



REACH Crisis Therapeutic Home Program Guidelines

Introduction

Welcome! This handbook will provide you with an overview of the REACH Crisis Therapeutic Home (CTH). It includes important information about what you can expect during your stay at the CTH, as well as some of the expectations of you during your stay with us.

The CTH is a community-based alternative to psychiatric hospitalization for individuals who are experiencing a crisis. It also provides community-based residential supports for individuals following a hospitalization, or functions as a step-down for individuals to return to the larger community.

The CTH is a short-term, intensive program, designed to help you to return to baseline and successfully transition back to the community. We aim to create an environment that is founded upon the belief that all individuals possess character strengths that allow them to grow, change, and recover from challenges that they face. The CTH is staffed 24 hours a day with counselors who are trained in providing positive supports and services that promote wellness.

Throughout your admission to the CTH, you also agree to follow the program guidelines, house rules, and most importantly, to be a partner in your treatment to the best of your ability. The program guidelines and house rules are designed to ensure the safest and most supportive environment in a community-based setting. Your treatment will be focused on helping you deal with the crisis, aid in your stabilization and recovery, and assist you in returning quickly to the community.

This handbook is for you to keep. If you have questions or would like information explained to you, please be sure to ask.

What are the Activities and Treatment?

Services and treatment at the CTH are centered on providing a safe and supportive environment. Daily structured programming includes individual and group activities with a focus on identifying character strengths and building new skills and strategies. There is an emphasis on the coordination of services and sharing information with those persons and organizations identified to be your supports in the community.

What can I expect when I arrive?

Initial Adjustment Period While At REACH

When you are experiencing a crisis, change and adjustment can be difficult. To help with your adjustment during this time, we ask that all guests not leave the program for the first 48 hours after

admission. This period of time will help you in becoming more settled in the program and will give the counselors an opportunity to get to know you better, and vice versa.

Admission and Your Belongings

When you arrive at the CTH, a staff member will help you with admission to the program, orientation to the program, and will provide you with a room. Also during the admission process, staff will review the supports available to you, and describe how we can help you to make the best use of your time with us.

Included in the admission process is a review of all of your personal belongings, which will be completed with you. In addition, all guests are provided a change of clothes, if needed, while items brought into the CTH are being laundered or are placed in the *Bed Bug Zapper*. We ask that you refrain from bringing items of value to the program, since they are best kept at home or with someone you trust to take care of them. Electronics that are not related to communication needs are not permitted at the home as they can serve as a distraction from working on goals.

Items that could pose a risk to you or others (e.g. cigarette lighters) will be stored in a container assigned to you and monitored by staff. Weapons, alcohol (including products containing significant amounts of alcohol), and drugs for which there is not a corresponding physician's authorization are not permitted in the program at any time. If at any time there is concern regarding the protection of you and others in the program, staff may re-inspect your belongings. Additionally, anytime that you are away from the home without staff support, your items may be inspected upon your return.

Medications

Upon your admission, all medications, including your prescription and non-prescription medications, will be given to staff and stored in locked cabinets for you during your stay. Your doctor's written orders indicate when your prescribed medications will be provided to you. Staff will review with you the times that your doctor has prescribed that you take them, and assist you with developing strategies to remember when you are to do so. As part of your recovery and responsibility for your mental health, staff will encourage your involvement with your medications at the scheduled times.

Please be aware that the medications that are brought to the CTH must perfectly match the Doctor's orders. We cannot accept medications without orders and orders without medications. In addition, the medications should be in prescription bottles or blister packs. We cannot accept medications in pill planners or any other containers. Any discrepancies or issues with medications could impede the admission process.

What about my privacy?

Ensuring Confidentiality

Respecting confidentiality of yourself and others is essential at the CTH. We ask that you respect the confidentiality of others, just as you would likely hope that they would respect yours. This involves not sharing the identity of others who are also in the program, as well as keeping information that is shared in the program within the program. Your confidentiality will also be respected by the staff that work with you at the CTH; the only exceptions are situations in which there is a consent to release information, or a legal responsibility for staff to release information to prevent direct harm to any individual, including you.

Program Participation

Your experience while at the CTH is very important for your recovery and successful return to your home and community. While at the CTH, you are empowered to be the leader of your treatment team, and work with staff and your REACH Coordinator to resolve the crisis for the best possible outcome. A major component of your success is participation in activities designed for stabilization, and increase confidence in your ability to manage future situations when you leave. Collaboration with your team, voluntary participation in individual sessions and group sessions led by staff, and active participation can make the difference in your success.

Visitors

Connections to family and friends are an important aspect of strengthening supports to ensure ongoing stability in the community. At the CTH, you may have visitors to the program in the common areas between the hours of 2PM and 8PM. Visits should be kept to two hours or less to minimize disruption of the therapeutic programming. We ask that you inform staff in advance that you are expecting a visitor. Your visitor will be required to sign a guest log when they arrive. During their visit, your guest will be expected to observe program rules and to respect the privacy of other guests in the program. Visitors should also check in any items that are brought into the CTH for the guests.

Smoking

At this time, the CTH's across the REACH program have varying smoking policies and this will be noted in the house rules (below) which each guest and his/her guardian or authorized representative sign as a part of review of these guidelines and house rules.

When a CTH is designated as smoking, REACH still encourages all individuals who are admitted to the CTH to use the opportunity to practice healthy habits, one of which could be refraining from smoking cigarettes. If you do need to smoke cigarettes and the home is designated as smoking, it is permitted only outside the building at the designated smoking area and at designated times. Please respect the residence and use the furnished receptacle for any cigarette debris. Cigarettes will be stored in a locked container assigned to you to ensure that they are not accessed by anyone other than you.

Cameras, Surveillance, and Door/Gate Locks

Ensuring your safety and stability is our utmost goal during your stay at the CTH. To help ensure the safest environment, the home is equipped with closed circuit television cameras in common areas. In addition to safety monitoring, closed circuit television cameras are utilized as a means to review significant incidents and for ongoing staff training and quality improvement. This network of surveillance allows staff to safely monitor who is entering and leaving the building. CTH staff are required to complete routine safety checks and monitoring throughout each shift, including in bedrooms and common areas, and will do so at regular intervals to ensure everyone is safe.

To ensure safety of guests and staff, exterior doors to the Crisis Therapeutic Homes may be locked. In some homes, there are also gates surrounding the property which may be locked.

Personal and Sleep Hygiene, and Chores

Taking care of yourself and developing routines are important aspects of stabilizing and feeling better about yourself. A key part of your self-care is attending to your personal hygiene. This includes

showering or taking a bath each day, changing into clean clothing each day, doing your laundry to ensure that you have fresh clothing when you need it and picking up after yourself. To help you in these areas, we will provide basic personal hygiene items (e.g. toothpaste, shampoo, soap). If you are in need of clothing, we also have extra items that can be provided.

Sleep is a very important part of wellness and recovery, and when we are well rested, we feel better. We ask that all guests work on a daily routine that involves being in their bedroom by 10:00 PM, and up ready for the day between 7:00 and 8:00 AM. Program participation is an important part of your recovery, so we ask that you remain out of bed during the day and participate in the activities of the program.

In addition to taking care of your personal hygiene, developing routines throughout the day can be very valuable to feeling better about yourself. While at the REACH CTH, you are encouraged to participate in the routine chores of the program including assisting with meal preparation and clean-up, making your bed each day, and cleaning and organizing your personal space.

Telephone/Television

There is a program phone that can be used to make and receive phone calls. To allow use by other guests, we ask that you limit calls to approximately 10 minutes. In addition, we ask that you refrain from making calls during scheduled groups and activities and use the phone during designated phone use times. A TTY device is available for individuals who are hearing impaired. If there is a situation which arises that you feel necessitates use of the phone outside of scheduled times, you are encouraged to discuss this with program staff. If private phone calls are contraindicated as a part of the person's treatment plan/goals, the procedure for how calls will be monitored (e.g. all calls on speaker phone) must be clearly spelled out and approved by appropriate parties in the person's treatment plan.

Television use is not a part of daily programming at the CTH. At times, CTH activities may incorporate television and/or other video streaming devices when the use of such electronics are related to the global therapeutic goals of the overarching curriculum, or when such use is related to fostering individualized learning opportunities for specific guests (e.g. individualized video modeling for social skills).

Safety, Fire and Medical Emergencies

Your safety is a priority, and staff is always available to help you when you feel in crisis. Guests are encouraged to use staff as a resource to discuss feelings prior to engaging in destructive behaviors or making threats that could result in harm to yourself or others.

To prepare for emergencies, fire drills are routinely held at the CTH. In the event of a fire drill, please leave the building using the instructions posted in your room as well as follow any guidance provided by the staff. Guests and staff will meet at the designated location which will be described to you upon admission to the CTH.

In the event of a medical emergency, on site medical staff will provide appropriate assessment and care and will call 911 if it is determined you need to be assessed by paramedics. If paramedics determine that you require further medical care, they will transport you to the nearest hospital where you will receive clearance before returning to the CTH. If you refuse recommended medical care, you may be discharged from the program.

Meals and Nutrition

Eating healthy and balanced meals is basic to good self-care, and during your stay at the CTH, we encourage you to eat a healthy assortment of foods. It is encouraged for you to participate in meals that are shared with everyone, and meals take place in the designated dining areas only. .

There are two refrigerators in the home; one refrigerator is stocked with snacks and drinks and is available to guests at all times, while the main refrigerator is designated for storage of food for meals that are to be shared by everyone and may be locked.

Physical Contact

The CTH has specific guidelines regarding physical contact. To maintain good boundaries with other residents and staff, any physical contact shall only be at the approval of both parties (handshakes, hand on arm, etc.) and sexual relationships are not permitted on the premises of the CTH.

Crisis Management

The team at the CTH has received training in a crisis management program that emphasizes the least restrictive treatment model approach, with a focus on preventing crisis level behavior and quickly deescalating crisis behaviors when it occurs. In instances of crisis behavior which present as an immediate danger to the safety of you or others in the environment, staff members are trained to implement approved physical restraint techniques as a means to ensure the safety of everyone in the CTH. Staff will only employ physical restraint as a last resort to maintain the safety of the individual and others in the environment.

Discharge Planning

Planning for discharge and successful placement in the community begins upon admission into the CTH. As a component of the admission process, a letter will be provided to both the guest, their guardian or authorized representative, and the CSB support coordination team (if applicable) outlining an anticipated discharge date based upon the admission status to the CTH and the unique presenting circumstances to each individual. Guests at the CTH are admitted with the understanding that their stay is short-term, as the CTH is not licensed as a long-term residence. Stays beyond 30 days are contraindicated and may violate the person's right to receive services in the least restrictive setting. REACH will be an integral part of your discharge planning team throughout your stay and will collaborate to achieve long-term community placement by the date that is outlined in the admission letter(s). When a viable option(s) for community placement is determined through the discharge planning process, guests and their guardian or authorized representative are expected to move forward with selecting community placement. Guests that are determined to be clinically stable by the REACH team do not have a right to remain at the CTH when viable option(s) for community placement are available. It is a violation of a person's rights to maintain their placement in a restrictive setting when a less restrictive option(s), consistent with the person's need for services is available to them. Should a situation arise in which a guardian or authorized representative refuses to participate in the discharge planning process or refuses to accept community placement when the larger discharge planning team has provided an appropriate and viable option(s) for placement, a referral to the Department of Aging and Rehabilitative Services may be made to determine if the guardian or AR is acting in the best interest of the individual; the guest may be discharged to the residence of the guardian or authorized



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In addition to understanding and observing the REACH CTH Program Guidelines, there are several specific House Rules guests are also asked to follow, which are noted below:

- 1. Treat others and all property with respect; this includes respecting the privacy and confidentiality of other guests in the home.
2. Participate in your individualized therapeutic plan.
3. Respect the quiet hours that are designated in the home; typically this is from 10PM until 7AM.
4. Wear appropriate clothing when in common areas of the home and when out in the community; this includes being fully dressed when outside of your bedroom/restroom and avoiding clothing that is offensive or provocative.
5. Notify staff of any expected visitors before inviting visitors to participate in meals. All visitors are expected to leave the facility by 8pm.
6. Personal electronic devices of all types are prohibited (cell phones, computerized devices, etc.); the only exception to this rule is devices which are utilized to assist with communication. If you bring these items with you at the time of admission, staff will keep these items locked in the office and they will be returned to you when your stay at the home is complete.
7. The use or possession of alcohol, illegal drugs, or weapons of any type are not permitted on or offsite while a guest at the Crisis Therapeutic Home.
8. Follow local, state, and federal laws.
9. Any cash brought in by CTH guests will be secured in a safe upon admission, which may be accessed for personal use as needed/requested.
10. Phone use is limited to the designated times indicated in the Crisis Therapeutic Home.
11. It is important to remain at the home unless otherwise planned for. If you should leave unannounced and do not return within 24 hours, we cannot guarantee your bed will be saved for you.
12. Smoking: REACH staff check appropriate option below and review accordingly:
- Smoking is not permitted on the premises of this region's crisis therapeutic home. This has been reviewed with the individual and his/her guardian/AR (if applicable). Initial here:
- Smoking is permitted on the premises of this region's crisis therapeutic home at designated times and at designated locations. The smoking schedule and smoking locations have been reviewed with the individual and his/her guardian/AR (if applicable). Initial here:

I/We have reviewed and discussed the House Rules listed above with a staff member of the REACH Crisis Therapeutic Home program. I/We understand the rules, and agree to follow them.

Signature of guest date

Signature of guardian or authorized representative date

Signature of staff date