

ORIENTATION MANUAL

For Civilly Committed Clients



Stonybrook Stabilization & Treatment Center @ Ludlow

Nicholas Cocchi, Sheriff

Stonybrook Stabilization & Treatment Center (SSTC)
Client Orientation Acknowledgement Form

Client's Name: _____ **Client #:** _____

SSTC Arrival Date: _____

ORIENTATION

To be completed within (7) seven calendar days of the arrival of a new client.

Information reviewed or provided during Orientation includes, but is not limited to the following:

- Received Client Manual (English or Spanish) & acknowledged my responsibility to familiarize myself with its contents
- Reviewed:
 - Identification Wristband, Orientation Interviews, Medical Clearance, and Discharge
 - Unit and Room Housekeeping, Unit Clothing/Attire, Court Clothes/Exchange
 - Counts, Movement and Classification
 - Interpreter Services and ADA provisions
 - Client Funds and Commissary
 - Privileging Levels & Procedures
 - Programs, Recreation, Exercise, Leisure Activities
 - Staff Access Hours, Room Schedule, Client Request Forms
 - General Services: Laundry, Kitchenette, Telephone Use, Visiting, Mail, Property, Personal Hygiene/Showers
 - Health Services: Medical Access/Sick Call, Communicable Diseases, Mental Health, Dental, Medication Assisted Treatment (MAT)
 - Legal Services: Legal Resources
 - Informal Complaint Resolution, Mediation, and Grievance Process
 - Prohibition of Tobacco and Tobacco-related products
 - Client Rights, Responsibilities, Rules of Conduct, Violations, and Behavioral Expectations
 - Fire Safety, Evacuation Plans, Toxic/Caustic Materials
 - Sexual Harassment/Sexual Abuse/Sexual Misconduct.

Clients will be given an opportunity to ask questions.

By signing below, you are stating that you completed the Orientation program including, but not limited to, all the required screening & medical clearances and the information or documents outlining the unit rules, client responsibilities and behavioral expectations, as well as the procedures to access programs, resources and services.

Client Signature

Date

SSTC Staff Signature

Date

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INTRODUCTION

Hello and welcome to the Stonybrook Stabilization and Treatment Center (SSTC) at Ludlow. We are committed to providing a safe, secure and structured treatment-program environment where you can take stock in your life, make a new beginning, learn and grow. This is accomplished through medically monitored detoxification services, educating you with the tools to affect positive change and plans for aftercare in order to promote a healthier and more meaningful lifestyle upon your return to the community. We strive for an environment of harmony and cooperation. This manual is a guideline and you should read it thoroughly. If you do not understand what is described in here or want further explanation, ask the staff in your unit for clarification or assistance.

MISSION

Our mission is to help individuals affected by Substance Use Disorders to stabilize and gain access to treatment. Our Primary Goal is to maintain a clean, safe and secure unit wherein addiction treatment programming is provided that promotes the recovery of addicted clients. Our commitment is to help you take the steps to move toward an improved quality of life. SSTC recognizes there are many different pathways to recovery, and each individual determines their own way. Recovery from Substance Use Disorders and/or Mental Disorders involves a process of change by improving health and wellness, living a self-directed life, and striving to reach full potential.

Four pillars of recovery that support a life in recovery include:

HEALTH: overcoming or managing one's disease(s) or symptoms—for example, abstaining from use of alcohol, illicit drugs, and non-prescribed medications if one has an addiction problem—and for everyone in recovery, making informed, healthy choices that support physical and emotional wellbeing.

HOME: a stable and safe place to live;

PURPOSE: meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and

COMMUNITY: relationships and social networks that provide support, friendship, love, and hope.
(Source: Del Vecchio, Paolo. 2012. SAMHSA Recovery Support Strategic Initiative / Engagement Services)

CIVIL COMMITMENT

The Stonybrook Stabilization & Treatment Center (SSTC) provides court ordered substance use treatment programming (up to 90 days), administered through the Department of Correction. The Civil Commitments are court ordered under M.G.L. Chapter 123, Section 35.

SSTC program discharge is determined on a case by case basis centered on the client's program attendance and participation, housing plan, intended aftercare plan as well as client behavior. Clients are encouraged to fully engage in the SSTC program in order to receive substance use education that will assist in your community reentry and wellbeing.

While at SSTC, you will be medically monitored as you progress through the medical detoxification process. When the medical detoxification phase is completed, you will begin participating in a well-designed, holistic program towards recovery. The individual classes focus on such things as the Disease of Addiction, Ongoing Treatment Options, Relapse Prevention, Family Roles and Risk Reduction. Any information related to you is kept private and cannot be released to the public or outside agency without your written permission.

We strongly encourage you to participate in these programs as the topics focus on issues that will positively affect your recovery.

SSTC also recommends ongoing structured treatment following discharge. To assist with this recommendation, you will be assigned a counselor who will assist with aftercare planning. You will be expected to actively participate in the preparation for your next phase of treatment. A discharge summary will be sent to each committing court.

Treatment (Classification) Review

RELEASE OF COMMITMENT is determined by the Superintendent of Massachusetts Alcohol Substance Abuse Center (MASAC). The Superintendent of MASAC will review the Progress Report Benchmarks noted below to be released from commitment:

- **Program Attendance:** Clients are expected to participate in daily psycho-educational and Substance Use programming. Programming requirements are client specific.
- **Client Behavior:** Each incident = possible extension of stay at SSTC Ludlow.
- **Housing/Aftercare:** Your assigned counselor/caseworker will verify safe/stable housing plan for discharge.

Counselors/caseworkers will also assist with scheduling aftercare appointments.

Discharge/Transfers

You will receive a Discharge Summary upon your discharge. This document will include the outcome of your participation in the SSTC program (complete, incomplete, failure), as well as aftercare referrals and indications. It is expected that you will attend all groups as assigned. However at a minimum, an 75% attendance rate will be required for you to achieve a program completion status. As well as receiving a copy of your Discharge Summary, Release or Transfer Report is sent to committing courts for all SSTC transfers and discharges. Additionally, you will be provided an opportunity during the Intake evaluation to sign a Release of Information for the transmission of this document to providers of your choice. You may also submit a request to sign the Release of Information, to your Unit Counselor or CCW at any time during your commitment.

Hair Care Services

Electric hair clippers are available in the unit and can be obtained by requesting hair care services. The SSTC Unit Staff maintains a hair clipper kit at their Workstation. They will require you to scan your I.D. bracelet utilizing P.O.W.S. and the Check Item In/Out tab for the hair clipper kit and a bottle of disinfectant. You will be instructed to disinfect the hair clippers and associated equipment before and after use. You will be expected to return the used hair clipper kit and disinfectant to the Unit Staff's Workstation within a reasonable amount of time. The Unit Staff will visually inspect the hair clipper and associated equipment and ensure that it has been disinfected and cleaned. The Unit Staff places the hair clipper kit and disinfectant back in its location and scans your I.D. bracelet to account that the item(s) are returned in good order. As a reminder, hair clippers must be returned to staff in a clean, untampered, safe manner. Destruction, tampering or altering of hair clippers creates an unsafe environment, is a serious matter, and will result in privilege restrictions.

Showers

There are (11) single-use showers located along one side of the day room. Unless otherwise directed by the Unit Staff due to emergency/exigent circumstances, they may be used throughout the day and night. Each of you is given a starter hygiene kit upon entry and additional items (soap, shampoo, etc.) are available upon request at the Unit Staff's Workstation. It is your responsibility to maintain a clean and neat appearance and the Unit Staff will monitor this. **You are encouraged to shower daily** and should take a minimum of three (3) showers per week. In addition, hot and cold running water is available, as well as soap, in your room. You can be proactive in your personal hygiene by consistent hand washing and good personal hygiene and sanitation. Hand washing is the single most effective way to control the spread of germs and many other diseases/infections. If you have any questions, feel free to talk to Unit or Health Services Staff.

Shaving

You will be permitted to use clippers, which are maintained at the Unit Staff's Workstation. Unless otherwise directed by the Unit Staff due to emergency/exigent circumstances, you may approach the Unit Staff's Workstation during the designated distribution times and request to shave. The Unit Staff electronically documents the distribution of the clippers and disinfectant utilizing Unit Staff Workstation. The Unit Staff instructs the client to return the cleaned clippers and disinfectant to the Unit Staff's Workstation within thirty (30) minutes of the time of issue. The Unit Staff conducts a visual inspection of the clippers to ensure that it is intact. The Unit Staff electronically documents the return utilizing Unit Staff's Workstation.

As a reminder, the clippers must be returned to staff in a clean, untampered, safe manner. Destruction, tampering or altering of the clippers creates an unsafe environment, is a serious matter, and will result in privilege restrictions. Any questions regarding this process should be directed to Unit Staff.

Clothing/Attire

In order to promote good personal hygiene and proper attire, you are required to wear your issued clothes during normal activities in and out of the Unit. You must wear your clothes appropriately.

You should have received the following clothing items during the admission process:

(3) Brown Pants	(3) Pairs of Socks	(1) Hat
(1) Brown Shorts	(1) Pair of Shower Sandals	(1) Tumbler
(3) Blue T-Shirts	(1) Laundry Bag	(1) Storage box
(1) Sweat Shirt	(2) Sheets	(1) Hygiene Kit
(1) Jacket	(1) Blanket	
(6) Underwear	(2) Towels	

All issued property and clothing are to be folded neatly and kept under your bed in the property box (provided at admission) or hung on the hooks in your room.

You are responsible for the care of all items issued to you. These items are inventoried upon your admission, transfer or discharge.

For your safety, if needed, the pants must be rolled to avoid dragging on the ground and in a manner that does not go higher than the ankle area. Alterations to any SSTC issued clothing are not permitted. Hats are only allowed to be worn outdoors. You are not permitted to be on the recreation deck or in the gym without a t-shirt. You must be properly clothed when exiting shower stalls or rooms (i.e. normal clothing, no wrap-around towels). Underwear and t-shirts must be worn underneath clothing at all times.

If you have any clothing concerns, please see Unit Staff.

Court Clothing/Exchange

You will wear your personal clothing to court except in extreme cases in which the clothing was destroyed due to unsanitary conditions. In such cases, appropriate clothing will be provided. Only court clothes and legal paperwork can be brought to court.

You will also wear your own personal footwear to court, from your property bags at Intake (without shoe strings). When you return from court, you will receive back the same footwear that you returned prior to leaving for court. Dress shoes without shoelaces are the only items of footwear permitted in for clothing exchanges. Sneakers, boots and other types of footwear are strictly prohibited. Belts and suspenders are also prohibited.

You will be processed through Intake for discharge or transfer to another facility.

Clean court clothes may be exchanged from the outside by friends and/or family in the Public Lobby on Tuesdays, Wednesdays and Thursdays from 10:30 am to 2:30 pm (with the exception of holidays) and by appointment. Clothing for court appearances is exchanged or replaced only with like articles of clothing. Clothes/Property may not be swapped or released at court. You are limited to one exchange. Exceptions are made for the release of out of season clothing, e.g., release of winter coat in June.

In order to have your court clothing here before your court date, you must submit a Clothing Exchange Form at least one (1) week prior to your court date. Be sure to include the first and last name of the person who is making the exchange for you. Forms must be submitted to a Counselor/Caseworker.

Client Wristband ID's

During the Intake process you will be issued a client number and an identification wristband (bracelet). **The ID wristband must be worn on your left wrist and visible at all times; you must not remove it.** SSTC and Health Services Staff need to know who you are in case of a medical emergency. Intentional tampering, destruction or removal of the wristband is not allowed and violators are subject to a loss of privileges. If problems occur with your I.D., report this to Unit Staff immediately. You will not be allowed to leave your living unit without proper identification and wearing it properly, at all times. If your ID is not properly displayed, you may be asked to return to your unit and will not be permitted to participate in group.

During your stay at the SSTC, your I.D. will be electronically scanned many times; such as during internal movement, counts, medical treatment and when utilizing items in your room (shavers, spray bottles, etc.), and as a form of electronic signature, such as during your Intake or Classification process. By scanning the I.D., you are consenting to the necessary materials proposed or indicating receipt/return of materials.

Property

Your personal clothing and property are collected upon entry to SSTC. They are placed in a storage container in the Property Storage Room. You are given a receipt with numbers matching your property. You must keep this receipt and present it to the Property Unit Staff when you need your clothing because you are going to court, transferring to another facility, or being discharged. Normally, you will take your assigned sheets, blanket, towels, and other allowed property with you when changing housing locations or being discharged. At the time of your discharge, the Property Unit Staff inventories your property/clothing with you, obtains your signature, and returns them to you.

All unclaimed property will be destroyed thirty (30) days after discharge. If you are released and cannot make the thirty (30) day grace period, you may give a written statement to another person, with your signature, for them to pick up the property. This person also must have a valid ID.

Due to regulations, you will not be allowed to accumulate personal property in excessive amounts or have more

property than is allowed and listed on your Personal Property Inventory List. Transferring or bartering of personal property between clients is not allowed unless authorized by the Unit Staff. Sexually explicit personal photos and/or written material or pictures that interfere with the rehabilitative process, is not allowed in the facility.

Speak to your Unit Staff regarding the amount and type of personal property that you may retain in your possession.

Bedding

You will be provided with bedding and linens which includes, but is not limited to the following:

1. One (1) suitable, clean, flame retardant mattress with integrated pillow;
2. Two (2) clean sheets;
3. Two (2) clean bath-size towels; and,
4. One (1) clean blanket to provide comfort under existing temperature conditions.

Laundry

The laundry schedule specifies what days and times laundry is done for your unit and indicates what type of laundry is washed. You are responsible for being aware of your laundry schedule and for ensuring that your items are laundered according to schedule. Special arrangements can be made for laundry to be washed more frequently. In the event that you believe an item needs exchange due to wear and tear or you have any other laundry questions or issues, please see your Unit Staff.

Color Clothing: Monday, Wednesday and Friday

You gather your dirty, colored clothes and put it into the assigned laundry cart (NO whites, towels, sheets, blankets, jackets, crocks, and no shower thongs).

White Clothing/Towels: Tuesday

You gather your dirty underwear, socks, and towels, and put them into the assigned laundry cart (NO colors, no jackets, no shoes, and no bedding).

Bedding (blanket and sheets): Thursday

You have the availability to launder your blanket and sheets weekly according to your unit's laundry schedule. The blanket and sheets will be placed together into your assigned laundry cart.

You must tie a knot in your laundry bag when putting it out for laundry collection; otherwise your laundry bag will open during washing. When the laundry is returned to your unit, it is distributed back to you. You are responsible for keeping your clothing, bedding, and property in good condition. You are responsible for any items are damaged, lost or altered, you are held accountable and must make restitution from your account.

Meals/Dining Area

Meals from the Food Services Department meet or exceed the daily requirements for nutrition and caloric intake and are approved by a Nutritionist. Two (2) of the three (3) meals are hot, with variations allowed on weekends or holidays and during hot summer weather, provided that the basic nutritional goals are met. The same food is served in the different housing units throughout the facility.

The Food Services Staff supervise the preparation of your food and prepares your meals in a compartment type tray. Meals are planned to provide balanced nutrition and variety, and are prepared in the facility kitchen. Normally, meals are delivered to the unit in a climate controlled food cart filled with appropriate items, including

trays, cambros for juice and coffee, milk and other items necessary to complete the menu. Kitchen Staff supervise the cleaning of the food carts and trays. Meals will be served in the unit and will be eaten in the dayroom, one level at a time, and/or as directed by staff.

Approximate meal times are as follows:

Breakfast- 6:10 AM
 Lunch- 11:30 AM
 Dinner - 6:00 PM

All clients return to their rooms prior to Meal Service. Meal Service will be conducted one (1) level at a time. Clients are asked to remain in their rooms until their level is called. Exiting your room prior to level being called may result in a loss of privileges.

When the meal time is announced by the Unit Staff in your unit, you must go to the food delivery area in the unit and either accept the meal tray or you may tell the Unit Staff you are refusing the meal, but this must be done at the food delivery area. After finishing your meal, you are expected to place your trash in the trash barrels and return your tray to the food delivery area in the unit.

You may be given a special diet for health reasons. This must be approved by the Health Services Department during sick call. If, for religious reasons, you need a special diet, you must complete a Client Request Form and forward it to your Counselor/Caseworker.

Client Funds

A client account is established for you during the intake process. Money you had with you when you entered the facility is placed in this account. You are never allowed to have any money in your possession.

Family and friends may not send you additional money to be entered into your account through the mail. Business, payroll and personal checks will not be accepted. Money (cash, credit card, or ATM card) can be deposited through the Secure Deposit System. The Secure Deposit system includes phone deposits (866-345-1884), Internet deposits (www. accesscorrections.com), and a walk-up Kiosk for cash in the Visitor’s Lobby. The Public Lobby is available for deposits from 8:00 am to 9:00 pm seven (7) days per week. The Secure Deposit system will only accept \$300 per day per client. The fee schedule for the Secure Deposits is shown below.

Electronic Deposit Services:

Gross Amount Deposited	Credit/Debit Deposits via Website	Credit/Debit Deposits via Phone	Cash Deposits via Lobby Kiosk
\$0.01-\$19.99	\$3.95	\$4.95	\$3.00
\$20.00-\$99.99	\$6.95	\$7.95	\$3.00
\$100.00-\$199.99	\$8.95	\$9.95	\$3.00
\$200.00-\$300.00	\$10.95	\$11.95	\$3.00

You may not transfer funds to another client's account. Money may be sent out of the unit, from your account, at any time to cover bills, to a private individual or to order approved publications. A copy of the bill or order form must be attached to a Money Request form (see your Counselor/Caseworker). A stamped envelope or authorization to withdraw postage from your account must accompany the request.

Available by request, using the "Request to Send Money Out" form, your family, friend, etc., will receive a "PayCard". The individual that is to receive the card must present themselves to the Client Accounts staff person at the Public Lobby Cash Office, with proper ID. The individual must provide the staff person with their Name, Address, Phone #, Date of Birth, and a valid Social Security Number.

Upon your discharge, you will normally receive a "PayCard" when the balance in your account is \$20 or more or at the discretion of Client Accounts Staff. A valid Social Security (SS) number is used to activate the card. An invalid SS# will result in the card getting cancelled upon security verification by the PayCard vendor. If your account balance is less than \$20, you will receive your money in cash prior to discharge.

Problems with the card such as lost/stolen card, change PIN#, etc. will be handled by the card's Customer Service Department. The Customer Service phone number is printed on the back of each card.

Pending verification by appropriate staff, the facility may allow funds mailed from other programs, tax refunds, Social Security, Veteran's Benefits, funds from a lawyer, or a check directly from a bank, or other approved funds subject to verification. If you have questions, needs, or concerns, see your Counselor/Caseworker.

Commissary

You will not have access to commissary except to purchase Phone Minutes utilizing the Commissary Slip available at the Unit Staff's Workstation.

Snack bags will be issued on Monday's, Wednesday's, Friday's and Saturday's and distributed at 12:30pm.

Gambling for and loaning of any items issued is prohibited.

Mail

There is no limit to the amount of mail you may send. Envelopes are available by request. All outgoing mail must include complete return address information, including your Name. If you choose to use the Facility Address on the envelope for outgoing mail (both privileged and non-privileged mail), use template shown below:

Your Name
Stonybrook Stabilization and Treatment Center
627 Randall Road
Ludlow, MA 01056

You are not allowed to mail SSTC owned items or homemade items. You may deposit outgoing mail at the Unit Staff's Workstation and staff are responsible to ensure that mail collected is placed in the facility mail boxes.

You can ask your Counselor/Caseworker about receiving postage-free, stamped envelopes and writing materials for general correspondence.

Mail should be properly addressed to the sender. It must have a visible and legible address of the intended recipient, noted only on the side of the mail bearing the postage. Your outgoing mail is processed and sent out daily except Sunday and Postal Holidays. The Legal Resource Mail is forwarded to the Legal Resource Center.

Only properly addressed mail is received and delivered to you. Mail which cannot be delivered, (transfers, discharges, etc.) will be forwarded to the United States Postal Service-Ludlow, Massachusetts for delivery to the return address. Make sure your family, friends and others, use the following official address on the letters to you:

Your Name and Client Number
Stonybrook Stabilization and Treatment Center
629 Randall Road
Ludlow, MA 01056-1085

Mail is delivered to the unit every day there is mail service. Magazines, books and newspapers must be sent directly from the publisher.

You are permitted to send sealed privileged correspondence mail to and receive sealed privileged correspondence mail from the following:

- Any officer of a Court of the United States or of the Commonwealth of Massachusetts (judge, attorney, clerk);
- The President or Vice President of the United States or the Governor of the Commonwealth of Massachusetts;
- Any member of the Congress of the United States;
- Any member of the Legislature of the Commonwealth of Massachusetts
- The Attorney General of the United States or the Attorney General of the Commonwealth of Massachusetts;
- The Director or any agent of the Federal Bureau of Investigation;
- The Commissioner of the Massachusetts Department of Public Safety or the Secretary of the Executive Office of Public Safety and Security;
- The County Commissioners or Sheriff of the County in which the client is confined;
- The Commissioner of the Massachusetts Department of Correction, and if applicable, the Superintendent of the State Institution in which the client was confined;
- Any member of the Massachusetts Parole Board or Probation officer;
- Any member of the Governor's Advisory Committee on Corrections; and
- Any District Attorney of the United States;

Incoming privileged mail may not be opened by staff except in the presence of the addressed client and then for the sole purpose of ascertaining that its contents are free from contraband.

In order to accomplish this more effectively, we may under normal circumstances complete this task in an office setting, in your living unit, or other suitable setting.

After opening the privileged mail in the presence of you, and ascertaining that its contents are free from contraband, you will be given the content(s), but instead of receiving the actual envelope/container that the content(s) was mailed in, you will be given a photocopy of the envelope/container, showing the address and return address information. In addition, we will offer you a different envelope in order to store the contents, if needed.

We have determined that this meets your legal need to properly receive the privileged mail and the unit's need (and for your benefit as well) to maintain the order and security of the unit, and not allow contraband/drugs into the unit.

Incoming non-privileged correspondence and packages may be inspected:

- To receive and record the receipt of any funds enclosed for you;
- To verify and record the receipt of permitted personal property; and,
- To prevent the transmission of contraband to you.

In order to prevent interference with the facility goals of security, safety, order or rehabilitation, and not allow contraband/drugs into the facility, incoming non-privileged mail must meet the following standards:

- All correspondence must be written/ typed in BLACK INK or NON-COLORED PENCIL.
- The paper that the letter is written on must be white in color, free of stains, spills or discoloration (to include LIPSTICK, and PERFUME/COLOGNE).
- Envelopes must be PURE WHITE.
- Drawings must be NON-COLORED PENCIL or BLACK INK.
- Greeting Cards must be NON-LAYERED, no pop ups, or music devices. Only two-sided cards with no layers will be allowed.
- Photographs must be in the original form. Any alterations, to include glue like substance, tape or tears on the photo will not be allowed.
- Mail received that does not conform to this policy, will be either returned to the sender, or placed into your property until your release or sent to the Criminal Investigation Unit (CIU) for investigation.

Non-privileged correspondence shall be disapproved only to prevent interference with facility goals of security, safety, order or rehabilitation. The facility may disapprove for receipt by you non-privileged correspondence, the contents of which fall as a whole or in significant part, into any of the following categories:

- Information or materials which could clearly and reasonably be expected to encourage the use of physical violence, substance use or group disruption of facility operations;
- Threats of blackmail or extortion;
- Plans for sending contraband in or out of the facility;
- Plans for activities in violation of Sheriff's Office or facility regulations, orders, or policies;
- Criminal activity or plans for criminal activity;
- Coded messages which are not reasonably decipherable by the reader;
- Descriptions of the making of any weapon, explosive, poison, or destructive device;
- Sexually explicit material or material which features nudity which by its nature or content poses a threat to the security, good order, or discipline of the facility; and
- Any publications that may interfere with the treatment and rehabilitation process at that institution.

If any non-privileged correspondence is disapproved for receipt, a written notice stating one or more of the reasons shall be sent to you and to the originator. The notice will inform you and the originator of the right to appeal the decision in writing to the Unit Manager/Director.

Reminder:

- **Money orders and Personal Checks are not allowed and will be returned to the sender.**
- **Incoming mail HAS to be written in black ink ONLY, on white lined paper and sent in a pure white envelope.**
- **Any pictures being sent in have to be original pictures (no computer printed pictures)**
- **There can be no stains or discoloration on the paper or envelopes.**

- **If books are being sent to you, they must be soft cover books ONLY. If a hard cover book is sent in, it will be placed in your property.**

Telephone

Your unit has free, debit and collect call phones. You may use these phones at any time you are free to use the day room (with exceptions of counts, meals, or unless otherwise directed by the Unit Staff due to emergency/exigent circumstances). The duration of each call will be limited to thirty (30) minutes, after which the call may be automatically disconnected. You can dial directly, free-of-charge, the Committee for Public Counsel Services (public defender's office) and Massachusetts Department of Social Services offices.

Upon entering the facility, you must fill out a Telephone Number Request Form which will be provided by the Unit Staff and processed by the Telecommunications Assistant or designee. You are able to request up to fifteen (15) friends/family numbers on your list. At the bottom of the form, you will list your attorney phone (cell) numbers which are not monitored or recorded. Pre-approved attorney numbers are not required to be on the list and are available for all clients to dial. Once the form is processed, these will be the only numbers you can call. **While in the unit, you will be able to make five (5) free five (5) minute calls. See free phone calls instructions at the Unit Staff's workstation.**

You will have the opportunity to make changes to your telephone list weekly on Monday, Wednesdays and Fridays. All changes must be made via a Telephone Number Request Form. You must indicate all numbers you wish to add, delete or keep. Only the numbers that are on your most recent request form will be on your list. **Telephone number request forms must be filled out properly and in a complete manner or they will be returned to you to add in the missing information.**

Sharing your PIN number with other clients, using another client's PIN number, attempting three-way calls, not recording your name properly, or other misuse of the telephone system may result in loss of privileges. You must enroll your voice in the phone voice PIN (V-PIN) system. V-PIN is a security feature that helps to prevent others from using your PIN. Failure or refusal to enroll in V-PIN will prevent you from being able to use the unit phones for the duration of your stay. Your name will only be recorded once, so be sure to speak your full first and last name slowly and clearly when indicated.

Unit telephones are regularly cleaned with disinfectant to help in preventing the spread of germs from one person to another. As an extra precaution, you are also advised to spray a paper towel with the appropriate disinfectant and wipe down the telephone hand set before you make a call. If you have any questions or concerns, please ask Unit Staff.

Rates and Charges for Collect, Pre-Paid Collect, and Debit

Call Category	Each Minute
Local	\$0.12
Intra LATA	\$0.12

Inter LATA	\$0.12
InterState Collect	\$0.12
InterState Pre-Paid Collect	\$0.12

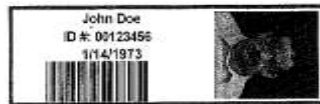
Pre-paid collect accounts may be assessed a fee of \$5.95 to fund via live operator.

Pre-paid collect accounts may be assessed a fee of \$3.00 to fund via website or telephone IVR.

Friends and Family that have questions or wish to fund a prepaid account can call customer service 24hrs a day, 7 days a week at 888-506-8407 or go online to ww.ICsolutions.com.

Telephone System Instructions

PIN NUMBER = LAST SIX DIGITS OF WRISTBAND & LAST FOUR OF SOCIAL SECURITY NUMBER



HOW TO MAKE A PHONE CALL

- Free Calls: 5 free calls (5 Minutes Each) are available to new clients. Phone list not needed
- Once 5 free calls are used clients must submit a phone list with numbers they would like to call via Debit/Collect.
- Debit/Collect Calls: You cannot make calls unless phone slip has been submitted.
- Phone slips: Take 24-72 Hours to process once submitted.
- Phone slips are available at the Unit Staff's Workstation.

5 Free Calls

1. Select Language
2. Press "1" to place a call
3. Enter your PIN (ID + Passcode) followed by # sign
4. Press "3" to make a free collect call
5. Enter the 10-digit telephone number

Prepaid Collect Calls

1. Select Language
2. Press "1" to place a call
3. Enter your PIN (ID + Passcode) followed by # sign
4. Press "0" to make a prepaid collect call
5. Enter the 10-digit telephone number

Debit Call

1. Select Language
2. Press "1" to place a call
3. Enter your PIN (ID + Passcode) followed by # sign
4. Press "1" to make a debit collect call
5. Enter the 10-digit telephone number

Emergency Calls

Outside calls are not accepted on the unit phones. However, if an emergency telephone call is verified as such by Unit Staff, information will be given to you.

How to have Money Put in your Account

Visitors can give clients money (via cash, credit card, or ATM card) through the **Secure Deposit®** System that is operated by Keefe Commissary Network. Deposits are made via a kiosk located at in the public lobby, via telephone (1-866-345-1884), or via the Internet (<https://www.accesscorrections.com>). The Main Facility Public Lobby hours may be adjusted without notice but generally is available for deposits from 8:00am to 9:00pm seven (7) days per week.

Facility-staffed Client Account Offices are open Monday thru Friday 10:00am to 12:00pm and 1:00pm to 3:00pm (Closed weekends and holidays).

Visits

Visits will be allowed for attorneys, community service providers and other visits authorized by the committing court and/or the Assistant Superintendent, Unit Director or Unit Manager. You are expected to conduct yourself in an appropriate manner and maintain appropriate behavior. You will be subject to a search prior to and following any contact visits.

Religious Services

Understanding that one's spiritual life is often an important and integral part of recovery, SSTC offers spiritual and religious services. Catholic, Protestant, and Muslim Services are available. Based on individual request and availability, Rabbis, Pastors and other clergy are made available on an as needed basis. Religious counseling is provided by a Catholic Chaplain, Protestant Minister, and a Muslim Imam. These clergy are available to help out with family or personal crises, religious education, spiritual guidance, and as a resource of religious literature. If you want to speak to another clergy member, discuss this with your Counselor/Caseworker. Crosses, Bibles and other religious materials are made available upon request to a departmental Chaplain. An Ecumenical (non-denominational) Service is offered on the 1st and 3rd Sunday's of each month.

Recreation/Exercise/Leisure Activities

As your health and strength returns, you are encouraged to participate in regular physical activity in order to maintain your health, reduce stress and improve your mental outlook. Your unit has a recreational area which is considered an extension of the living area. Unless otherwise directed by the Unit Staff due to emergency/exigent circumstances, you are free to access this area according to the Unit schedule.

Fitness trainers with special certifications and skills are also available and can assist you in your physical activities. They are available to provide activities and classes that promote a healthy lifestyle. Classes may include: Health Classes, Stress Management, Tai Chi, Stretching, Exercise Benefits and Wellness/Fitness topics.

Reading materials will be provided for you via a Librarian that goes to the unit at scheduled times. You can request specific materials by completing a Request Form and sending it to the attention of the Librarian. You

are expected to respect books as facility property and keep them in good condition. Do not lend library books to others because you are responsible for any damages.

Gymnasium

When operational necessity does not require other usage, the large Multi-Purpose Building (Gym) is available to you. A weekly gym schedule is distributed indicating which days and times your unit has gym access. Usage of the Gym is subject to your safety, security, and classification considerations.

Gym Rules

You must be dressed appropriately while traveling to and from the gym.

- You may wear a t-shirt and gym shorts while exercising in the gym.
- Do not enter the gym office. Knock on the door and a staff person will assist you.
- No throwing/kicking basketballs and volleyballs.
- No spitting in fountains or on floor/walls.
- Respect the facility, equipment, staff, and each other.

Any violations of the above rules or other program rules can result in loss of privileges.

Housekeeping and Cleaning Materials

All rooms and common areas are cleaned daily and inspected regularly to ensure that a high standard of cleanliness and order is maintained. Daily inspections are made of rooms and common areas by the Unit Staff. You are responsible for maintaining an orderly and clean room daily (as shown below).

General Guidelines for Rooms:

- Do not block the windows, lights or vents;
- Toilet and sink wiped down daily; stainless fixtures are clean
- No graffiti or etchings; and,
- Beds are made daily. The bed is made in the following manner: sheets are tucked in on the mattress; blanket is tucked in over the sheet and folded down at the pillow bump of the mattress.



- Windows (on both doors and walls) are kept free of all obstructions.
- Nothing is affixed to room walls, lights, fire sprinklers or beds.
- The Property Box containing personal property and your shoes are stored under the bed at all times.
- Stainless fixtures are clean.
- Vents are free of all obstructions, dust is removed and under no circumstances are any materials affixed to or near the vents.
- Floors are swept, washed when necessary, cleaned and sanitary. This is to be done at least every Monday, Wednesday, and Friday or as directed by Unit Staff.
- Hang wet towels on hooks to dry and fold dry towels and place in your property box.
- Towels may not be used for rugs, decorative purposes or placemats.
- Your bed is to be made by 8 am Monday through Friday, and by 10 am on Saturdays, Sundays.
- You are expected to clean your room prior to being moved to another room or discharged from the facility.
- You are held accountable for all marks on walls or damage to property. The cost of any repairs may be taken from your account, after appropriate procedures have been followed.
- The facility has regulations, which limit your possessions so as not to create fire hazards. For fire prevention purposes, a limit on the amount of paper products in the rooms is necessary and the following guidelines are established:
 1. All paper products in your possession must be able to fit inside your property box.
 2. You must store all paper products in your property box.
 3. Paper products include: books, magazines, newspapers, legal papers, personal letters, extra toilet paper rolls, and any other paper products deemed appropriate by Staff.
 4. The only exception, will be reviewed on an individual basis, is the amount of current personal legal paperwork of an open case. The Unit Director/designee will have the final authority in these decisions. Safety and security restrictions may also apply.

General Guidelines for Common Areas

You may sign up for a volunteer work assignment from the Unit Staff. This may include cleaning general areas of the unit such as the day room, hallways, or recreation area. You are given time each day to complete your work. Normally, every Friday morning, an Inspection occurs in the unit. You are required to have your room clean and be out of bed with your bed made. Failure to be prepared for Command Inspections may lead to a loss of privileges.

FRIDAY INSPECTIONS

1. This is a mandatory inspection.
2. Cleaning for inspections needs to be completed on Thursday night.
3. Beds must be made, blue boxes under your bed, and rooms clean.
4. Everyone must be up, properly dressed and step out of their rooms for the inspectors.
5. If you do not get up for inspections, or make the recommended changes by inspectors regarding room decorum, you may be subject to a loss of privileges.

Cleaning Chemicals

When working with the cleaning supplies, such as spray bottles and other items, common sense and general precautions need to be utilized.

- Ask staff before use on how to use the item.
- In some instances, protective gear will be utilized, staff will instruct on usage.
- Avoid contact with skin, eyes or clothing.
- Do not inhale or ingest the item.

- Do not mix one item with another.
- Do not contaminate drinking/food/food storage or processing areas or other areas/surfaces with any cleaning supplies and ensure that reasonable hygiene is maintained when cleaning areas such as toilets, etc. (Do not cross contaminate clean areas/items with dirty/unsanitary items.)
- Wash thoroughly after handling chemicals.
- See staff immediately if First Aid measures are needed such as eye contact, skin contact, inhalation or ingestion.
- Do not loan the item to another client.
- Return the item to the Unit Staff when done.
- Any questions, concerns or problems talk with staff.

Obtaining and handling of the chemical (cleaning) spray bottles/bottles, i.e. glass cleaner, floor finisher, disinfectant, floor cleaner, bleach, floor stripper, and floor maintainer, will be in strict compliance with program rules. All cleaning bottles will be labeled and available/scanned out at the Unit Staff's Workstation. To utilize chemicals, present your ID to the Unit Staff so that the item may be scanned out. When done with the cleaning assignment, you must return the cleaning item to the Unit Staff for return scanning. The cleaning and janitorial supplies (mop, broom, bucket, etc.) may not be stored in your room and must be returned to the Unit Staff.

Safety Inspections

The Unit Staff conducts several safety inspections of the entire unit. They will visually check all areas of the unit including rooms, shower area, recreation area, utility closets and dayroom. They will also conduct checks of the fire extinguisher, fire blanket, and that the fire egress routes are not blocked. The Unit Staff will also check all locked doors including sally port, dayroom access, room doors, etc.

The Tower Supervisor will also perform a unit safety checks, i.e., condition of room, Unit Staff's Workstation, staff offices, recreation areas, rooms, etc. They will then spend time with the Unit Staff and other Unit Staff and go over any issues. On each shift a Supervisor must make two (2) supervisory checks of each room.

Wellness Checks

The purpose of the Wellness Check is to ensure the well-being of all clients assigned to the Unit Staff's supervision. Wellness Checks include not only the well-being of clients in their rooms, but in staff offices, showers and in the recreation areas as well. They are conducted on an irregular but frequent basis 24/7.

Searches

Periodic and unannounced searches of your unit and room are conducted for the safety of you, the other clients and the staff. Searches of rooms or property do not require your presence to search for unauthorized items and contraband.

Searches of the unit and clients may be conducted in order to detect and prevent the introduction of contraband, recover missing or stolen property, and to prevent disturbances.

Contraband is any item in your possession (on your person or in your room) that is not issued to you by the facility, or otherwise received or purchased by you through channels specifically approved by the rules of the facility. Authorized items may be considered contraband when found in excess quantities or when altered from the original condition as issued, or used in a way not intended. Other than the lending of newspapers and periodicals (where appropriate), you are not allowed to lend or sell or otherwise transfer any items to anyone. All such items are considered contraband. Furthermore, facility equipment and supplies found in your possession, in other than the authorized area, is considered contraband.

The following items are always considered contraband:

- Weapons
- Items that interfere with program goals of rehabilitation, safety and security.
- Pornography
- Books (except as loaned, authorized or issued by the facility)
- Currency
- Firearms of any type
- Ammunition or explosives
- Knives, kitchen utensils or unauthorized tools
- Intoxicants, such as liquor and alcoholic beverages
- Medication and drugs (certain medications may be dispensed and in your possession only as authorized by the Medical Department and small amounts of over the counter drugs may be purchased through the Commissary)
- Hazardous and poisonous chemicals
- Destroyed, tampered with or altered clothing, bedding, towels, shavers, clippers, etc.

If contraband is found, items may be destroyed and/or are confiscated and privileges will be lost.

General Conduct

Your period of treatment at SSTC and life in general, is a series of choices. You can choose to create a life style of harmony, respect, and accomplishment, or you can choose negative thoughts and actions which as in turn will negatively affect you and those around you.

Three of the principles which guide this facility's operation are: Direction, Consistency, and Consequences. The Direction is contained in this book; abide by it and you can discover personal success. Rules are maintained with Consistency and Consequences inevitably follow the choices you make.

Serious infractions toward a client, staff and/or visitor are investigated for consideration for prosecution.

Rules Outline

The following outline is intended to give you an idea of behavioral expectations while in the program. It does not cover every rule but it answers the most commonly asked questions of new clients.

Without Staff Authorization, You Are Not Allowed To:

- Touch the TV
- Move the unit furniture or tables
- Place feet up on furniture
- Go into another client's room
- Loiter around the Unit Staff's Workstation or put your hands on the Workstation
- Place any pictures, covering(s) or items on room walls, doors, windows, lights, or sprinklers
- Wear anything on your head including issued hats (issued hats may only be worn outdoors)
- Remove anything from the bulletin board(s)
- Use foul or abusive language
- Litter
- Leave the unit for any unauthorized purposes
- Yell across the unit or yell from the recreation decks/area
- Disrespect others
- Transfer, give away, exchange or sell any clothing or personal items
- Talk through the vents or toilets

- Be completely covered by blankets, sheets, clothing, or other articles
- Leave the unit with your radio and/or headphones (the radios and /or headphones are for unit, room, and rec-deck /area use only)
- Gather (hanging out) in front of another client's room/doorway
- Be on a level on which you are not housed; that is, if you live on the first level, you are not to be on the second level. The only exception would only be for the Unit Volunteers having permission from the Unit Staff to be on a level other than his own for housecleaning purposes.

You Must:

- Clean-up after yourself at all times.
- Maintain sanitary and hygienic conditions.
- Respect others.
- If announced by staff to "Return to your room", you are to return to your room immediately and, if possible, shut the door
- Scan your ID bracelet when leaving or entering an area.
- Not harass and extort (or obtain by threat) information from other clients.
- Not be in the possession of tobacco, tobacco related products, drugs or alcohol.
- (During the Unit Staff Shift Change) Clients will be asked to return to their rooms for "reflection time" as noted below:
 - ❖ 7:45am- 8:15am
 - ❖ 3:45pm-4:15pm
 - ❖ 10:15pm – 10:45pm (for daily unit cleaning)
 - ❖ 11:45pm -12:15am
- Maintain acceptable behavior and in your dealings with staff and other clients.
- Proceeding promptly to your destination, do not loiter or use this time as a time to socialize. You may be subjected to a search at any time before, during, or after this movement.
- Wear your wristband ID at all times.

Out of Unit Movement

- All movement will be announced
- If you are moving, report to the sally port door in proper attire and line up in single file.

While outside, heading to your destination:

- Proceed directly to your destination
- Refrain from loud, profane, or abusive language
- Not spit; it is a health hazard

Unit Privileges/General Conduct Violations

Privileges are extra services or benefits given to you as a tool to motivate you through your recovery. They can include property items, specialty food/snacks, phone calls, visits, access to television, radio, special events, recreational activities, relaxing in the day room, recreation deck/area, access to the gym, etc.

Change Plans Loss of Privileges

Change plans are the denial/removal of client privileges due to General Conduct Violations. The facility may change plans for rule violations equitable to the severity of the offense. Acceptable change plans are, but not limited to the following:

- Redirection
- Loss of privileges for a specified period of time
- Removal from work detail
- Room Restriction for a specified period of time

- Restitution; and/or
- A combination of the above.

Treatment Review (Loss of Privileges due to General Conduct Violations)

Choosing to not adhere to the above noted **General Conduct items** may result in a loss of Privileges that may include:

- TO2 - Two (2) hour timeout in your room
- TR24 – Up to twenty-four (24) hour room restriction excluding programming and recreation time (requires a Treatment Review within 24 hours with a supervisor). Review of incident may result in additional room restriction time
- Loss of Outside Recreation
- Loss of Headset Usage
- Loss of Phone Privileges

All General Conduct Violations are reviewed at the time of your Classification Review. All General Conduct Violations can directly affect your ability to transfer to SSTC Springfield (Mill St.) to the extent your behavior interferes with your ability to be safely transferred or discharged. Serious violations may result in the legal charges filed in Palmer District Court.

Client Counts

Counts of the client population are conducted by staff several times daily to ensure safety of all clients.

During count, clients must return to your assigned room and close your door when the words “count time” or “return to your room” are announced by the Unit Staff. Talking to or distracting a Unit Staff during the count may be a loss of privileges.

Urinalysis

Drug and/or alcohol use is strictly prohibited. It is the policy of SSTC to secure one urine sample from all clients upon their initial intake into the program. Subsequent urines will be taken randomly or if it is suspected that a client may be using drugs or alcohol.

Emergency Procedures

Emergency Lock down

If the Unit Staff announces on the PA system “Return to your Rooms Immediately and Close your Door”, all clients should return to their rooms immediately and pull the door closed, if possible. When the Tower/Unit Supervisor or CCR determines the emergency situation has stabilized, the Unit Staff is notified and will make another announcement on the PA system that you may exit your rooms.

If you and/or other clients refuse to enter your rooms for an emergency lock-in, the Unit Staff will notify a Supervisor, explain the situation and ask for assistance in the unit. The Supervisor decides on what level of assistance is needed.

Emergency Evacuation Plans

You should be familiar with the posted evacuation plans and all exits doors in your unit that are available to escape a fire and save your life. Upon discovery of smoke or fire, alert the Unit Staff and follow their directions. In the event that fire or smoke conditions are present in the unit/building, staff, clients and visitors who are exposed will crawl on their hands and knees to escape and evacuate. If your clothing catches fire, cover your face, drop to the ground and roll your body to smother flames. If another person's clothing catches fire, wrap

them in a blanket to smother the flames. Apply first aid immediately afterwards. When opening any doors, touch the door with the back of your hand first. If it is too hot, do not open it.

Move in a quick and orderly manner. Do not attempt to bring personal belongings with you; your life is more important than your property. Once outside the building, keep away from the building/walls and line up in a single line in the area designated by a staff member. The Unit Staff will obtain and verify a count of the clients in the unit, staff and visitors, at the area of refuge, as soon as the evacuation of the area is completed. You will remain at the area of refuge until the fire emergency is resolved and it is safe to re-occupy the unit or re-locate to another unit/building.

There may be fire drills and participation is required. Do not tamper with fire equipment, smoke detectors, sprinkler heads, etc. because it is there to save your life.

HEALTH SERVICES

SSTC recognizes that good health care is important to your entire well-being and positive adjustment to the unit. Therefore, you are provided with health care services to safeguard your own health as well as to protect other clients and staff. Health care consists of Medical, Mental Health and access to Dental for urgent dental needs.

The medical staff is here to assist you with your medical needs. We are also here to keep you medically stable during your withdrawal should you require one. Medical staff is here 24/7. Our primary goal is to assist with your stabilization. Please be respectful and courteous at all times. Medical staff participates in team meetings with Unit Staff to discuss your overall medical compliance. Please do not come to the clinic if you have not been called. You have the ability to use Sick-call which occurs twice per day for any non-urgent medical requests.

You have been given a bracelet (wristband) to identify who you are. You must wear this bracelet (wristband) at all times. Medical will check this bracelet (wristband) to verify who you are during visits. If your ID bracelet (wristband) has been altered, taken off, swapped, or is otherwise not present when we need to verify it, unit staff will be notified.

Withdrawal Protocols

You have the right to be informed about all withdrawal treatment procedures. The SSTC maintains withdrawal protocols for a variety of substances. Withdrawal protocols will be tailored to meet the individual needs of each client. All clients who are started on medications for withdrawal will be educated by the medical staff initiating the protocol.

Sick Call

Clients requiring medical, dental, or mental health attention inform the Unit Staff of that need. The Unit Staff completes a Sick Call entry that identifies you, adding you to the Sick Call request list.

Sick call takes place twice a day on the unit from 7:30am – 9:30am and 3:00pm – 5:00pm every day with the exception of holidays. In order to be seen the same day, you must sign up through the Unit Staff before these scheduled sick call times. If you sign up after 3pm the day of Sick Call, your name defaults to the next Sick Call day.

On holidays when there is no sick call, Medical Staff conduct unit wellness checks with each client. Clients who have concerns at the time of the wellness check will be triaged and seen according to the need.

Only emergencies (defined as an urgent medical situation or occurrence of a serious nature which has developed suddenly or unexpectedly and requires immediate attention) will be seen as soon as possible. SSTC

medical staff sees you immediately for urgent concerns. Anything non-urgent needs to wait until sick call the next day. Examples of urgent concerns are as follows:

- Withdrawal concerns (vomiting, diarrhea, dizziness)
- Problems/Reaction with your medications
- Skin rashes that appear abruptly
- Breathing Problems
- Chest Pain

Examples of non-urgent concerns that can wait for sick-call are as follows:

- Weight checks
- Tooth aches without swelling

No medical or psychiatric records will be given to you during your stay. You may request to meet with a medical or mental health staff to discuss your medical/mental health concerns. If you wish to inspect your medical records, an appointment may be arranged through the Legal Resources Department for you to review your records. Upon discharge from the unit, you may in writing, request a copy of your records. There may be a charge for such service. The foregoing procedure is subject, in all respects, to safety and security considerations.

Clinic Room Etiquette

There are three (3) Clinic Exam Rooms that our medical staff utilize to provide you with medical treatment and education. If you see the doors open, we are available to you. These rooms have yellow tape around or near their entrances to allow the clients being seen privacy. Please do not loiter in these areas and do not come to the Clinic Exam Rooms unless you were called or have a need that requires immediate attention. You will not be seen faster if you knock or interrupt medical staff who are currently working with other clients.

- Do not knock on Clinic Exam Room doors or windows
- Do not stare into Clinic Exam Room windows
- Do not attempt to open a closed Clinic Exam Room door.

Failure to follow these rules will result in Treatment Review and possible loss of privileges. If you are called to the Clinic Exam Room and the door is closed, please do not interrupt. Please sit and wait in the chairs available at the medical waiting table to be seen.

Medication

Medications are an important, significant part of your treatment. Clients must have current provider orders for all medication (including over the counter medications). You must take the medication prescribed to you or consult with medical staff. Taking other clients medications, exchanging or selling medications is considered misuse and/or abuse, and may result in loss of privileges. You will receive an orientation from a medical staff person regarding your responsibilities with each medication you are taking.

Clients will be asked to sign a Release of information allowing SSTC medical staff to communicate with community prescribers.

Medication (Med) Pass

After your Medical Intake is completed and you are assigned a room, you will be set up to receive any prescribed medications during scheduled medication (med) pass times. These medications will include your withdrawal meds, if applicable, and any scheduled medications that have been verified at your local pharmacy that you have been taking in the last thirty (30) days. There may be times where we also add other medications

that you will get at the following times as well. In all cases, you will report to the medication cart near the Unit Staff's Workstation and display your ID wristband to the Medication Passer in order to receive or refuse your medication. Please be mindful of the med pass line on the floor and stand behind this line, patiently awaiting your turn. Below are the scheduled med pass times.

6:30am	Morning medication pass
12:00pm	Lunch medication pass
6:30pm	Bedtime medication pass

If you wish to refuse medications, please be courteous and inform the Medication Passer at the scheduled time of med pass. You must be present to do this. Please respect the Medication Passer's time and show up on time for your medication. Lastly, we do not provide any medication for sleep.

Keep on person medication will be given on a case by case basis and are restricted to inhalers, creams, ointments, or liquids that are prescribed by Medical Staff. Failure to adhere to medication guidelines could result in discontinuation of medications and/or loss of privileges.

Medication for Addiction Treatment (MAT)

MAT services are available to all clients. Clients are screened at the time of Intake and, if interested, the proper referral is made via the electronic medical record. Clients can request MAT services during any medical encounter. Clients who are already on a form of MAT will be continued based on the client's medication and medical history. Discharge planning will be started for all clients involved in the MAT program.

Communicable Diseases

For your health and safety, you are tested for Tuberculosis upon entry to the facility. When appropriate, you may be tested for communicable diseases. Information about symptoms and prevention of several communicable diseases is provided for you during Medical Intake. Anyone who develops or has a contagious disease may be housed with restricted activities or privileges.

Communicable diseases are diseases that can be transmitted from one individual to others. For example, Tuberculosis, Chickenpox, Lice and Scabies are communicable diseases.

Sexually transmitted diseases (STD's) are communicable diseases that you can become infected with by having sex with someone who already has one. Common STD's include: HIV (the virus that causes AIDS), Syphilis, Gonorrhea, Chlamydia, Herpes and Genital Warts.

You can contract an STD from vaginal, oral or anal sex. Also, if you have sex with someone who shares needles, you are more likely to contract an STD.

If you inject drugs or have sex with someone who injects drugs or if you share needles, or you suspect that your sexual partner may be infected or you think that you might be infected, you should visit with a Health Care provider by signing up for sick call.

Any complaints/grievances regarding Medical Services should be directed to the Health Service Administrator in writing. Complaints may be placed in writing or addressed during meetings with Health Care staff.

Dental Services

Dental services are available for your acute dental needs. You will be evaluated by the Health Services staff for any obvious dental problems at the time of admission. If you think you need dental attention, you may request an appointment utilizing the Sick Call procedure. Generally, there is a waiting list to see the Dentist. Emergency Dental treatment is given first priority.

Oral Hygiene

You can help improve your oral hygiene by making plaque and tartar control part of your daily routine. Proper brushing helps remove plaque from the outer, inner, and chewing surfaces of your teeth. Between office visits, use fluoride toothpaste that reduces tartar formation and protects against cavities. It is recommended that you brush your teeth after every meal and before bed.

Mental Health Services

All clients are screened by a Medical Staff upon Intake for Mental Health issues or concerns. If indicated, a referral will be placed for you to be seen by a Mental Health professional. The referring staff will need to know a little bit about the nature of the presenting problem and your history in order to submit such a request. Through Sick Call, you may also request to see Mental Health staff or you can put in a written request to the Unit Mental Health Clinician by filling out a Request Form and noting your mental health concern.

Clients on psychotropic medication, that are verified upon intake by Medical Staff, will be continued (if on the facility formulary) while at SSTC. For medications not on the facility formulary, appropriate substitutions will be offered to comply with the restrictions of the facility and with clinical indications during the detox and substance use disorder treatment.

All SSTC staff are trained to support, recognize and address Mental Health issues and concerns in a professional, discrete, confidential manner.

In case of an emergency, you need to notify SSTC staff immediately and they will assist you in a discrete, confidential manner and arrange for Mental Health services if indicated.

Suicide Prevention

The facility has developed a written Suicide Prevention and Intervention program.

During the Intake process, you are screened for suicide risk factors and current suicidality. Questions are asked in regards to transferring facility information, family history, psychiatric history, current suicidality, and previous suicide attempts history/dates. You will receive a Suicide Prevention Pamphlet with your issued property. This pamphlet is reviewed with you during the Unit Orientation. You are encouraged to be forthcoming with any suicidal thoughts or plan, at any point during your stay, so that staff can assist you and get you the help that you need. All staff are trained to assist clients who are feeling suicidal in a professional, discrete, confidential manner.

HOW TO ASK FOR HELP

- Talk to any staff member to include Counselor, SSTC Caseworker (CCW) or Recovery Specialist, Unit Staff, Supervisor, Manager or Director
- Fill out a Client Request form or sign up for Sick Call
- Talk to a Mental Health (MH) Clinician or Medical Staff

If you are having thoughts of suicide or hear someone else talking about suicide, DO NOT WAIT, report it right away!

We sincerely wish to help you get back on your feet through this difficult time. Your path to stabilization and recovery has begun!

PROGRAMMING/TREATMENT FOR CLIENTS

Orientation

All clients are treated at SSTC Ludlow until eligible for transfer to SSTC Springfield or discharge. Within this time period, there are opportunities to learn about the Unit's programming, treatment, and reentry planning. You will receive this Manual, which is available in English and Spanish. Unit staff will meet with you to communicate any further necessary program information. These meetings are meant to gather information and assist in the development of your Service, Discharge, and Reentry Plan.

You may begin participating in programming immediately. There is a lot to learn; please ask questions!

Client/Unit Daily Schedule – See the Unit Bulletin Board for specific programming

Time	Program
6:00am	Breakfast & Special Medication
7:45am - 8:15am	Reflection Time
8:15am	Special Medication
8:30am - 8:45am	Mindful Recovery
9:30am - 10:15am	Group
10:45am - 11:45am	Recreation
11:30am - 12:30pm	Lunch/Med Pass
12:30pm - 1:30pm	Self-Care/Free Time
1:30pm - 2:15pm	Group
2:15pm - 3:45pm	Free time
3:45pm - 4:15pm	Reflection Time
4:15pm – 5:00pm	Fitness Class
6:00pm - 7:00pm	Dinner/Meds
7:00pm - 8:00pm	Group or AA Commitment
10:15pm - 10:45pm	Reflection Time
12:15am- 1:15am	Reflection Time

Primary SSTC Counselor

You will be assigned a Counselor during the intake process. They will work with you for the duration of the commitment on treatment and your aftercare plan. It is important that you report all relevant information related to your substance use, housing, transportation, program history, and intention for aftercare as soon as you meet with your Counselor. Discharge planning is time consuming and cannot be developed in the last few days of your commitment. Please be aware that everyone will be provided an opportunity to develop a discharge plan, but your Counselor will not attempt to force aftercare treatment onto you; on-going treatment must be voluntary. All other concerns, such as, but not limited to, telephones, property, or commissary, should be directed to your Unit Caseworker.

Substance Withdrawal Programs

This program design is for up to ninety (90) days. Programming is based on empirically supported treatment models and is focused on a dual-diagnosis approach. Content will include both substance use education and prevention, coping skills for emotional regulation, interpersonal dynamics, and preparation for discharge and aftercare. You are encouraged to engage in programming willingly, allowing for the most therapeutic impact possible. Any effort to disrupt programming for others will not be tolerated.

We believe that the longer you remain in treatment, the more successful the outcome of that treatment will be. Aftercare is a critical component in your on-going care. Those who attend outpatient treatment (with a Substance Use Disorder professional) and attend self-help groups (at the same time) for one (1) year after their release have consistently proven to have a better chance at a successful separation from alcohol/drugs.

LEGAL MATERIALS

You have the right to contact legal counsel, regardless. Telephones are set up in the unit for you to be able to call your Attorney or the Committee for Public Counsel Services (public defenders).

Attorney visits may occur at the Attorney's convenience. Notary services are available only for documents that need to be notarized to satisfy legal requirements.

Legal Materials/Legal Resources

The SSTC Unit provides trained legal resource personnel who can assist you with certain matters. If you need legal materials or have legal questions, please complete a Client Request Form directed to **Attorney Michael Julian**. Attorney Julian will be available on the Unit Thursdays from 10am -12pm. Only clients who have sent him a Client Request Form will be met with on the day/time noted above.

Court/Video Court

You will be transported by Department Transportation Staff to all future Court dates as ordered by the Courts. You may have Video Court access as ordered and allowed by the Courts, and scheduled by the Department.

Grievances/Mediation

You have access to an administrative remedy for redress of legitimate complaints, expressions, and resolution of problems.

You have the opportunity to express (in writing) any grievances pertaining to the program, policy, procedure, staff, other clients, or other areas, without fear of reprisal or interference, regardless. Staff are not permitted, under any circumstances, to interfere with the reporting of a grievance, or to make reprisals against a client who has filed a grievance.

Any client in need of assistance writing a grievance because of not being able to read, write, or speak English, or clients who have questions, shall be provided any assistance necessary.

Only one grievance may be submitted per Grievance Form, and only an individual client (not a group or a representative of a group of clients) may file a grievance.

You initiate the complaint with Unit staff, which will attempt to resolve the grievance in an informal manner. If you are not satisfied with the informal resolution presented, you may obtain a grievance form from the Unit Staff's Workstation, and submit the grievance to the Unit Staff.

You shall have five (5) working days (from the date of the informal resolution attempt) to initiate a formal grievance.

The Unit Manager/Director shall investigate, respond, and resolve the grievance, in writing, in ten (10) working days. If additional time is needed to resolve the grievance, the client is notified in writing during the first (10) days, of the action necessary to resolve the grievance.

You may withdraw the grievance at any time prior to completion of the process by filling out a Client Request Form stating that you are withdrawing from the grievance process, the reasons why, and present it to the Unit Staff.

When you are transferred, after you have filed a grievance, but prior to it being resolved, staff processes the grievance where the complaint originated.

If you are not satisfied with the decision, you may appeal to the Assistant Superintendent within five (5) days of receiving the decision by completing another client Grievance Form, obtained from Unit staff, noting the appeal.

The Unit Manager/Director informs you of the finding on the Appeal in writing within ten (10) working days of receipt of the Appeal.

The decision of the Appeal by the Assistant Superintendent is deemed as final except for remedies that might be sought through the appropriate Court.

Interpreter Services

You are responsible to know and understand facility rules, procedures, schedules, and programming materials. If your native language is not English, a staff interpreter or the software Language Bridge or Google Translate can be provided for important information. Some materials, such as this manual, are provided in Spanish and English. (Please see your Counselor/Caseworker for assistance.)

Discrimination

SSTC will not discriminate on the basis of race, color, religious creed, national origin, genetic information, gender identity, ancestry, sex, sexual orientation, age, handicap, or other grounds prohibited by applicable law. If you feel that you have been discriminated against on any of these grounds, or have witnessed the same, then you have a duty to both the SSTC and others to immediately report such discrimination or harassment to any Unit Staff up to and including the Assistant Superintendent.

Sexual Harassment

Sexual Harassment includes:

1. Repeated and unwelcome sexual advances, request for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one client, client, detainee, or resident directed toward another; and
2. Repeated verbal comments or gestures of a sexual nature to a client, detainee, or resident by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

In the event that you feel you have been sexually harassed, retaliated against by another client or staff for reporting sexual abuse and sexual harassment, or that staff have neglected or violated their responsibilities that may have contributed to such incident, you may report abuse or harassment to any Unit Staff or a public or

private entity or office that is not part of the agency, which could receive and immediately forward your report(s) of sexual harassment to agency officials, allowing you, the client, to remain anonymous, upon request.

Americans with Disabilities Act (ADA)

The ADA Coordinator is responsible for coordinating and monitoring activities and procedures related to special accommodations and access to programs for clients with disabilities at SSTC. A client's request for reasonable accommodation may be initiated by a request from Medical Staff for a medically prescribed accommodation, or a completion of a Request for Reasonable Accommodation of Special Need(s) Form, to be submitted to the Assistant Superintendent.

SSTC provides a process to address client requests for special accommodations which may fall under the Americans with Disabilities Act (ADA) or other provisions of state and federal law. You may request a review of any Medical/Mental Health special needs via the Sick Call process.

Hearing/Speech/Vision

Clients with hearing and/or speech disabilities or who wish to communicate with parties who have such disabilities, have access to a Telecommunication Device for the Deaf. Please see your Unit Staff, Counselor or CCW should you need to use this device (TTY).

You may request a review of any Medical/Mental Health special needs via the Sick Call process.

Sexual Abuse

All intentional acts of sexually abusive behavior or intimacy between a client and a SSTC employee, contractor or volunteer, or between clients, regardless of consensual status, are prohibited and the perpetrator shall be subject to administrative, criminal and/or disciplinary sanctions. SSTC is committed to investigating, disciplining, and referring for prosecution, SSTC employees, contractors, volunteers and clients who engage in sexually abusive behavior. SSTC is equally committed to providing crisis intervention and ongoing treatment or referrals to the victims of these acts.

All allegations and incidents of client on client or staff on client sexually abusive behavior shall immediately be reported by SSTC employees, contractors, and volunteers. The Shift Supervisor shall ensure that the Assistant Superintendent and the Lieutenant of CIU is immediately notified. Failure of any SSTC employee, contractor, and/or volunteer to report these allegations may result in disciplinary action, up to and including termination.

Any client who believes that he has been subjected to or a witness of employee misconduct shall immediately report the alleged misconduct, either verbally or in writing. The YWCA Rape Crisis number is available on the Unit phones and your communication is confidential.

You are expected to fully comply with the following rules as they will help keep everyone in the SSTC Unit safe and help you maintain a positive review.

