



SYNERGY CENTER

PROGRAM GUIDELINES

INTRODUCTION

Welcome to Jackson Recovery Centers! The staff at the Synergy 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 Synergy Center staff consists of a team including a Program Manager, Milieu Coordinator, Therapists, Nurses, Recovery Counselors, an Office Manager and other health care providers. Together, the staff will work with you to formulate a plan of treatment to meet your individual needs.

Stabilization

At Synergy Center we understand adjusting to a new environment and new people can be a difficult task. To better assist you in adjusting to the new environment upon admission you will be placed in the Stabilization portion of our program. This phase of your treatment 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 medication 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. The staff will stay in touch with your family to keep them informed about your progress in the treatment program.

While at the Synergy Center, you are a member of the Recovery Centered Community and will share responsibilities with other members of this community.

Our staff are here for the purpose of helping you. Feel free to ask any questions you may have at any time. We are committed to helping you and your family. Our hope is that you have the willingness and desire to help yourself. We look forward to working with you.

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 will have 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 our supportive 12 Step community. The ultimate goal is for our patients 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 that 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.

THE TWELVE STEPS

The 12 Steps are based on spirituality. We deal with addiction, which is cunning, baffling, and powerful. Without a higher power, it is too much for most of us. Through a higher power, we can find spirituality.

1. We admitted that we were powerless over our addiction, that our lives had become unmanageable.
2. We came to believe that a Power greater than ourselves could restore us to sanity.
3. We made a decision to turn our will and our lives over to the care of God as we understood Him.
4. We made a searching and fearless moral inventory of ourselves.
5. We admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. We were entirely ready to have God remove all these defects of character.
7. We humbly asked Him to remove our shortcomings.
8. We made a list of all persons we had harmed, and became willing to make amends to them all.
9. We made direct amends to such people wherever possible, except when to do so would injure them or others.
10. We continued to take personal inventory and when we were wrong, promptly admitted it.
11. We sought through prayer and meditation to improve our conscious contact with God as we understood Him, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as a result of these steps, we tried to carry this message to addicts, and to practice these principles in all our efforts.

THE TWELVE TRADITIONS

1. Our common welfare should come first; personal recovery depends upon AA/NA unity.
2. For our group purpose, there is but one ultimate authority - a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for membership is the desire to stop using and/or drinking.
4. Each group should be autonomous except in matters affecting other groups or AA/NA as a whole.
5. Each group has but one primary purpose – to carry its message to the alcoholic who still suffers.
6. An AA/NA group ought to never endorse, finance, or lend the AA/NA name to any related facility or outside enterprise, lest problems of money, property, and prestige divert us from our primary purpose.
7. Every AA/NA group ought to be fully self-supporting, declining outside contributions.
8. AA/NA should remain forever nonprofessional, but our service centers may employ special workers.
9. AA/NA, as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.
10. AA/NA has no opinion on outside issues; hence the AA/NA name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, and films. We need guard with special care the anonymity of all AA/NA members.
12. Anonymity is the spiritual foundations of all our Traditions; ever reminding us to place principles before our personalities.

Recovery Centered Community Expectations

A requirement for a successful treatment experience is that you be **honest, open,** and

willing. This, along with warmth, sharing, trust, support, and love in the Recovery Centered Community will be an important part of your treatment. Rules and expectation guide the actions of patients within the Recovery Centered Community, help to 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 Recovery Centered Community.** Any infraction of a major rule is addressed through the RCC Teaming process. During the RCC 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 RCC Teaming will be relayed to concerned parties within 24 hours of the Major Rule violation (if the Major Rule infraction occurs on a holiday or weekend you will be informed by 5 p.m. the following business day).

Major rules include:

- 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; self-recorded or blank tapes and burned CD's; 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 gradually, and include:

- 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.

CONFIDENTIALITY

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 the unit. You also may not discuss another patient's personal information with peers 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.

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.

Families members age 13 or older are encouraged to attend family day as scheduled throughout the patient's treatment. Family programming offers a supportive and educational environment for families to better acquaint themselves with our program and learn to understand and respond to their loved one's substance abuse/addiction. Individual family therapy may also be conducted.

Family days are held every Saturday and Sunday. Saturday for female patients and their families, Sunday for male patients and their families from 9am to 2pm:

9:00 – 12:00 Family Therapy/Education group (when families are present)

12-2 – Lunch/Visitation (families present for group are welcome to stay for lunch)

12 p – 2 pm Visitation

Family members must arrive on time in order to participate in any portion of family day

You may receive visitors seven days after admission. Please instruct your visitors to come directly to enter through the outpatient entrance located on the south side of the building adjacent to the parking area. Visitors are to sign in and have all packages checked by staff before giving them to patients. There are no cell phones, beverages, food or bag/purses allowed on the unit by visitors. Visitors must leave their belongings in their vehicle. Children under 12 years old are to be restricted to immediate family. 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. Visitors who appear intoxicated or under the influence of drugs are NOT allowed on the unit. Visitors may be asked to leave the unit at any time by staff if their behavior is disruptive, inappropriate or creating difficulties for the patients.

SENIOR PEERS

The Recovery Centered Community uses the term “Senior Peer” to describe individuals who are working a program of recovery and who are positive leaders and role models for their peers. In order to earn Senior Peer status, you must achieve a certain amount of clean and sober time and consistently demonstrate recovery

behaviors. There is an application process for becoming a Senior Peer which involves requesting and completing an application, turning your application in for review by the Treatment Team, and a presentation of your application to your peers during Community Group. There are daily responsibilities and privileges associated with being a Senior Peer. Below are the criteria for becoming a Senior Peer as well as the expectations of Senior Peers.

In order to apply to become a Senior Peer you must:

- Role-model RCC thinking & behaviors
- Take responsibility for own actions
- Hold peers accountable
- Encourage others to follow RCC expectations and to work a program of recovery
- Actively work on treatment goals
- Complete assignments and actively participate in group activities
- Use healthy coping skills
- Be in Phase 1 or 2 of treatment

Senior Peer Expectations:

- Role model RCC and recovery behaviors
- Lead in-house meetings
- Assign and check chores
- Read prayers in groups
- Sign off on assignments of peers
- Help others-service work
- Hold others accountable
- Community issues may be brought to them outside of Community Group

PATIENT BILL OF RIGHTS

All patients of Jackson Recovery Centers/Synergy Center 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.
12. 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.

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 in rounds. The patient will be informed as to how they may regain the privilege which will be documented in the patient record.

RESPONSIBILITIES

- It is your responsibility to consistently be **on time** for all scheduled treatment activities. This is a basic expectation of everyone in the community.
- It is expected that, during assignment time, you work quietly on your treatment assignments. Any talking should be limited to questions about your assignments.
- Chores for the unit are posted. You are expected to complete daily and weekly chores as assigned. This includes cleaning your bedroom daily and keeping up on your laundry.
- Participation in recreation activities is expected of all patients. Recreation activities teach positive use of leisure time and the health benefits of regular vigorous exercise.
- It is our expectation that you treat the building and its furnishings with care and respect.
- You are expected to honor program guidelines. If you do not understand a guideline, please ask a staff or peer.
- You are expected to fully participate in treatment. This includes: getting up on time each morning; attending all groups and individual sessions on time, completing assignments and chores as directed; and treating staff, visitors, and peers with respect.

PATIENT INTERACTION

The buddy system is used to provide support and guidance to new patients. Each patient will be assigned a buddy on admission. Patients on the buddy system are to remain with their assigned buddies during the initial phase of treatment, and may ask this person any questions about the treatment process or schedule. Please cooperate when you are asked to be a buddy to someone, as this is part of your treatment as well as the new patient's treatment.

ACCOUNTABILITY

Patients are held accountable for their behavior and participation in treatment by staff and by community members. Consequences are decided by staff members in response to unhealthy behaviors displayed by patients and vary in severity depending on the behavior being exhibited. All consequences will be individualized and will be designed to help you learn new skills.

PATIENT CONDUCT

Abstinence - You are to maintain abstinence from alcohol and mood-altering chemicals. No alcohol, drugs or non-prescribed medication are to be in your body, in your possession, or brought onto these premises. If you are suspected of using mood altering chemicals, you may be asked to submit to an urinalysis. Room searches are randomly completed to assure patient safety.

Profanity and Violence – Jackson Recovery staff members 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 Major Rule violations and will be handled accordingly.

Damaging of Property - Patients involved in destroying or damaging property will pay for the repair or replacement of such property and will be subject to a RCC Teaming.

Dress Code - You are expected to dress in a neat, clean, comfortable manner, however it is not acceptable to wear pajamas or lounge wear to scheduled treatment activities. 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. Clothing that is sexually provocative, too small or too worn is also deemed inappropriate. Caps, hats, hoodies, sunglasses are not allowed on the unit and are to be worn outside only. Footwear is 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. When in question, decisions regarding appropriateness of clothing are determined by the staff.

You may keep in your room enough clothing for yourself. Clothing brought to the unit in excess will be stored in permanent storage until you complete treatment or it can be taken home by a family member.

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 staff or nurse if you have a fever or are ill. Cherokee Regional Medical Center is utilized for emergency medical services.

If you take medication, you are asked to bring a minimum of a 30 day supply or a \$50.00 medication fund. All medication is to be turned into the staff upon your arrival at the Synergy Center. All medication will be stored in the medication room.

Please note that if you are placed on a medication for a contagious medical condition, and/or are running a fever, you may be segregated to your room for at least 24 hours, to allow your medication to take effect.

If you have any special medical concerns or requests please discuss these with the staff.

PASTORAL SERVICES

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

DIETARY SERVICES

Meals are provided by the dietary department of Cherokee Mental Health Institute. These are nutritionally balanced meals, including breakfast, lunch and dinner. Coffee is also provided in the patient lounge as well as juices and snacks in the patient refrigerator. A pop machine is also available for patients and families. All meals are to be eaten in the designated area.

COMMUNICATION

Mail- Patients are allowed to send and receive mail. Patients may pick up their mail at the technician station daily at 3:15 pm. To mail something out, put in mailbox at the nurses station.

Telephone- Patients are restricted from making phone calls for the first 72hours of their treatment. Patients are unable to receive phone calls during their treatment stay; staff members are not able to take messages unless there is an emergency. Patients are given opportunities to place outgoing calls daily following the first 72hours of treatment. Patients are not allowed access of use of their cell phones.

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.

If patients give staff cause to believe that they are in possession of drugs or weapons, staff may use "pat" searches to locate such contraband. "Pat" searches include patting the patient down to locate the contraband. Patients will remain fully clothed at all times. Staff may also search the patients' rooms to locate such contraband. This will be conducted respectfully and everything moved during the search will be replaced.

PERSONAL HYGIENE/LINEN AND LAUNDRY

Good standards of personal hygiene and grooming are expected to be maintained by the patient. Daily shower, shampoo and oral hygiene are expected. 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 are available to each patient. If patients prefer specific brands of products, they may be brought into the unit but **cannot contain alcohol or be in glass containers**. Due to limited storage please only bring basic products that are required on a daily basis. Items will be stored in a locked storage area to ensure safety for all patients.

Clean towels and bed linens will be provided. You are to change your bed linens every weekend. Washer and dryer are provided for your clothing. Please complete laundry in a timely manner. Wash, dry, and fold all laundry; being mindful to 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, and do not just take the laundry out and leave it sitting. No clothes are to be kept in the laundry room overnight.

All patients are expected to make beds, clean rooms, and have belongings organized prior to the first treatment activity of the day.

VALUABLES AND PERSONAL POSSESSIONS

It is suggested that patients **do not** bring items of significant monetary or sentimental value into the program. This avoids the possibility of items being lost, stolen, damaged or misused by others. **The staff will not be held responsible for patient's property kept in patient's room or on his/her person.** It is recommended that patients keep no more than \$5.00 on their person. Extra amounts of cash may be placed in an envelope and kept in a secured area.

Patients may withdraw and deposit from this envelope. If a patient is discharged from the program unexpectedly, left behind belongings will be stored for **10 days** following discharge following 10 days the items will be disposed of or donated.

The following items are not allowed in patient's possession at any time:

- Alcohol and drugs
- Toiletries containing alcohol and propellants.
- Electric hair clippers and trimmers
- Medications (prescription or over-the-counter)
- Weapons
- Cameras
- Cell phones

FINANCIAL RESPONSIBILITY

Patients are expected to speak with our financial counselors prior to their admission to the Synergy Center to determine their individual financial responsibility. If this is not possible financial counseling will be completed upon admission. Down payment amount will be determined with the financial counselor and will be required upon admission. We don't accept personal checks.

GRIEVANCES

You have the right to express written or verbal opinions, recommendations and grievances regarding the treatment program and the care you are provided. Grievance forms are available to you upon your request. If you do not have a form available to you, you may write your grievance on a sheet of paper or ask to speak with the Program Manager or Milieu Coordinator in regard to your grievance.

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

If you do not find the outcome of the investigation satisfactory, the Administrative Director or the designee is open to all grievances and will receive such communication from any patient. It is the responsibility of the Administrative Director or his designee to make known the disposition of the opinion, recommendation or any grievance.

If you do not find the outcome of the investigation satisfactory this process can be continued to the President/CEO.

DISCHARGE POLICY

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 placement for the patient. Aftercare is arranged and recommendations made for all patients that are successfully completing the program. If the Treatment Team deems the patient has reached maximum benefit or that it is in the patient's best interest, an unplanned discharge may occur. Whenever possible, the patient will be referred on to a more appropriate program that can better meet their needs.