



ORIENTATION MANUAL

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
 - Safety Checks, Movement and Statutory Review
 - Interpreter Services and ADA provisions
 - Client Funds
 - Programs, Recreation, Exercise, Leisure Activities
 - Staff Access Hours, Room Schedule, Client Request Forms
 - General Services: Laundry, Meals, 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, 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

TABLE OF CONTENTS

Contents

CLIENT BILL OF RIGHTS	5
INTRODUCTION.....	6
MISSION	6
CIVIL COMMITMENT	6
Civil Commitment Review.....	7
Discharge/Transfers	7
Hair Care Services	7
Showers.....	7
Shaving.....	8
Clothing/Attire.....	8
Court Clothing/Exchange.....	9
Client Wristband ID's	9
Property	10
Bedding.....	10
Laundry.....	10
Meals/Dining Area	11
Client Funds	11
Mail.....	12
Telephone.....	14
Visits	16
Religious Services	16
Recreation/Exercise/Leisure Activities	16
Housekeeping and Cleaning Materials.....	17
Safety Inspections	18
General Conduct	19
Unit Privileges/General Conduct Violations.....	20
Safety Checks.....	21
Urinalysis	21
Emergency Procedures	21
Emergency Evacuation Plans.....	21
HEALTH SERVICES.....	22
Medically Managed Withdrawal Protocols.....	22
Sick Call.....	22
Clinic Room Etiquette	23
Medication	23
Medication (Med) Pass.....	23
Medication Assisted Treatment (MAT).....	24
Communicable Diseases.....	24

Dental Services	24
Mental Health Services.....	25
Suicide Prevention.....	25
PROGRAMMING/TREATMENT FOR CLIENTS	26
Treatment Overview	26
Example of Daily Schedule – See the Unit Bulletin Board for specific programming	26
Primary SSTC Counselor	26
Group Programs	26
Family Support.....	27
LEGAL MATERIALS	27
Legal Materials/Legal Resources	27
Court/Video Court.....	27
Grievances/Mediation.....	27
Interpreter Services	28
Discrimination	28
Sexual Harassment	28
Hearing/Speech/Vision	29
Sexual Abuse.....	29

CLIENT BILL OF RIGHTS

1. You have the right to receive treatment in a humane environment, free from physical and psychological abuse. This includes treatment which is sensitive to your individual needs and promotes dignity and self-respect. Your accommodations will allow for privacy and security in resting, sleeping, dressing, bathing, toileting, and other activities of personal hygiene.
2. You have the right to treatment without regard to race, ethnicity, creed, national origin, religion, sex, sexual orientation, age, gender identity or disability.
3. You have the right to reasonable access to a telephone to make calls.
4. You have the right to send and receive uncensored mail. All incoming mail is opened to ensure it does not contain contraband, but it is not censored. Writing materials, envelopes, and stamps in reasonable quantities will be available to you. Assistance is available upon request.
5. You have the right to receive professional visitors including your attorney/legal advocate, physician, social worker, or clergy member upon approval by the facility administrator. You may also receive general visitors at reasonable times and days as established by the facility administrator, whether through video visitation or in person, and provided that such visitation does not cause serious disruptions in the normal functioning of the facility or programs.
6. You have the right to reasonable access to the outdoors or open air as weather conditions reasonably permit and the facility is able to safely provide.
7. You have the right to review your confidential records and challenge its contents by submitting a statement on your own behalf. You may also request a copy in accordance with the regulation's governing access, 103 CMR 157.
8. You have the right to confidential treatment as well as record keeping and storage.
9. You have the right to submit complaints or grievances as it relates to these rights and your treatment to medical/mental health/treatment staff and/or administrative staff.
10. You have the right to be notified in writing whenever it has been determined that these rights may be suspended and the reason for that suspension. In addition, you will also be notified in writing of any privileging consequences that occur during your treatment and your right to appeal.

It is important for you to know that you do not lose the right to vote, hold a driver's license, to enter contracts, or to make a will as a result of your commitment. It will, however, be your responsibility to make your own personal arrangements to exercise these rights.

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 facility 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;

COMMUNITY: relationships and social networks that provide support, friendship, love, and hope.

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.

Civil Commitment 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.
- **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 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 daily substance use programming as offered. In addition to receiving a copy of your Discharge Summary, a 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 information to providers of your choice. You may also submit a request to sign the Release of Information, to your Unit Counselor or Client Caseworker (CCW) at any time during your commitment.

Hair Care Services

Electric hair clippers are available in the unit and can be obtained by request via the Residential Treatment Staff in the unit. Staff maintains a hair clipper kit at their Workstation. They will require you to scan your I.D. bracelet which allows the hair clipper kit and a bottle of disinfectant to be signed out. 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 Staff Workstation within a reasonable amount of time. The (RTS) will visually inspect the hair clipper and associated equipment and ensure that it has been disinfected and cleaned. The RTS 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, un-tampered, 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 single-use showers located in each living unit Unless otherwise directed by the Residential Treatment Staff due to emergency/exigent circumstances, they may be used throughout the day and night. Each client will receive a starter hygiene kit upon entry and additional items (soap, shampoo, etc.) are available upon request at

the RTS Workstation. It is your responsibility to maintain a clean and neat appearance. **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 in the each of the unit restrooms. 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

To help ensure a sanitary and hygienic living environment, the facility allows for qualifying clients to adhere to acceptable hygiene practices, by providing them with a shaving time slot during the week, or weekend. Shaving time(s) and availability are subject to change based on staff availability. Complimentary Personal Hygiene Shaving products would include:

- shaving cream
- plastic disposable razor
- All Clients shall have the opportunity to shave with staff availability, with the exception of the Acute Treatment Services/Mental Health clients, or those who pose a risk to self or others.
- There will be a Shaving Sign-Up sheet distributed to the designated unit, the day of, or the day prior to the expected shave time.
- The Residential Treatment Staff/Shift Supervisor shall provide an available time slot for an individual SSTC Unit, and call the designated clients down in an orderly fashion, to the Central Lobby. The Central Lobby bathrooms will be utilized for shaving.
- One staff member will issue the razor/cream, and observe the client shave inside the designated bathroom.
- A second staff member will wait by the exit, and monitor client movement.
- When the shave is complete, the razor will be returned to staff member directly supervising the client. At no time can the razor leave the bathroom.
- The Clients will return to their unit as directed by 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:

- | | | |
|-----------------------------|----------------------------|-----------------|
| (4) Brown Pants | (4) Pairs of Socks | (2) Towels |
| (4) Blue or Yellow T-Shirts | (1) Pair of Shower Sandals | (1) Hat |
| (2) Sweat Shirts | (1) Laundry Bag | (1) Tumbler |
| (1) Jacket | (2) Sheets | (1) Storage box |
| (6) Underwear | (1) Blanket | (1) Hygiene Kit |

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

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 may need to 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 is not permitted. Hats are only allowed to be worn outdoors. You are not permitted to be at recreation 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 may 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 may 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. 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 your Counselor.

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 or facility 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 ID, report this to an RTS 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 ID will be electronically scanned many times; such as accounting for group participation, safety checks, medical treatment and when utilizing items in your room (clippers, spray bottles, etc.), and as a form of electronic signature, such as during your Admission or Discharge Review process. By scanning the ID, 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 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 Staff inventories your property/clothing with you, obtains your signature, and returns them to you.

All unclaimed property will be discarded thirty (30) days after discharge. If you are discharged 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 pre-approved by staff. Sexually explicit personal photos and/or written material or pictures that interfere with the rehabilitative process, are not allowed in the facility.

Speak to your RTS 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 pillow;
2. One (1) pillow;
3. Two (2) clean sheets;
4. Two (2) clean bath-size towels; and,
5. 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:

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

White Clothing/Towels:

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):

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 separately 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 damaged, lost or altered.

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 Registered Dietician. The same food is served to all 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. Any meals delivered to the unit will be delivered 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. Food Services Staff supervise the cleaning of the food carts and trays. Meals may be served on the unit or in the cafeteria depending on which unit you are residing in.

Approximate meal times are as follows:

Breakfast-	6:45 AM
Lunch-	11:45 AM
Dinner -	5:30 PM

Meal Service will be conducted one (1) unit at a time. Clients are asked to remain in their unit until called by Food Services Staff.

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 cafeteria or on 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.

Snack bags will be provided on Monday, Wednesday, Friday & Saturday. The snack bags will be distributed by Residential Treatment Staff.

All meals are reviewed and approved by a licensed dietician.

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.

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). 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 Central 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-

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
325 Alabama Street
Ludlow, MA 01056

You are not allowed to mail SSTC owned items or homemade items. You may deposit outgoing mail in the outgoing mail box located in the hallway near the Central Lobby.

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
325 Alabama Street
Ludlow, MA 01056-1085

Mail is delivered to the unit every day there is mail service.

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, staff 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, staff will offer you a different envelope in order to store the contents, if needed.

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

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 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.

No other items will be allowed or accepted via the mail. This includes newspapers, books, money, envelopes, or any other personal property.

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.**

Telephone

The SSTC provides clients with fifteen (15), ten (10) minute phone calls, per week, free of charge. You may use these phones at any time you are free to use the day room (with exceptions of safety checks, or unless otherwise directed by the Unit Staff due to emergency/exigent circumstances). You can dial directly, free-of-charge, the Committee for Public Counsel Services (public defender’s office) and Massachusetts Department of Children and Families.

Upon entering the facility, you must fill out a Telephone Number Request Form which will be provided by the RTS 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. **Upon admission, you will be able to make five (5) free five (5) minute calls. See free phone calls instructions at the RTS 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

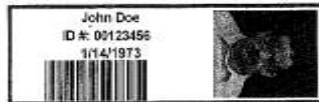
list. **Telephone number request forms must be filled out properly and in a complete manner or they will be returned to you to add in the missing information.**

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.

Telephone System Instructions

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



HOW TO MAKE A PHONE CALL

Option 1:

Free Calls: 5 Free Calls (5 minute each) are available to new clients upon admission. An approved phone slip is NOT Required for Option 1.

- 1) Select Language
- 2) Press "1" to make a call
- 3) Enter your PIN (Last 6 digits of wristband and last four digits of Social Security Number)
- 4) Press "3" to make a free 5 minute Call without a phone slip submitted.
- 5) Enter the 10-digit telephone number.

Option 2:

Once Option 1 is completed, clients receive (15) free ten minute phone calls beginning on Sunday and ending on Saturday with approved phone slip.

- 1) Submit phone slip (Available at the RTS Station).
- 2) Phone slips: Take 24-72 hours to process once submitted.
- 3) Select Language
- 4) Press "1" to make a call
- 5) Enter your PIN - Last 6 digits of wristband and last four digits of Social Security Number.
- 6) Press "3" to make a free phone call.
- 7) Enter the 10-digit telephone number.

Important Information:

- 1) 5 free 5 minute phone calls (without phone list) are for new intakes. Once used, clients must have an approved phone slip to use (15) free ten minute phone calls.
- 2) (15) free ten minute phone calls begin on Sunday and end on Saturday.
- 3) Minutes will not carry over week to week.
- 4) Phone slips: Take 24-72 hours to process once submitted.
- 5) Phone slips need to be filled out correctly and completely or will not be approved.

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.

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. Upon reasonable suspicion, for the safety and security of all clients and staff, you may 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. Clergy are available based on individual request and availability. 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 a clergy member, discuss this with your Counselor/Caseworker. Religious materials are made available upon request to your Counselor/Caseworker.

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. Indoor and Outdoor recreational opportunities are available to clients. Please consult with Unit Staff for recreation times for your specific housing assignment.

Fitness trainers 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, Stretching, Exercise Benefits and Wellness/Fitness topics.

Reading materials will be available to you. You are expected to respect books as facility property and keep them in good condition.

Gymnasium

When operational necessity does not require other usage, the Multi-Purpose Room (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 safety and security 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.
- 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 RTS. 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;
- 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 (please see photo below).



- 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 along the exterior wall of your room.
- 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 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 Inspections may lead to a loss of privileges.

FRIDAY INSPECTIONS

1. Cleaning for inspections needs to be completed on Thursday night.
2. Beds must be made, blue boxes stored properly, and rooms clean.
3. Everyone must be up, properly dressed and step out of their rooms for the inspectors.
4. 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.
- 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.

All cleaning bottles will be labeled and available/scanned out at the RTS Workstation. To utilize chemicals, present your ID to the RTS so that the item may be scanned out. When done with the cleaning assignment, you must return the cleaning item to the RTS 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 RTS.

Safety Inspections

The RTS 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 RTS will also check all locked doors.

The Shift Supervisor will also perform unit safety checks, i.e., condition of room, RTS Workstation, staff offices, recreation areas, rooms, etc. They will then spend time with the RTS and other Unit Staff and go over any issues. On each shift a Supervisor must make at least one (1) supervisory check of each room.

Wellness Checks

The purpose of the Wellness Check is to ensure the well-being of all clients. 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

Upon reasonable suspicion, 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.

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. 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).
- 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 may 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 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 dayroom TV
- Move the unit furniture or tables
- Place feet up on furniture
- Go into another client's room
- Loiter around the RTS 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 while in area
- Disrespect others
- Transfer, give away, exchange or sell any clothing or personal items
- 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 to remain on the unit).
- 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 RTS 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 wristband when leaving or entering the building.
- 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.
- Maintain acceptable behavior in your dealings with staff and other clients.
- Wear your wristband ID at all times.

Out of Unit Movement

- Movement throughout the facility will be coordinated by the RTS.
- Be properly dressed (shirt, pants, shoes) when leaving the unit.
- Proceed directly to your destination. Do not loiter or use this time as a time to socialize.
- 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, additional phone privileges, access to television, radio, special events, recreational activities, relaxing in the day room, access to the recreation 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
- Room Restriction for a specified period of time
- and/or
- A combination of the above.

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

Treatment Reviews will occur for severe behavior violations that jeopardize the safety and security of clients and staff. This may result in:-

- 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 Radio Usage
- Loss of Phone Privileges

Serious violations may result in the legal charges filed in Palmer District Court.

Safety Checks

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

During a safety check, clients are asked to return to your assigned room and close your door when the words “safety check” or “return to your room” are announced by the RTS. Talking to or distracting the RTS during the safety check 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 based upon reasonable suspicion that a client may be using drugs or alcohol. The urinalysis is taken as a measure to ensure client safety.

Emergency Procedures

Emergency Situations (example: fight, medical emergency)

If the RTS announces on the PA system “Return to your Rooms Immediately and Close your Door”, all clients should return to their rooms immediately and close their door.

If you and/or other clients refuse to enter your rooms for an emergency situation, the RTS 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 in order to prevent serious injury or death. Upon discovery of smoke or fire, alert the RTS 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 RTS will obtain and verify a total of the clients, 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. Staff are also here to keep you medically stable during your withdrawal should you require one. Medical staff is here 24/7. Their primary goal is to assist with your stabilization. Please be respectful and courteous at all times. Medical staff participates in team meetings with RTS 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.

Medical will check this wristband to verify who you are during visits. If your ID wristband has been altered, taken off, swapped, or is otherwise not present when we need to verify it, RTS will be notified.

Medically Managed Withdrawal Protocols

You have the right to be informed about all medically managed withdrawal treatment procedures. The SSTC maintains medically managed withdrawal protocols for a variety of substances. Medically managed withdrawal protocols will be tailored to meet the individual needs of each client. All clients who are started on medications for medically managed 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 RTS completes a Sick Call entry that identifies you, adding you to the Sick Call request list.

Sick call takes place twice a day every day with the exception of holidays. In order to be seen the same day, you must sign up through the RTS before the scheduled sick call times. If you sign up after the second sick call of 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 Clinic Exam Rooms that our medical staff utilizes to provide you with medical treatment and education. 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 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 RTS 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.

6:00 AM	Morning medication pass
12:00 PM	Noontime medication pass
9:00 PM	Nighttime 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.

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 Assisted 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 until they are no longer contagious and/or cleared by medical staff.

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 screen by Medical Staff upon Intake and a referral will be placed for you to be seen by a Mental Health professional. Through Sick Call, you may also request to see Mental Health staff or you can put it in a written request to Mental Health by filling out a Request Form.

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 is 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 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 or Recovery Specialist, RTS, Supervisor, Manager or Director
- 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

Treatment Overview

Within this time period, there are opportunities to learn about the programming, treatment, and discharge planning. You will receive this Manual, which is available in English and Spanish. Program 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 and discharge plans.

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

Example of Daily Schedule – See the Unit Bulletin Board for specific programming

Time	Program
6:45am	Breakfast/Med Pass
8:15am - 8:45am	Group
9:00am - 9:45am	Group
10:00am - 10:45am	Group
11:00am - 11:45am	Group
11:45am - 1:00pm	Lunch/Med Pass
1:00pm - 1:45pm	Group
2:00pm - 2:45pm	Group
3:00pm - 3:45pm	Group
4:30pm - 5:15pm	Group
5:30pm - 6:45pm	Dinner/Med Pass
7:00pm - 7:45pm	Group
8:00pm - 8:45pm	Group

Primary SSTC Counselor

You will be assigned a Counselor during the admission process. They will work with you for the duration of the commitment on treatment and your discharge 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 or property, should be directed to your Counselor.

Group 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 discharge have consistently proven to have a better chance at a successful separation from alcohol/drugs.

Family Support

Support is available for your family and/or loved ones. This includes general information, links to community support resources, as well as education resources. Information is provided to families during monthly family orientation and support meetings (currently through Zoom) that occur the first Thursday of each month at 6pm and the third Thursday of every month at 11am. Specific information sharing and Family Transition Sessions can be arranged with your authorization. Access to family services can be made by contacting Barbara Gallo via request slip or supplying your family member/loved one with the following contact information: Barbara Gallo, 325 Alabama St, Ludlow, Ma 01056 (413) 858-0815 barbara.gallo@sdh.state.ma.us

LEGAL MATERIALS

You have the right to contact legal counsel. 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 Henry Downey**. Attorney Downey 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 Staff to all future Court dates as ordered by the Courts. You may have Video Court access as ordered and allowed by the Courts.

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. 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 RTS, 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 RTS Workstation, and submit the grievance to the RTS.

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

The Unit Supervisor/Manager 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 RTS.

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 RTS, 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 RTS 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 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 RTS, Counselor or Caseworker 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 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.

