

CREDO COMMUNITY CENTER FOR THE TREATMENT OF ADDICTIONS, INC.

Website: www.credocc.com

CREDO COMMUNITY CENTER MISSION STATEMENT

Transforming Lives Through Quality Treatment

CREDO COMMUNITY CENTER PREAMBLE

We are here because there is no refuge finally from ourselves. Until we confront ourselves in the eyes and hearts of others, we are running until we suffer them to share our secret, we have no safety from it. We will be alone. Where else, but in our common ground can we find such a mirror? Here together, we can at last appear clearly to ourselves, not as a giant of our dreams, nor as a dwarf of our fears, but as a woman, a part of a whole with his share of its purpose. In this ground, we can each take root and grow, not alone anymore as in death, but alive to ourselves and to others.



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WELCOME TO THE NEXT PHASE IN YOUR RECOVERY AT THE CREDO COMMUNITY CENTER WOMEN'S RESIDENCE

Credo Community Residence's immediate goal is to meet residents where they are at, support them in improving their quality of life, provide support and safety for the resident, all while helping them access the care needed for successful long-term recovery. Other goals may include:

- Development of an individualized and effective Reoccurrence Prevention Plan
- Healthy relationships and healthy boundaries
- Discovery and acceptance of self
- Increased self-control
- Responsible adult behavior
- Improved self-esteem
- Steps for Reunification of mother and children
- Reintegration into the community

The mission of the Women's Community Residence is to provide a supportive living environment for females 18 years of age and older while they receive outpatient treatment for their substance use disorder. The program length is up to twelve months and is based on the completion of treatment goals and resident engagement; depending on an individual's progress and needs in their recovery, the stay may be longer.

The Credo Women's Community Residence uses a person-centered approach as a way of providing care to our residents. We believe that each person is unique, and their preferences are emphasized. It's expected that symptoms and challenges of the disease of addiction will be present at times, but we focus on solutions and goals. Person-centered care recognizes that while addiction is only a diagnosis of the person, there is much more to the person than their diagnosis. We provide a clean, safe, and structured environment with caring support services in a substance-free "home-like" atmosphere. The residence is for adult females in early stages of recovery from alcohol and substance dependence. Our residents benefit from staff and peer support while developing and working on their:

- recovery program
- daily activities
- personal hygiene
- basic life skills
- vocational skills
- recreational skills
- educational goals
- parenting skills
- medical needs

This handbook provides information and guidance without any attempt to cover all possibilities. Each rule supports a value consistent with recovery-oriented living. These values or ideas are much more important than specific rules because they create and support the atmosphere required for recovery. Each rule is in place for a reason and helps provide a structured environment, as well as reflects the expectations of being a productive member of the community. We teach and encourage the respectful treatment of others.

WHAT TO EXPECT ON THE FIRST DAY:

1. You will go through an intake process and sign documents and releases.
2. Copies of your insurance cards, ID cards and the original SNAP (Supplemental Nutrition Assistance Program) card (if applicable) will be obtained and stored in a staff office.
3. All clothing brought into the residence must be run through the bed bug machine, washed and dried, upon arrival at the residence, even if these items were just washed at home.
4. Staff will search all belongings to ensure nothing unsafe is being brought into the residence.

5. Staff will meet with you for an individual session within 72 hours (about 3 days) of coming into the program, then typically every 2 weeks after.
6. You will be connected with a peer leader in the program to help provide guidance and support in adjusting to the program.
7. You will receive a tour of the house and an explanation of the fire evacuation procedures, as well as notification of the emergency exits; this will include being shown your bedroom.
8. You will be provided with information regarding all staff who are trained in the administration of NARCAN and shown where the NARCAN kits are maintained (within the first aid kits on each floor of the house).

During the intake process, referrals will have been made for your outpatient substance abuse treatment and any appointments for mental health or MAT (Medication Assisted Treatment) services. Credo Community Center offers these services within our agency. If you would like to receive these services through another provider, you can discuss this plan with your counselor to explore your treatment options.

Additionally, you should expect during your orientation process:

1. A review of house rules and expectations
2. An explanation of weekly meal assignments
3. An explanation of the house meetings process
4. An introduction to the rest of the house residents
5. An introduction to staff (this may happen over the first two weeks of their stay due to staff working various shifts)
6. A description of the services offered to Credo patients (outpatient services, vocational and education services, and access to Peer services in the community)

ENGAGING IN RECOVERY

Recovery is both tough and rewarding at the same time. Staff are always available to support and talk with you whenever needed.

Listed below are some suggestions to help in recovery:

- Recovery requires a willingness to act and self-examination.
- Self-examination and growth require safety and an atmosphere of trust. Trust cannot exist without self and mutual respect. Recovery requires a focus on self, but not to the extent that it hurts others.
- Recovery requires effort, self-control, and the willingness to change behaviors.
- No matter how difficult and damaging life has been in the past;
 - You are responsible for both your attitudes and actions today.
 - You belong to a community and its health is as important as that of individual members.

CREATING SAFETY WITHIN THE PROGRAM

Safety is vital within the program; this includes physical, mental, and emotional safety. A significant portion of our program exists to create, maintain, and protect this safety. Residents may be asked to leave the program if they are a threat to the safety of the residence, or if we are no longer able to keep them safe in our residence. We strive to create an atmosphere of safety so that each resident can discover themselves and practice day to day living skills that are necessary for recovery.

Resident Guidelines and Expectations

Below are the guidelines and expectations of the program; these have been established to promote an environment of safety and recovery. This is not a comprehensive list but does provide an overview of how to successfully reside in the program. There are no specific consequences attached if the expectations are not followed because each violation will be handled as appropriate by staff.

- All staff and peers are to be treated with the same respect.
 - This is always: in all situations, and whether clinical staff are present or not. This includes not yelling or swearing at peers or staff.
- Respect will be shown by using courtesy and manners.
 - Utilizing “Please”, “Thank You”, and “You are Welcome” etc. helps to create an environment in which individuals can peacefully co-exist
- Behavior is to reflect honesty.
 - When a resident reports self-help attendance, this means that they went, stayed, and remained at the meeting.
 - When a pass is approved to go somewhere and do something, that is exactly where the resident has gone and what they have done.
 - Integrity is a key character trait that promotes a road of recovery.
- The time and effort necessary to do a good job, chore assignment, etc. will be taken.
- Behaviors and decisions that are expected within the program include:
 - Not talking about house issues anywhere other than in the house or during outpatient services or violating confidentiality of other residents in any way.
 - Not using threatening behaviors or language that may frighten or intimidate staff or peers.
 - Maintenance of personal hygiene, to include routine showers and doing laundry.
 - Keeping all living quarters clean and free of clutter; this includes bedrooms and bathrooms.
- Be accountable to decisions and receptive to feedback and challenges from peers and staff.
- Complete volunteering expectations that are established in treatment plans.
- Attendance at self-help and recovery related meetings/activities is encouraged.

We are ready and willing to help and guide in this process. Our experience is that anyone willing to work and make necessary changes will benefit from our program. This program believes that both staff and residents work together to create a culture of safety and accountability. This culture is negatively impacted when individuals make decisions that violate the safety of the program; this could include bringing contraband into the house, disrespecting peers or staff, not complying with daily living expectations, not complying with visiting privileges, etc. As a program, we work to address these issues on both an individual and group level, always encouraging residents to provide one another with feedback and seeking out staff support if there is a concern in the environment. When issues go unresolved or concerns are unaddressed, the safety of the program is put at risk and residents are not afforded an ideal living environment in which to pursue their recovery. All residents are asked to support the culture of safety and accountability.

Situations may arise that are not adequately covered in this handbook. The Women's Residence staff have the right to make decisions that we believe are in the best interests of both the individuals and their peers in unexpected or unusual situations.

ADDITIONAL SERVICES

Other services can be facilitated to help each resident develop a recovery-oriented lifestyle. Examples include:

- Outpatient mental health counseling
- Self-help programs
- Recovery-oriented supportive programs
- Peer advocates

- Medication Assisted Treatment (MAT)
- Additional referral services to meet other needs
- Educational or vocational services
- Orientation Group or other groups provided at the Community Residence
- Nutritional classes
- Family counseling
- Parenting Education and Certificates

You can coordinate with your Primary Counselor to learn more about services available to you and to coordinate referrals to these services.

Employment Requirements

- You will be seen by the Vocational Coordinator within the first 7 days of admission to the community residence.
- Prior to seeking employment, you must be deemed ready to work by the multi-disciplinary team and have received approval from your legal contact. Additionally, you must:
 - Be up to date with treatment goals;
 - Actively attending all appointments
- During Level III, you will be eligible to apply for the employment privilege and if approved by the treatment, will be permitted to work up to 25 hours/week. No overnight shifts will be approved.
- You can obtain full time employment the last four weeks you are in the community residence.
- If you obtain employment, you are required to pay 30% of their gross income each time they get paid for rent.
 - If you fail to pay their 30%, you will be restricted to the residence and will not be able to complete successfully until they have satisfied their debt.
 - A pay stub must be turned in each pay period, within 3 days of being paid, to the Program Director or Primary Counselor, and they will calculate what the 30% is for you.
 - Once you have been told what the amount is you will be required to pay this amount with a money order.
 - Not following these procedures will result in consequences such as loss of pass privilege or restriction to the house.
 - It is your responsibility with the help of counseling staff at the house to keep the your Department of Social Services informed of your employment status and provide pay stubs as requested.
 - Failure to provide work related paperwork to staff and DSS can result in loss of privileges, if problems persist, discharge may occur.

Additional information related to employment and educational opportunities:

- You will have a Vocational Education (VOC/ED) assessment and have access to gaining skills in job readiness through the VOC/ED counselor.
- If you are interested in attending college or vocational school, approval must be received from the multi-disciplinary treatment team. You will be considered eligible for college or vocational school after becoming a Level III and establishing an educational plan with your assigned counselor.
- The time frame involved in working or attending school is determined on an individual basis.

- You are not permitted to obtain full time employment until Level IV and employment will be incorporated into the discharge planning process.
- It is required that if you are participating in school or work; you will schedule around the house meetings and any scheduled sessions at the outpatient clinic.
 - In special circumstances, you may be allowed to miss the house meetings to participate in one of these activities with prior approval from clinical staff.

PROGRAM INFORMATION

Program Routine

The daily routine consists of the following:

Breakfast on your own

- 7:00 A.M. – Wake Up (Monday through Friday)
 - Staff will make rounds at 7:00 A.M. to ensure that all are up on time. You will be expected to respond to staff when asked if you are up to verify that you are not still sleeping.
 - Not being up on time will be addressed by staff.
 - *9:00 A.M. wake up on Saturday, Sunday, and holidays.*
- 7:00 A.M.-7:45 A.M. – Required Daily chore COMPLETED, and medications taken
 - Monday through Friday
 - *10:15 A.M. Completion time for chores on Saturday, Sunday, and holidays.*
 - No leaving the house until chores are completed (this includes smoking).
- By 8:00 A.M., all residents must be downstairs and not go back to their rooms until 4:00pm.
*Residents will be allowed to return upstairs to shower until 10:00am.
- 8:15 A.M. – Morning Meeting
 - Monday through Friday.
 - Topics of discussion include daily living skills, house issues, coping skills, and reoccurrence prevention skills.
 - A clinical staff member is present for the house meeting to help residents work through house issues.
 - ALL residents are required to be present and participate.
 - No signing out until after morning meeting.
- Lunch: each resident is responsible for making their own lunch and clean up.
- 5:30 P.M. - Dinner

As part of your weekly chore, you are responsible for cooking dinner once a week. At least two residents are required to prepare dinner each day. On your “cook day,” you are expected to be onsite from 3:00 P.M. to 6:30 P.M. to complete your chores.

 - Expectations of cooking dinner include:
 - Cleaning all pots and pans used that to prepare dinner
 - Place leftovers into smaller containers and using tape, label the date the item was made and the contents of the container
 - Load/unload dishwashers
 - Clean the kitchen and dining room
 - The dinner menu will be planned in advance and approved by staff in order for food to be purchased.
 - Residents with kitchen chores cannot leave the house until a staff person has checked the chore and confirmed that it has been completed.

- All residents must be in the dining room for dinner unless they have been approved to be on pass.
- To encourage a family style setting we ask that residents sit with one another and remain at the table for twenty minutes.
- After twenty minutes residents are expected to assist with clearing the table.
- 10:00 P.M. - Curfew
 - Curfew time is the same for all residents,
 - Residents are expected to be in by curfew.
 - When you leave the house and return to the house, you must sign in & out and let a staff member know that you are leaving or returning.
- 11:00 P.M. – Quiet time
- Residents need to be mindful of their peers and are expected to be quiet by this time. All residents need to be in their bedrooms by 12:00 A.M. Sunday through Thursday.
 - On Friday and Saturday, residents need to be in their bedrooms by 1:00 A.M.

Program Weekly Requirements

During your stay at the community residence, you will complete the following on a weekly basis:

- Volunteer specified hours a week (according to the treatment plan and legal obligations). Refer to the Volunteering section for more information.
- Complete all assigned house chores
- Attend all house meetings and participate
- Attend and participate in Community Residence groups
- Attend all Outpatient appointments
- Follow through with any scheduled appointments outside of the ones mentioned above
- Participate in GED (General Education Development) if desired

PROGRAM LEVELS

Program Levels progress from more structure to less structure. Each level has different responsibilities and freedoms, with different requirements for progression to the next level. Based on your participation, attitude, and decision making, staff will review in treatment team if you are eligible to move to the next level. Additionally, you will ask for feedback from your peers in a house group prior to submitting the level request. A written request will be submitted to a clinical staff by 12:00pm on the day before the treatment team meeting so it can be reviewed in the team meeting. These are Level guidelines and are subject to change as needed at the staff's discretion.

The treatment team will be reviewing the following when considering your request for level change:

1. Overall attitude towards peers and staff members
 - Respectfulness towards others
 - Engaging in positive relationships with peers
 - Honesty
 - Anger resolution
 - Displaying efforts of maintaining a positive attitude
2. Compliance with treatment rules
 - Adhering to house rules and guidelines
 - Number of incidents in residence
 - Restrictions
 - Being placed on a behavior contract

- Serving as a role model in the house and the community
- 3. Participating in house meetings/ outpatient counseling/ groups
 - Attendance/punctuality in the house meetings and outpatient counseling and/or groups
 - Sharing during the house meetings and group process
- 4. Being accountable and responsible for service plan objectives
 - Sharing with staff and peers knowledge learned from goals and objectives
 - Appropriately manage medications and physical health recommendations
- 5. Evaluations on your work responsibilities such as house chores and earned responsibilities
 - Quality of work
 - Showing motivation to engage in the treatment process
 - Completion of chores
 - Participation of cook day

Level I Expectations/Guidelines:

1. During the first 10 days of treatment, you will remain primarily onsite; engagement in recovery related activities will be permitted with prior staff approval. This timeframe can be extended if the treatment team feels it is beneficial to help you adjust to programming.
2. After 10 days, you may leave the house for up to 3 hours if this does not conflict with your other responsibilities.
3. You will learn house rules and expectations.
4. You are encouraged to attend and document 3-5 self-help or recovery related meetings of your choice each week.
5. You will participate in house activities and recreational activities.
6. You will be assigned a peer sponsor and be connecting with this individual.
7. You will become familiar with the community and the resources available to you.
8. You will participate in Orientation Group

There are no dinner passes or overnight passes in Level I.

Advancement to Level II Requirements:

1. You have completed medical requirements for the program (i.e. admission physical and bloodwork).
2. You have coordinated with your counselor to develop and complete an Initial Service Plan.
3. You have attended appointments at the Outpatient clinic.
4. You have displayed a commitment to engage in treatment.
5. You have explored volunteer opportunities in the community and established a plan of volunteering with your primary counselor.
6. You have started to form relationships with staff and peers
7. You have displayed an understanding of program guidelines and rules (i.e. curfews, sign-out process, chores, cook day, morning meeting, adhering to visitation rules, and balancing of treatment and recovery)

Level II Expectations/Guidelines:

1. You are able to leave the house for up to 5 hours if this does not conflict with their other responsibilities.
2. You will work on your service plan and actively engage in treatment.
3. You will begin to relate and share about yourself in the house meetings.
4. You will engage in active listening and contributing to discussions.
5. You will adhere to volunteer commitments outlined in your treatment plan.
6. You may request 2 day passes per month.

7. You may request 2 overnight passes per month.

Advancement to Level III:

1. You have displayed more in depth talking in house meetings and relating to self and recovery.
2. You have remained active in completing treatment goals.
3. You have demonstrated integrity.
4. You have followed all house rules, visiting rules, and participate in house functions.
5. You volunteer regularly.
6. You have continued to follow the Level I and II requirements.
7. You have no unexcused absences from any Outpatient appointment, volunteering commitments, or medical provider appointments.
8. You have been developing a sober support network.

Level III Expectations/Guidelines:

1. You will serve as a Chore Monitor.
2. You will have no limit on time away from the program, however, are required to attend the house meeting, be at the residence nightly for dinner, have a cook day, attend all Outpatient appointments, and be in by curfew.
3. You may request 4 overnight passes per month.
4. You may request 4 day passes per month.
5. You will not have more than 72 consecutive hours away from the program.
6. When able, you will lead or support discussion in house meetings or groups.
7. You will continue to maintain Level I and II expectations

Advancement to Level IV:

1. You have displayed ongoing work toward completion of additional or new service goals contained in your service plan.
2. You seek out others for help and guidance.
3. You have been a role model, followed the rules and encouraged others to follow them when staff is not around.
4. You continue to follow all program guidelines.
5. You have made progress toward setting up options for leaving the residence and establishing discharge plans with your primary counselor.
6. You have continued to form healthy relationships with peers in the residence.
7. You have continued to be an active participant in the morning meetings and house activities.

Level IV Expectations/Guidelines:

1. You may request employment or continued education (this still needs to be approved by treatment team and you must be meeting all requirements of the community residence)
2. You may request 6 overnight passes per month.
3. You may request 6 day passes per month.
4. You will not have more than 72 consecutive hours away from the program.
5. You will have no time limit outside of the residence, however, are required to attend the house meeting, be at the residence nightly for dinner, have a cook day, follow curfew, and attend all Outpatient appointments.

DAY AND OVERNIGHT PASSES

- All passes must be turned into a clinical staff member by 12:00 pm on the day before treatment team. No passes will be accepted beyond that time, without consent from clinical staff.
- All day and overnight passes are discussed in the treatment team.

- You will be informed of the approval or denial of passes the day after treatment team.
- You are not allowed to miss any treatment at an outpatient due to an overnight or day pass.
- Passes follow the calendar month, and there is no carrying over of passes monthly.
- It is your responsibility to find a peer to cover any assigned chore and ensure your bedroom is in good standing before leaving on pass.
- You are required to call the Community Residence and let staff know if your situation has changed and you will not be following plans of the pass you handed in.
 - Example: You put in a pass in to go to the mall and change your plans to visiting a friend's house.
 - Staff **MUST BE** notified of all changes, as well as if you will be late returning for any reason.

PEER LEADERS

The Community Residences believe in the importance of building leaders. During your stay, you can gain leadership skills through role modeling and in a more purposeful way of connecting with new or struggling peers. A new resident will be linked with a peer leader to help them in adjusting to the program; this will help to provide individuals with a positive support system from day one. Peer leaders will be expected to outline and model program rules and expectations, be a mentor to others, engage peers in recovery discussions and activities, etc.

To become a peer leader, you must ask for feedback from peers during a house group and then submit a request to your primary counselor which will be reviewed during treatment team (like level requests). If this designation is not granted to you, the staff will provide feedback of areas of growth and after addressing these areas, you can submit another request to be reviewed by the treatment team.

A Peer Leader will:

1. Orient new residents to the program as well as the community (I.e., take to self-help meetings, YMCA, Library, appointments, etc.)
2. Review the handbook with the new resident.
3. Provide training and education of how to do program chores to include cleaning and cooking.

A Peer Leader will receive:

1. An extra day pass per month.
2. An extra overnight pass per month.
3. An ability to facilitate or pick a morning meeting topic in coordination with clinical staff.

DISCHARGE POLICY

It is our intent to discharge residents under the most positive conditions consistent with behavior and circumstances. You will be considered appropriate for discharge from the Community Residence and will be discharged when you meet one or more of the following criteria:

- You have accomplished the goals and objectives which were identified in your comprehensive treatment/service plans.
- You refuses further care:
 - If you choose not to return to the program or discharge yourself from the program, staff will review the potential outcomes with you and when possible, encourage you to remain in treatment.

- If you absconds from treatment and are unaccounted for 24 hours, you will be administratively discharged.
- If you have been referred to other appropriate treatment which cannot be provided in conjunction with this residential service.
- If you have been removed from the program by the criminal justice system or other legal processes.
- If you have received maximum benefit from the program.
- If your are disruptive to the program and/or fail to comply with the applied written behavioral standards of the facility. In this case, the Discharge Against Wishes Policy (administrative discharge) will be followed.
 - If you are violent, have been discovered to have engaged in sexual behavior with any peer or staff, refuse to participate in any reasonable element of Credo Community Center, or use tobacco products inside of the Community Residence or on any agency property, you are subject to discharge.
 - After all other methods have been exhausted (verbal warnings, therapeutic interventions, etc.) you could be discharged for noncompliance with program rules.

Discharge Against Wishes

If the treatment team has determined that you need to be discharged but you wish to remain in treatment the following will occur:

1. The Program Director will review the reasons for discharge with the Director of Residential Services.
2. You will receive written notification of the reasons for discharge.
3. Your emergency contact(s), legal contact(s) (if applicable), and other care providers will notified of the recommendation for discharge.
4. You will be able to appeal the discharge recommendation and will have twenty-four hours to notify the Program Director of your desire to appeal the discharge decision. This will allow time for you to seek the advice of others, if desired.
5. You will be provided written notice after you have appealed of the final decision to either continue with the discharge or not to continue with discharge.
 - a. If discharge is the decision:
 - i. You will be provided with information about treatment and referral options and the program with help to coordinate referrals if desired.
 - ii. Your emergency contact(s), legal contact(s) (if applicable), and other care providers will notified of the discharge.
 - iii. Arrangements for transportation will be made, and you will be provided with your discharge paperwork.
 - iv. You and your family/significant other(s) will be offered overdose prevention education, naloxone education and training, as well as a naloxone kit or prescription.
 - b. If the decision was made to not continue with discharge, you will be informed and provided with the opportunity to continue with your treatment.
 - i. Assigned staff will collaborate with the you to review the treatment plan and revise, if needed, to reflect the recent decision to not discharge and the provision of supports for you.
 - ii. Your emergency contact, legal contacts (if applicable), and other care providers will be notified of the decision.

You will not be discharged from the program until this entire process is complete, with the exception of an emergency discharge.

Emergency Discharge

The program may make an emergency discharge immediately if a serious incident occurs. In this case, the right to appeal discharge would occur after you have been removed from the program. If an emergency discharge is warranted your emergency contact, legal contacts (if applicable), and other care providers, as appropriate, will be notified of the decision. Transportation to a safe environment will be arranged for you, and you will be provided with discharge paperwork. You and your family/significant other(s) will be offered overdose prevention education, naloxone education and training, as well as a naloxone kit or prescription.

PNA CHECKS

Upon admission, if eligible, you will apply for DSS to include Personal Needs Allowance (PNA). Each county that the funds are received from varies in the amounts provided and the times of the month in which the checks are sent. Monies received from DSS for individuals to be used for your personal spending are deposited in an agency account designated for that purpose. An account of your monies is kept by the Finance Department and personal needs checks are provided to you once a month, on the 15th of each month. Fees accrued on behalf your behalf will be deducted from this account (could include Bolton's copays, lockbox payments or money that was used out of a SNAP account; SNAP cards need to be turned in upon admission). If treatment is not completed, any remaining DSS monies in your account will be returned to your county.

VISITATION POLICY (To include policies for child(ren) visits)

Upon admission, you will complete required forms in the EHR relating to the involvement of children in your treatment, to include appropriate releases related to the child (I.E. CPS, pediatrician, emergency contacts, etc.). Refusal to sign these forms will result in your children not being able to be onsite for visits. Copies of signed forms will be provided to you. You will be informed upon admission that no child visits will be permitted for the first ten days of treatment.

All onsite visits will be pre-approved by the treatment team. Requests for visits during your treatment will be submitted to the assigned counselor by 12:00pm on the day before treatment team. As part of the approval process you will provide a Behavior Management Plan of how you will manage disciplinary issues with their child(ren). The assigned counselor will be responsible for reviewing all requests during the treatment team; you will be informed of the decision by the treatment team. To schedule visits, you will coordinate with the assigned counselor to establish days/times that would be appropriate for visits. All visits must be on the first floor of the program, in common living areas as well as the fenced in area located behind the house. If a child is visiting and you are suspected or confirmed to be under the influence, staff will observe both you and your child(ren) until the child(ren) can be picked up from the program. Assigned counselors will assess as needed throughout your treatment if visits should be restricted. All decisions to restrict visits will be made by the treatment team.

URINE/BREATHALYZER SCREEN POLICY

Residents entering the program are required to provide a urine sample and must test negative at the time of arrival to the residence. Random unobserved screens will also be done throughout treatment and can be requested at any time when deemed necessary by staff. Urine screens will be observed if deemed clinically necessary and have been noted in the chart.

Refusing to give a urine sample will be viewed as being in noncompliance with program guidelines; this refusal will be reviewed by the treatment team and may result in discharge.

When asked to produce a sample, you have 2 hours to produce a sample and you will not be permitted to leave the program until the sample has been provided.

SEARCH POLICY

The Community Residence's mission is to create a safe environment in which individuals can reside and pursue their recovery goals. To support this mission, the Community Residence will conduct routine person and room searches to reduce contraband being brought into the program. Contraband is considered any item that presents a potential to result in serious harm to the life, safety, health, and/or welfare of individuals, including but not limited to, weapons or substances of abuse with the potential to result in overdose; all contraband is prohibited on Credo property. Your engagement in this process is required and not following the search expectations will result in disciplinary action that could lead to discharge from the program.

Person searches will be done upon every reentry into the program when you have been offsite. The following protocol will be required you when you return to the program from being offsite:

1. Immediately report to staff for a person search. You are not permitted to go to any other part of the house or property upon returning to the program until they have been searched by a staff.
2. Emptying and displaying the contents of your pockets,
3. Pulling up sleeves and pant legs;
4. Unrolling of pant and/or shirt cuffs;
5. Removing outerwear for inspection (i.e. hats, jackets, sweatshirts, shoes);
- ~~6.~~ Patting yourself down, loosely shaking your clothing;
7. Opening mouth, moving tongue side to side, and pulling back cheeks; and
8. Emptying the contents of personal items being brought into the house (bags, envelopes, wallets, etc.). A staff member will visually inspect the contents of your belongings.

Under no circumstances will a physical search be conducted. Person searches can also be completed at any time and your compliance with the request of being searched is expected.

Additionally, room searches will be conducted routinely. Staff have the right to enter a your room without your consent. However, staff will always inform you if your bedroom has been searched as well as the results of that search if any contraband was found. All areas of a room are open to be searched and you will not be permitted to enter during the search.

If contraband is found on your person, in your belongings, or in your bedroom, the staff person will collect it, store it in a secure area, and notify a manager. The treatment team will review the situation and a plan will be created to address the violation of program rules.

RE-OCCURRENCE/UNDER THE INFLUENCE POLICY

As part of the Community Residence's commitment to resident safety, all drug use is prohibited while living in this program. It is understood that re-occurrence of substance use can be a part of an individual's story of recovery and the Community Residence team will work with residents on an individual basis if they experience a re-occurrence during their stay. An assessment will be completed by the clinical team to determine if this level of care is enough to support them in their recovery and a referral may be recommended to another program if there is a concern for their safety or the safety of

their peers. The clinical team will also coordinate with all individuals involved in their treatment, including outpatient providers and legal contacts, to make them aware of the situation.

If a resident is suspected of being under the influence while in the program, staff will take steps to ensure their safety and the safety of their peers. A resident will be required to submit to a drug test; a negative test result may still mean that a staff will closely monitor the resident if there is still a concern that they are under the influence. The treatment team will review the situation and coordinate with the resident to address this concern. Residents are required to comply with all requests for safety if there is a concern about being under the influence of substances.

LAUNDRY USE:

- When starting laundry:
 - Residents are responsible for switching the load from the washer to the dryer. It is not the responsibility of peers to manage another's laundry.
 - Be considerate of others and monitor your laundry closely so as not to prevent others from using the laundry area.
- Use the recommended amount of soap only.
- All laundry needs to be completed by 10:00 P.M.

GOOD NEIGHBOR POLICY

- Keep talk at a low level while outside the residence. Our neighbors are located in close proximity and we work to maintain a positive relationship with our community.
- If drug use activity is suspected in the area, notify staff of its presence.
- Noise curfew starts at 10:00PM.
 - Examples: Stereo, Noise levels outside, TV, etc. Not only for the neighbors, but each other.
- Refrain from profanities and swearing as each resident is a representative of Credo.

ROOM EXPECTATIONS

- Bed made
- Floor vacuumed or swept/mopped
- Furniture dusted
- Dressers free from clutter
- Windows cleaned
- Waste basket emptied
- Floor free from clutter
- Dirty laundry put in the laundry basket/hamper, NOT on the floor
- Bulletin boards are provided for each resident; no items will be hung on the walls.
- Pornography will not be tolerated and is not acceptable as a possession in our program.
- Some possessions may need to be placed in storage if clinical staff deem your room to be too cluttered
- At no time will you enter another resident's room

Concerns about these expectations not being adhered to will be addressed by clinical staff. You will be provided with assistance if needed to gain daily living skills in managing your home environment. If staff need to continually address you in these expectations, further interventions will be provided to support you in making the necessary changes.

You may not have at the residence:

- Televisions
- Mini fridge
- Anything sentimental or irreplaceable
- Pets (of any kind)
- Anything that is flammable (i.e. lighter fluid)
- No form of weapon (to include pocket knives)
- Additional furniture or storage containers (these items will be provided to you)

CREDO WOMEN'S RESIDENCE RULES

1. Any use of and possession of any drug or alcohol product not prescribed or approved by a qualified medical practitioner or in a way that is inconsistent with recovery is not allowed.
 - Prescribed medications will be kept in locked storage and available only through the staff.
2. NO use of any tobacco products in the residence.
 - This includes in the bedroom or any other room inside the residence and also includes the garage and the shed.
 - This includes vapes, cigarettes, or chew.
 - This may result in discharge due to safety concerns.
3. No possession of any weapon
4. Must submit to any test that screens for alcohol and/or substance use when requested by staff.
5. No unauthorized absence. Staff should know your whereabouts at all times. This includes failure to return from a pass on time.
6. Treat peers and staff with respect and consideration.
 - No use of any racial slurs.
 - No engaging in sexual activity with other residents or any staff member.
 - No sexual harassment towards peers or staff.
 - NO physical abuse of another person, regardless of provocation.
7. Respect the property of peers, staff, or Credo Community Center.
 - No theft or willful destruction of individual or agency property.
 - Do not enter anyone else's bedroom or take their personal possessions.
 - No lying down, sleeping or putting your feet in the furniture on the living room furniture.
 - Keep bedrooms clean and neat with a thorough cleaning at least once a week. Please Note - Our intent is to respect individual privacy as much as possible. We do reserve the right to knock, enter and/or search at any time.
8. Arrive on time, actively participate in, and remain at house function activities either provided in house or offsite.
9. Attend all Outpatient appointments including: individual counseling, group counseling, VOC/ED, case management, nurse practitioner, medication management, as well as individual and group sessions at the Community Residence.
 - Missing any of the above appointments may result in a 3-day restriction and you will be required to meet with you primary counselor.
10. Comply with a staff member's direct request.
 - In case of disagreement, comply with the request, and then speak with the Program Director of Community Residences within 24 hours.
11. The possession or viewing of X-rated films, videos, and magazines is not allowed.

12. If children are in viewing area, the mother will be expected to remove them to do another activity if programming is not age appropriate.
13. Contribute to the appearance and daily operation of the facility by doing various assigned chores and:
 - Complete work on time and as scheduled
 - Arrange to have the work done during any absence
 - Help staff when asked. There will be times that various projects are undertaken that would constitute normal maintenance of a home but is beyond daily upkeep. We encourage you to help with these projects.
14. Change and launder clothes, bed linens, and towels at least once a week on cook days.
15. Wake up on time and neatly make the bed before coming downstairs. Not completing chores and obtaining medications by 7:45 A.M. may result in a one-day restriction.
16. Maintain proper hygiene practices. Dress in street clothes, including shoes or slippers everywhere other than the second floor. This includes not wearing pajamas during the day.
17. Do not obstruct doors, hallways, stairwells or safety exits.
18. Adjusting thermostats is to be done by staff only.
19. No watching television during times other than posted. The TV is to remain off during the week until 4 P.M. Friday through Sunday the television is permitted to be on all day (unless clinical programming is occurring).
20. Cell Phones are not allowed during morning meeting, dinner, GED class, or during treatment services. Cell phone use should not be on speaker phone unless you are in your bedroom by yourself.
21. Gambling (to include lottery tickets) and/or loaning money to other residents is not allowed.
22. Take medication as prescribed. (To stop taking a prescribed medication you must get a discontinue order from the prescribing physician.)
 - Over the counter medications, vitamins and supplements will need written permission from a doctor and will be kept in the staff office with documented distribution.
23. No playing a radio, or other similar equipment, so loud that it can be heard outside the room or is disturbing to others when in the main living areas of the house; if outside keep the volume at a level as not to disturb the neighbors. Refer to good neighbor policy.
24. Wearing sunglasses inside the facility is not allowed.
25. Personally sign out, recording specific destination, expected time of return, and signing in upon return. The sign-out book is kept in the staff office.
26. Staff must be notified in advance of any schedule changes throughout the day or while on overnight or day passes.
27. Visitors must be signed into the community residence and signed out. You must notify staff that you have a visitor in the residence. A specific area of the house will provide an area for mother/child bonding. Staff have the right to ask visitors to leave the building at any time. Visitors are not allowed to be under the influence while at the community residence.
28. Eating/Drinking is allowed only in the dining room and kitchen. Water can be consumed throughout the house with clear bottles provided by the program.
29. All residents are to be on time for meals.
 - Dinner is mandatory every day at 5:30 P.M., except Saturday. Dinner is at least 20 minutes; residents must stay at the table for at least 20 minutes.
30. You are to pick up after cooking, eating, and snacking.
 - Rinse and place in dishwasher any silverware, glassware, and dishes, etc. used.
 - All residents are responsible for cleaning up the dining room after dinner.
31. You are not allowed in your bedrooms or upstairs between 8:00am and 4:00pm during weekdays without staff permission.

32. Return the YMCA Pass promptly.
33. You must be present for the morning meeting unless otherwise excused. The morning meeting begins at 8:15 A.M. Monday- Friday.

**** Failure to follow rules of the community residence can result in a restriction to the community residence, behavior contract, or discharge.**

EMERGENCY CONTACT INFORMATION

Fire, Police, Ambulance.....911

Credo Main Office

595 West Main St. Watertown, NY 13601
(315) 788-1530

Credo Corporate Compliance Hotline

(315) 755-2528
Toll Free 1 (877) 534-6036
ComplianceReportDesk@credocc.com

NY Justice Center

1 (855) 373-2122

Office of Addiction Services and Support (OASAS)

General Information: (518) 473-3460
Patient Advocacy: 1 (800) 553-5790
Field Office: (315)-428-4113