



**CLIENT HANDBOOK
2024**

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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 not be subjected to Visual Body Searches “strip searches” and body cavity searches;
3. You have the right to control your bodily appearance; however, the Treatment Center may prohibit attire and personal decoration which interferes with treatment;
4. You have the right to be free from coercion;
5. You have right to practice your religious faith so long as it does not disrupt Program Services;
6. You have the right to treatment without regard to race, ethnicity, creed, national origin, religion, sex, sexual orientation, age, gender identity or disability.
7. You have the right to reasonable access to a telephone to make calls.
8. 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.
9. You have the right to receive professional visitors including your attorney/legal advocate, physician, social worker, or clergy member upon approval by the designated supervisor. You may also receive general visitors at reasonable times and days as established by the Facility Administrator through video visitation.
10. You have the right to reasonable access to the outdoors or open air as weather conditions reasonably permit and the Treatment Center is able to safely provide.
11. You have the right to access your client resident record in the presence of the Facility Administrator or designee unless there is a determination that access to parts of the record could cause harm to you;
12. You have the right to challenge information in your client record by inserting a statement of clarification or letter of correction signed by both a clinician and you;
13. You have the right to obtain a copy of your records as specified in 105 CMR 164.083
14. You have the right to confidential treatment as well as record keeping and storage as required by 105 CMR 164.084.
15. You have the right to submit grievances as it relates to these rights and your treatment to medical/mental health/treatment staff and/or staff.
16. 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.
17. You have the right to request referral to a program which provides treatment in a manner to which you have no religious objection;
18. You have the right to have drug screens conducted in a manner which preserves your dignity and, when the drug screen is by urine sample, accommodates any medically confirmed inability to give urine by providing for an alternate effective means of screening such as oral swab; and
19. You have the right to contact the Department of Public Health.

Introduction

Hello and welcome to the Stonybrook Stabilization & Treatment Center (SSTC), a Department of Public Health (DPH) approved facility located in Ludlow, Massachusetts that provides substance use treatment for individuals committed by the court under MGL Chapter 123 Section 35. 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 withdrawal management, providing you with the tools to affect positive change and developing plans for aftercare in order to promote a healthier and more meaningful lifestyle upon discharge. We strive for an environment of harmony and cooperation. This handbook is a guideline and you should read it thoroughly. If you do not understand what is described in here or want further explanation, staff members are available for clarification or assistance.

Mission

Our mission is to help individuals affected by Substance Use Disorders to stabilize and gain access to treatment. 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 and/or Mental Health Disorders involves a process of change by improving health and wellness, living a self-directed life, and striving to reach your 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 SSTC provides evidence-guided, trauma-informed, and family-focused care. An individual may be committed under Section 35 for up to 90 days.

Statutory reviews occur at days 30, 45, 60, 75, and 90. SSTC program discharge is determined on a case by case basis. An individual may be approved for successful completion of the program once they have met program expectations and developed a comprehensive discharge plan. Clients are encouraged to fully engage in the SSTC program.

Upon admission to SSTC, you will be medically monitored in Acute Treatment Services (ATS) as you progress through the withdrawal management process. When the ATS phase is completed, you will begin participating in Clinical Stabilization Services (CSS). Any information related to your treatment while at SSTC is kept private and cannot be released to the public or an outside agency without your written permission.

Discharge

Upon discharge you will receive a letter stating the outcome of your participation in treatment successful completion or did not meet program requirements, as well as a copy of your discharge plan including community appointments and resources. Upon discharge a Release or Transfer Report is sent to the committing court indicating the completion of the Section 35.

Hair Care Services

Electric hair clippers are available in the living unit and can be obtained at request via the Residential Treatment Staff (RTS). 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. 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 and is a serious matter.

Showers

Single-use showers are located in each living unit. Unless otherwise directed by the RTS 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 each of the unit restrooms. You can be proactive in your personal hygiene by consistent hand washing, 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 treatment center allows for qualifying clients to adhere to acceptable hygiene practices, by providing an opportunity to shave once a week. Shaving time(s) and availability are subject to change based on staff availability. Complimentary personal hygiene shaving products include shaving cream and a plastic disposable razor.

- All clients shall have the opportunity to shave with staff availability, with the exception of the Acute Treatment Services or those who pose a risk to harm their 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.

Clothing / Attire

In order to promote good personal hygiene and proper attire, you are required to wear the clothing issued during the admission process at all times. You must wear your clothes appropriately.

You will receive the following clothing items during the admission process:

- | | |
|----------------------------|-----------------|
| (4) Brown Pants | (2) Blankets |
| (4) Yellow T-Shirts | (2) Towels |
| (2) Sweat Shirts | (1) Knitted Hat |
| (1) Jacket | (1) Tumbler |
| (6) Underwear | (1) Storage box |
| (5) Pairs of Socks | (1) Hygiene Kit |
| (1) Pair of Shower Sandals | |
| (1) Laundry Bag | |
| (2) Sheets | |

All issued property and clothing are to be folded neatly and kept in the property storage box provided at admission.

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

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 are not permitted. 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

You may request to 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. You may also submit a request to Property to have court clothing dropped off at the program for your court date. The request must be submitted no later than a week before the court date and should include the name and phone number of the individual who will be dropping off the clothing. If your request is approved, your court clothes must be picked-up from the program no later than 3 days after your court appearance. Only court clothes and legal paperwork can be brought to court.

You may also wear your own personal footwear to court, from your property (without shoe strings). Dress shoes without shoelaces are the only items of footwear permitted for a court clothing drop off. Sneakers, boots and other types of footwear are strictly prohibited. Belts, ties and suspenders are also prohibited.

Client Wristband ID's

During the Admissions 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 an emergency. Intentional tampering, destruction or removal of the wristband is not allowed. If problems occur with your ID, report this to an RTS immediately. You will not be allowed to leave your living unit without wearing proper identification 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, medical treatment and when utilizing items in your room (clippers, spray bottles, etc) 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 for fourteen days, at that time your personal clothing will then be laundered. You are given a signed copy of the inventoried property sheet. 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, 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.

Sexually explicit personal photos and/or written material or pictures that interfere with the rehabilitative process, are not allowed in the treatment center.

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 them into your allotted laundry bag, which will be placed outside of your assigned room for collection (no whites, towels, sheets, blankets, jackets, or shower shoes).

White Clothing/Towels:

You gather your dirty underwear, socks, and towels, and put them into your allotted laundry bag, which will be placed outside of your assigned room for collection (no colors, jackets, shoes, or bedding).

Bedding (blanket and sheets):

You have the availability to launder your blankets every other week and sheets weekly according to your unit's laundry schedule. The blanket and sheets will be placed separately into your assigned laundry bag.

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.

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 treatment center.

The Food Services Staff supervise the preparation of your food and prepares meals in a compartment type tray. Meals are planned to provide balanced nutrition and variety, and are prepared in the 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 in the dining area will be conducted one unit at a time. You are asked to remain in your 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 dining area or on the unit.

You may be provided a special diet for health or religious reasons. This must be approved by the Health Services Department. Snack bags are provided on Monday, Wednesday, Friday & Saturday, the snack bags will be distributed by Residential Treatment Staff.

Client Funds

During the admission process, you were asked if you had any money on your person or in your personal property. Money you had with you when you entered the treatment center is placed in an envelope with your name, client identification number, the date, and the amount of funds you have. This envelope is then sealed and placed in a secured safe for the duration of your commitment. You would have signed a personal property form acknowledging the amount of funds you arrived with. You are not allowed to have any money in your possession while at SSTC. Upon discharge the sealed envelope is returned to you.

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 treatment center's address on the envelope for outgoing mail (both privileged and non-privileged mail), use template shown below:

You're Name
Stonybrook Stabilization & 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 Recovery Specialist 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 in 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 & Treatment Center
325 Alabama Street
Ludlow, MA 01056-1085

Mail is delivered to the units 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;
- The Commissioner of the Massachusetts Department of Correction, and if applicable, the Superintendent of the State Institution;
- 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 your presence and then for the sole purpose of ascertaining that its contents are free from contraband.

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.

This meets your legal need to properly receive the privileged mail and the treatment center's need to maintain the milieu and safety of the treatment center, and not allow contraband/drugs into the treatment center.

In order to prevent interference with the treatment center goals of safety and rehabilitation, and not allow contraband/drugs into the treatment center, you will receive a photocopy of approved incoming non-privileged mail.

Non-privileged correspondence shall be disapproved only to prevent interference with treatment center goals of safety and rehabilitation. The treatment center 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 treatment center operations;
- Threats of blackmail or extortion;
- Plans for sending contraband in or out of the treatment center;
- Plans for activities in violation of treatment center 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 milieu of the treatment center;

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

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.

Telephone

You are provided unlimited thirty minute phone calls free of charge. You may use the phones at any time you are free to use the dayroom (with exceptions of emergency/exigent circumstances).

Upon entering the treatment center, you must fill out a Telephone Number Request Form which will be provided by the RTS. You are able to request up to 15 friends/family numbers on your list. At the bottom of the form, you will list your attorney (if applicable) phone (cell) numbers. Phone calls 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.

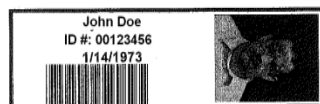
You will have the opportunity to make changes to your telephone list weekly. All changes must be made via a Telephone Number Request Form. You must indicate all numbers you wish to add, delete or keep. Only the numbers that are on your most recent request form will be on your list. Telephone number request 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 is not allowed. 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:

Clients receive unlimited free thirty minute phone calls with an approved phone slip.

- 1) Submit phone slip (Available at the RTS desk).
- 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) You must have an approved phone slip to use the unlimited thirty minute phone calls.
- 2) Phone slips: Take 24-72 hours to process once submitted.
- 3) 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 professional visits authorized by the Facility Administrator. You are expected to conduct yourself in an appropriate manner and maintain appropriate behavior. Upon reasonable suspicion, for the safety 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 Recovery Specialist. Religious materials are made available upon request to your Recovery Specialist.

Recreation/Fitness/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 health. Indoor and outdoor recreational opportunities are available to clients. Please consult with Unit Staff for recreation times for your specific living unit.

A full time Fitness Trainer is also available upon request and can assist you in your physical activities. The Fitness Trainer facilitates daily groups that promote a healthy lifestyle. Classes may include: Fitness, Recreation (Indoor & Outdoor), and Wellness.

Reading materials will be available to you on the living units. You are expected to respect books as treatment center property and keep them in good condition.

Each living unit has a dayroom television available to view. Additionally, clients are provided with a television and remote in their assigned room. You are expected to respect the television and remotes as treatment center property and keep them in good condition.

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;
- 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 storage box containing personal property and your shoes is stored along the exterior wall of your room.
- 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.
- Fold dry towels and place in your property box. Towels may not be used for rugs, decorative purposes or placemats.
- You are expected to clean your room prior to moving to another room or discharged from the treatment center.
- The treatment center 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 storage box.
 2. You must store all paper products in your storage box.
 3. Paper products include: books, legal papers, personal letters, and any other paper products deemed appropriate by staff.
 4. The only exception, which will be reviewed on an individual basis, is the amount of current personal legal paperwork relevant to an open case. The Director will have the final authority in these decisions.

Healthy Habits in Recovery Group

On Thursday mornings the Healthy Habits in Recovery group occurs at 9:00am and includes an inspection of the unit. You are required to have your room clean and be out of bed with your bed made to receive credit for this group.

1. Cleaning for inspections needs to be completed on Wednesday night.
2. Beds must be made, storage 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 not receive credit for the Healthy Habits group.

Cleaning Chemicals

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

- Ask staff to be informed on the proper usage of chemicals.
- 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 reach out to 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, 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, 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 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 common areas as well. They are conducted on an irregular but frequent basis twenty four hours a day, seven days a week.

Searches

Upon reasonable suspicion, searches of your unit and room are conducted for client and staff safety. Searches of rooms or property do not require your presence to search for unauthorized items and contraband.

Contraband is defined as any item in your possession (on your person or in your room) that is not issued to you by the treatment center through channels specifically approved by the rules of the treatment center. 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, treatment center 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 and safety
- Pornography
- Books (except as loaned, authorized or issued by the treatment center)
- 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 Health Services.
- 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.

Behavioral Expectations

Behavioral expectations are put in place to ensure your safety, the safety of other clients, and staff. Additionally, ensuring behavioral expectations are followed allows you and others the opportunity to engage in treatment in a therapeutic environment.

Serious infractions are investigated and may result in criminal charges.

The following outline is intended to give you an idea of behavioral expectations while in the treatment center. It does not cover every expectation 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.
- 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 common areas.
- Disrespect others.
- Transfer, give away, exchange or sell any clothing or personal items.
- Be completely covered by blankets, sheets, clothing, or other articles.
- 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.

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 shut the door.
- 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 treatment center 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.
- No spitting, it is a health hazard.

Therapeutic Time Out

Therapeutic Time Outs will occur in response to behavior-that jeopardizes the safety of clients and staff. This may result in being moved to the Observation Room.

Serious violations may result in the filing of a criminal complaint in Palmer District Court.

Safety Checks

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

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 admission into the program. Subsequent urine samples 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

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 living unit that are available to leave the facility in the event of 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.

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.

Do not tamper with fire equipment, smoke detectors, sprinkler heads, etc.

Health Services

SSTC recognizes that good health care is important to your entire well-being and positive adjustment to the treatment center. 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. Medical staff is here twenty four hours a day, seven days a week. Their primary goal is to assist with your stabilization. Please be respectful and courteous at all times. Please do not come to the clinic if you have not been called

Medical will check your 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, the RTS will be notified.

Withdrawal Management Protocols

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

Sick Call

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

Sick call takes place daily 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. Depending on the time you make the request, you may be added to the Sick Call list for the next day.

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 immediately. Anything non-urgent will follow the sick call process. Examples of urgent concerns are as follows:

- Withdrawal concerns (vomiting, diarrhea, dizziness)
- Problems with or reactions to 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

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 your Recovery Specialist for you to review your records. Upon discharge from the treatment center, you may in writing, request a copy of your records. The foregoing procedure is subject, in all respects, to safety considerations.

Clinic Room Etiquette

There are Clinic Exam Rooms that 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 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.

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 area.

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 are encouraged to take the medication prescribed to you or consult with medical staff regarding any concerns you have about the medications being prescribed to you. Taking other clients' medications, exchanging or selling medications is considered misuse abuse and may result in a changed to your medication orders. 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 Pass

After your Medical Admission 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. In all cases, you will report to the medication cart near the RTS Workstation and display your ID wristband to the Medication Support Staff 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. Medications are dispensed as prescribed during the morning, mid-day and nighttime hours.

If you wish to refuse medications, please inform the Medication Support Staff at the scheduled time of med pass. You must be present to do this. Please respect the Medication Support Staff and show up on time for your medication.

Keep on person (KOP) medication will be given on a case by case basis. Failure to adhere to medication guidelines could result in discontinuation of medications.

Medication Assisted Treatment (MAT)

MAT services are available to all clients. You are screened at the time of Admission and, if interested, the proper referral is made. You can request MAT services during any medical or mental health encounter. If you are already on a form of MAT, it will be continued once verified with the community clinic and based on your medication and medical history. All clients prescribed or requesting Medications for an Opioid Use Disorder (MOUD) will meet with a Mental Health Clinician to be enrolled into the Opioid Treatment Program (OTP). Discharge planning will be started for anyone receiving MAT.

Communicable Diseases

For your health and safety, you are tested for Tuberculosis upon entry to the treatment center. When appropriate, you may be tested for communicable diseases. Information about symptoms and prevention of several communicable diseases is provided for you during Medical Admissions. Anyone who develops or has a contagious disease may be housed with restricted activities until they are no longer contagious and cleared by medical staff.

Communicable diseases are diseases that can be transmitted from one individual to others. For example, Tuberculosis, Chickenpox, Lice, Scabies and Covid-19 are communicable diseases.

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

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

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

Any grievances regarding medical services are to be filled out on Grievance Forms which are available at the RTS Workstation.

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. 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 medical staff upon admission and a referral will be placed for you to be seen by a Mental Health Clinician. You may also request to see Mental Health—at any time by submitting a Client Request Form. If receiving mental health services for a co-occurring disorder, you will meet with a Clinician to develop a treatment plan and for regular follow up visits. The Clinician will also submit a referral to medication clinic if appropriate.

If you are on psychotropic medication that is verified upon admission by medical staff, it will be continued if the medication is on the treatment center formulary. For medications not on the treatment center formulary, appropriate substitutions will be offered to comply with the restrictions of the treatment center.

All SSTC staff is trained to support, recognize and, submit referrals to Mental Health when needed, in a professional, discrete, and confidential manner.

Suicide Prevention

The treatment center has a Suicide Prevention and Intervention plan.

During the admissions process, you are screened for suicide risk. Questions are asked in regards to current or recent suicidal thoughts or feelings, your family history, psychiatric history, and previous suicide attempts. You are encouraged to be forthcoming with any suicidal thoughts or plan, at any point during your stay, so staff can assist you in remaining safe and submit a referral to mental health for additional evaluation and support. All staff is trained to assist clients who are feeling suicidal in a professional, discrete, and confidential manner.

HOW TO ASK FOR HELP

- Talk to any staff member and let them know you are having thoughts about hurting yourself, hurting others, or not wanting to live anymore.

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

INDIVIDUAL AND GROUP TREATMENT

Treatment Overview

While at SSTC, you will have the opportunity to participate in both individual and group treatment. Below is an overview of the treatment we offer. 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 treatment 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	Schedule
6:45am	Breakfast
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
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
7:00pm - 7:45pm	Group
8:00pm - 8:45pm	Group

Recovery Specialist & Individual Counseling

A Recovery Specialist will work with you for the duration of your commitment to develop treatment and discharge plans. You will meet with your Recovery Specialist weekly for individual substance use counseling. It is important that you share all relevant information related to your substance use, treatment history, housing, transportation, and intention for aftercare with your Recovery Specialist. Developing a comprehensive discharge plan takes time and starts on day one of your commitment. Please be aware that everyone will be provided an opportunity to develop a discharge plan, but your Recovery Specialist will not attempt to force aftercare treatment onto you; on-going treatment must be voluntary. All other concerns, such as requests to make phone calls or questions about property, should be directed to your Recovery Specialist for guidance.

Group Treatment

Treatment groups are based on empirically supported treatment models and focused on a dual-diagnosis approach. Content will include both substance use education and prevention, coping skills for emotional regulation, interpersonal and family dynamics, and preparation for discharge-you will have the opportunity to attend up to 10 groups daily, 7 days a

week. Groups include but are not limited to topics such as: recovery roadmaps, relapse prevention, recovery wellness planning, CBT, DBT, process groups, meditation, mindfulness, and physical wellness. Individuals can participate in daily recovery meetings to include AA, NA, SMART Recovery, & Refuge Recovery. You are encouraged to engage in programming willingly, allowing for the most therapeutic impact possible.

The following expectations are expected to be followed regarding group treatment. Any effort to disrupt programming for others will not be tolerated.

- Must use the bathroom before or after group - if it is an emergency you will have to return to the unit to use the bathroom and will not be able to return to the group or receive credit for group.
- No food or drinks allowed in group.
- No radios in class - except for Recreation and Fitness.
- Be on time - if you show up for group more than 5 minutes after it begins you will not be welcome to attend.
- Confidentiality - what is said in group should remain in group, what people choose to share should not then be discussed in the units, cafeteria, etc.
- Be respectful - you don't have to agree with what other people are sharing, but you must be respectful. We all have different cultural backgrounds, beliefs, preferred languages, and experiences that impact the way we think and feel.
- No crosstalk - when someone is sharing you are invited to listen.
- Speak in "I" statements - share your experience, thoughts, and feelings rather than focusing on others.
- Credit is earned, not an entitlement - the expectation is that you will participate (this does not mean you have to share, but you do have to be attentive and respectful).

Family Support

Support is available for your family and/or loved ones. This includes general information and referrals to community support resources. You can request to have a Family Transition Session which is an opportunity to meet with family member(s) and discuss the ways the family has been impacted by your substance use, healthy support options, and discharge plans. Family Transition Sessions are structured and goal oriented. 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 Phone: (413) 858-0815 or email barbara.gallo@sdh.state.ma.us.

Legal Matters

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 program 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 **Legal Resources**.

Court/Video Court

You will be transported by staff to all 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 is 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.

If you need assistance writing a grievance, or have questions about the grievance process, staff is available to assist you upon request.

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

You should initiate the complaint with the 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.

Designated staff 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 Facility Administrator within five (5) days of receiving the decision by completing another client Grievance Form, obtained from RTS, noting the appeal.

The designated staff 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 Facility Administrator is deemed as final except for remedies that might be sought through the appropriate Court.

Sexual Victimization

Sexual Abuse:

For purposes of this part, sexual abuse includes;

- (1) Sexual abuse of client by client; and
- (2) Sexual abuse of client by a staff member, contractor, volunteer, or intern.

Sexual abuse of a client by a client includes any of the following acts, if the victim does not consent, is coerced into such act by overt or implied threats of violence, or is unable to consent or refuse:

- (1) Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
- (2) Contact between the mouth and the penis, vulva, or anus;
- (3) Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object, or other instrument; and

(4) Any other intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of another person, excluding contact incidental to a physical altercation.

Sexual abuse of a client by a staff member, contractor, volunteer, or intern includes any of the following acts, with or without consent of the client:

- (1) Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
- (2) Contact between the mouth and the penis, vulva, or anus;
- (3) Contact between the mouth and any body part where the staff member, contractor, volunteer, or intern has the intent to abuse, arouse, or gratify sexual desire;
- (4) Penetration of the anal or genital opening, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor, volunteer, or intern has the intent to abuse, arouse, or gratify sexual desire;
- (5) Any other intentional contact, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the staff member, contractor, volunteer or intern has the intent to abuse, arouse, or gratify sexual desire;
- (6) Any attempt, threat, or request by a staff member, contractor, volunteer or intern to engage in the activities described in paragraphs (1)-(5) of this section;
- (7) Any display by a staff member, contractor, volunteer, or intern of their uncovered genitalia, buttocks, or breast in the presence of a client;
- (8) Voyeurism by a staff member, contractor, volunteer, or intern.

Sexual Harassment includes:

- (1) Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by client directed toward another; and
- (2) Repeated verbal comments or gestures of a sexual nature to a client by a staff member, contractor, intern, 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 victimized, 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 treatment center, which could receive and immediately forward your report(s) of sexual victimization to treatment center officials, allowing you, the client, to remain anonymous, upon request.

All intentional acts of sexually abusive behavior or intimacy between a client and an SSTC employee, contractor or volunteer, or between clients, regardless of consensual status, are prohibited and the perpetrator shall be subject to administrative and/or legal ramifications. SSTC is committed to investigating 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 Facility Administrator 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.

Americans with Disabilities Act

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. Your request for reasonable accommodation may be initiated by filling out a request Health Services staff.

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 needs via the Sick Call process.

Discrimination

SSTC will not discriminate on the basis of race, color, religious creed, national origin, genetic information, gender identity, ancestry, sex, sexual orientation, age, disability, 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 staff member.

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 the RTS or your Recovery Specialist should you need to use this device (TTY).

You may request a review of any medical needs via the Sick Call process.

Interpreter Services

You are responsible to know and understand the treatment center's expectations, procedures, schedules, and programming materials. If your primary language is not English, a staff interpreter, the software Language Bridge, or the Timekettle Translation Device can be provided. Some materials, such as this handbook, are provided in Spanish and English. Please see your Recovery Specialist for assistance.

NOTES

A series of horizontal lines for writing notes.