled in the onsite childcare center or other daytime programming such as Boys Club, Girls INC, Mary Treglia, etc.

Family Programming/Visitation:

Addiction affects the entire family. You will be asked to sign a release so family members/significant others may be involved in your treatment. Your therapist will contact your family member(s) to orient them to the program. In addition, your therapist will provide family counseling sessions to you and your primary support(s), a family member, friend, significant other, during the course of your treatment stay.

Families/Primary support(s) who wish to visit you throughout your treatment will be expected to participate in Family Programming. This programming consists of Family Education, Multi Family Group Therapy and Individual Family Therapy Sessions.

Appropriate, courteous behavior is expected of all visitors, and likewise, each patient is expected to behave courteously and appropriately towards all visitors. This includes respecting the confidentiality of all individuals who are visiting, refraining from derogatory language or swearing, and refraining from inappropriate displays of affection.

Visitors are to have all gifts and packages approved by staff at the front desk before giving them to patients. Prohibited items will be sent home with visitors.

Visitors need to leave purses and cell phones in cars and hang coats or jackets in the outer hallways. Visitors are not allowed in patient rooms, and are not allowed to leave the facility to smoke during visitation hours.

Visits may be limited, shortened, cancelled, or adjusted as deemed appropriate by staff. Visitors who appear intoxicated or under the influence of drugs are not allowed on the unit. Visitors who are under the influence or exhibit inappropriate behavior will be asked to leave the unit.

Dietary:

Good nutrition is recommended and taught. All food and beverages are to be consumed at the designated times and in the dining room. Snacks are kept in the kitchen and are not to be used to replace regular meals. Formula supplied by WIC must be labeled and dated for your child's use. At meal times, everyone is to eat at a table in the dining room. You are expected to sit together as a family.

Mealtimes are good family time. Reading and working on assignments and other activities should not be done during meal time. Daily reflections, meditation and sharing are encouraged. You should stay with your children and assist them during the entire meal.

You are expected to feed your children meals at the designated times each day. Please plan ahead if you must leave for an appointment or be present for a group or individual session,

allow yourself enough time to feed your children their meal before leaving for your appointment.

Children are provided three snacks per day, two of which occur during daycare hours (in the morning and afternoon). Evening snack is provided to you from healthy choices available in the kitchen. Pregnant women are also provided three snacks per day; morning, afternoon, and evening. Women who are not pregnant are provided one snack per day, in the evening.

Please note each evening, snack for both women and children should be a healthy snack, not candy or pop.

All meals are designed to meet dietary requirements. If you have a specific dietary need, please discuss this with the nursing staff.

Mail:

All mail will be distributed as it is received. All mail must be sent through the US Postal Service. No mail delivered by a visitor will be accepted. Mail delivery time will vary. There is a mailbox located on the wall by the front desk for outgoing mail.

Your personal and business mail is to be sent to:

(Patient Name)

Jackson Recovery Centers

Women and Children's Center

3200 W. 4th Street

Sioux City, Iowa 51103

Telephone:

You may use the telephone, following your initial 72 hours of treatment. Business calls should be made during the daytime hours and personal calls should be made in the evening. Please limit phone times to 10 minutes per call and remember that there are many patients in treatment on this unit, be courteous of each others time to use the phone.

Please explain to friends and family members you will call them when you have the time to do so and that this is the best way to keep contact. You will not be pulled from activities to take incoming phone calls. A note will be taken and placed on the Recovery Counselor Desk telling you who called and when.

This regulation of phone access is necessary to allow for all patients to have access to the phone.

You are also expected to be respectful to both the persons with whom you are speaking to on the phone, and your peers who are also utilizing/or are waiting to utilize the phone. This includes: refraining from yelling and the use of profanity, and speaking quietly so others can also speak and hear during their phone calls.

MISCELLANEOUS

Personal Belongings:

The Women and Children's Center will not be responsible for any property kept in your room. Please have all valuables returned to your home, money is to be placed in a bank account or given to staff to be placed in the safe located at the Women and Children's Center. Jackson will not be responsible for any lost or stolen items. You are prohibited from sharing or exchanging any personal belongings, including money and clothing. If you are in an emergency situation, and need items such as diapers or formula, please make the staff aware of the situation so that we may assist you.

Following your discharge from the Women and Children's Center, any items left behind without arrangements to ship at your expense or pick up within 10 days will be disposed of due to lack of storage capacity for these items.

Prohibited Items:

The following items are not allowed to be stored in your room at any time:

- Alcohol or illicit drugs
- Lighters or matches
- Weapons of any sort
- Food and beverages
- Balloons
- Plastic bags
- Fingernail polish remover and fingernail polish
- Toiletries containing alcohol (mouthwash, hairspray, perfume, acne face pads)
- Curling irons
- Glue
- Cleaning items (when not in use)
- Laundry soap or dryer sheets
- Febreze
- Razors

Personal Hygiene/Linen & Laundry/Housekeeping:

To enhance good health, it is necessary to shower, shampoo hair, and practice oral hygiene daily. Please wrap all sanitary products before disposing in the bathroom wastebasket.

Clean towels and bed linens will be provided. You are to change your bed linens every Saturday morning during deep cleaning. Dirty towels and linens must be put in the linen cart weekly. Clothes washers and dryers are provided. Please complete laundry in a timely manner. Wash, dry, and fold all laundry; do not leave clothes in the washer or dryer. While completing your laundry, if you encounter laundry left in the washer or dryer by another peer, please approach them to remove their laundry, do not just take the laundry out and leave it sitting there.

Disposable diapers and “pull-ups” are to be placed in a Diaper Genie as soon as they are removed from the child. The Genies are located in each patient hallway. Staff will give you liners when needed.

Straightening your room and making you and your child(ren)’s beds are expectations of treatment. You are expected to make sure your older children keep their beds made and to make sure they pick up after themselves (assist them as necessary).

Baby bottles are to be washed in the kitchen after each use.

PARENTAL EXPECTATIONS:

Your children are your responsibility. They must be supervised at all times. On occasion, you may have appointments off the unit. You must secure a peer caretaker for that time. Please complete the Care of Children form and turn it in to staff.

You are responsible for feeding your child (ren), be sure to include any meals that need to be given on the Care of Children form. If you think you will be late, ask a peer to assist your child (ren) with meals.

Appropriate means of discipline:

- Redirection
- Loss of privileges
- Time Out: One minute per year of age (3 yr. old = 3 minutes)
- Personal restraint/holding: To be used only when the child is “out of control”.

Hitting, spanking, yelling, name calling or swearing at your children is considered child abuse. Staff are mandated by law to report any suspected abuse to Child Protective Services. If you are in danger of losing control, take time out for yourself and ask for help from peers and staff.

Co-Sleeping:

Beds, toddler beds and cribs are provided to your family as appropriate for your family size and the age of your children. Co-Sleeping is discouraged due to increased risk of SID's in infants, the possibility of injury from falling from an adult bed and the importance of developing new structures, habits and boundaries within your family as you recover. Education regarding these dangers are provided to you at intake and reviewed on a regular basis throughout your treatment.

If you make the choice to co-sleep with your infant for bonding, feeding or any other reason, co-sleeping alternatives can be provided to you and your infant to decrease these risks.

Medical Needs:

You are responsible for reporting any illnesses or injuries to the nurse (or other staff if a nurse is not available) as soon as possible. You are also responsible for obtaining needed medication for your children at the designated times.

Both mothers and children will be seen by a medical provider in a timely manner. Follow up or appointments for illness will be made as needed. Not attending scheduled appointments or not complying with prescribed medical treatments may need to be reported to Child Protective Services as "denial of critical care-neglect".

You will need to bring your child(ren)'s: immunization records, social security cards and Title 19 cards. Immunization records must be provided before your child can be admitted to the unit.