

RESIDENTIAL

CLIENT GUIDEBOOK

Mailing Address:

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Resident/Client House Phones:

(231) 347-9128
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Counselor: _____

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From: Patrick McGinn, MS, MA, CAADC, CCS-M
Limited Licensed Psychologist
Harbor Hall, Chief Executive Officer

To: New Residents

Subj: **WELCOME**

1. Welcome to Harbor Hall. This is a treatment facility designed to assist you in resolving various issues in your life which have been compounded by your use of alcohol and/or drugs. **Our primary objective is to assist you in adopting a lifelong program of recovery.** You may be strongly opposed to being here and feel you do not have a problem. Rest assured that this program is only for those who have been diagnosed by competent addiction professionals.
2. Today, you will be assigned to your primary group and counselor. During your stay at Harbor Hall, your primary counselor is your first point of contact for any issue that might arise. Your counselor makes recommendations to the treatment team regarding your treatment plan, completion of treatment objectives, diagnosis, prognosis and Continuing Care recommendations.
3. You will be in treatment with up to 39 other men. Many personal problems are/will be discussed in group therapy. Some of these problems may seem to be rather minor, some very severe and others may even seem funny. Do not judge these problems or underestimate the impact which a problem may have upon an individual's life. You are encouraged to share with the group your experience and insight in such a manner that is helpful and positive.
4. There may also be personal conflict that results in the close quarters that are kept. The use of common sense is the best method to get along with those around you. Some of these common sense things are: be respectful of one another, put things back where you found them, clean up your own mess, don't take things that aren't yours, say you're sorry if you hurt someone, listen to one another, stick together, if you don't know or you aren't sure – ask.
5. I join the rest of the staff at Harbor Hall in welcoming you and hope that your stay here will be a turning point in your life. Your total cooperation with all program requirements is essential if this program is to work for you. Don't waste this opportunity to do something positive for yourself.

Sincerely,
Pat McGinn

RESIDENTIAL STAFF

Administration Staff:

Patrick McGinn
Limited Licensed Psychologist
Chief Executive Officer

Holly Krasiejko
Financial Director

Melissa Hall
Billing Manager

Kayla Pennington
Reception

Clinical Staff:

Dr. Guy Golembiewski
Medical Director, Physician

Jan Barlow, RN
Medical Services

Peter Bucci, LPC, ACS, CAADC, CCS
Residential Clinical Director

Chris Graham, LPC, CAADC
Transition Services Counselor

Teresa Peterson
Primary Counselor

Roy Angel, CAADC-D
Primary Counselor

John Doody, BA, CADC
Primary Counselor

Pam Francken MA LLPC CAADC-D
Primary Counselor

Dan Thompson, MA CADC
Director of Spiritual Care
Resident Life Supervisor
Behavioral-Tech Supervisor

Ashley Cole
Gary Mellon
Intake Coordinator

Ken VanEvery
Continuing Care Coordinator
Recreation Coordinator

Technician Staff:

James Spencer
Paul Gauden
John Francken
John Lonchar
Jeff Zednicek
Shane Morseau
Mike O'Brien

Maintenance:

Arlis McCall

Food Services:

Chris Hahn
Danny Nixon

Recipient Rights Advisor:

Patrick McGinn

ADMISSION CRITERIA

Admission eligibility is determined prior to admission utilizing the American Society of Addiction Medicine Patient Placement Criteria (ASAM).

Listed below is the admission criteria as stated in the Harbor Hall Policies:

- ✓ 18 years of age or older.
- ✓ The individual has a history of substance misuse and/or substance dependency.
- ✓ The individual is unable to utilize less restrictive level of treatment.
- ✓ Is detoxified prior to admission.
- ✓ Individuals who have been convicted of criminal sexual conduct are not eligible for admission.
- ✓ Individuals with cognitive problems, advanced mental deterioration or psychological problems that would impair comprehension of treatment goals are not eligible for admission.
- ✓ The individual has experienced a combination of any of the following:
 - Previous treatment attempts.
 - Loss of control over use.
 - Unmanageability of life stressors, related to substance use, i.e. family, employment, legal, social, spiritual.
 - Physical complications related to substance use.
 - The individual is receptive to treatment.
 - The individual is physically, mentally, emotionally stable and not in need of acute care.
 - The individual is not actively psychotic or in a suicidal state.
 - The individual is willing to consent to all information required and sign required release forms.
 - Must have enough medications or refills for the complete treatment stay.

ALL MEDICATIONS PRESCRIBED OR OVER THE COUNTER MUST BE APPROVED FOR ADMISSION INTO THIS FACILITY

1. The following prescription medications are generally not authorized in this facility: Opiate or other synthetic opiate medications including Suboxone or buprenorphine; benzodiazepines; Stimulants such as Ritalin, Adderall, etc, unless pre-approval is granted by the CEO in consultation with the medical staff.
2. No over the counter medications are allowed including vitamins or supplements unless written pre-approval is given by the Clinical Director and Medical Director
 - a. The following are never authorized OTC medications
 - Any product that contains pseudoephedrine
 - Any product that contains Dextromethorphan
 - Any product that contains alcohol
 - Any weight lifting supplement or protein supplement
 - This is not intended to be an all-inclusive list, when in doubt medical staff or CEO will advise.
3. All prescription medications must be in original containers, properly labeled as to type of medication, dosage, resident name and physician's name.
4. Residents receiving new prescriptions while in the facility or from the hospital must submit a copy of the written prescription with instructions to the nurse or the supervisor on duty.

Pre-Admission

Prior to admission you will have completed a pre-admission interview. This interview is usually conducted over the phone. This is a brief diagnostic assessment, a more in depth diagnostic assessment is required upon admission. You may be placed on a waiting list if no bed is immediately available. The Intake Coordinator will work with you to get you into this facility as quickly as possible. If you are on the waiting list please call on a weekly basis to confirm admission. You should be detoxified for at least 72 hours prior to admission.

WHAT TO BRING

- ✓ All Previous Physical Exam documentation(s) and/or TB test if within the past 6 months.
- ✓ All Prescription medications that have been authorized by the medical staff and CEO only. Bring enough of refills to cover the entire length of stay.
- ✓ Comfortable, informal clothing appropriate for the season. Bring enough clothes to last at least one week. Washers and dryers are available at no charge.
- ✓ Comfortable walking shoes and gym clothes.
- ✓ Personal Toiletries such as soap, shampoo, wash cloth, towels and laundry detergent.
- ✓ Three forms of Identification: Birth certificate, drivers license, Social Security Card, Military ID, Picture ID, etc. (This is necessary to assist you in application for General Assistance which may cover a portion of your room and board).
- ✓ Insurance card if applicable.
- ✓ It is okay to bring a small amount of cash for personal spending but it is not recommended to have more than \$50 at any given time (see 12 below).

DO NOT BRING:

(You will be searched the day you arrive. If in your possession, these items will be confiscated and locked up until your departure with the exception of alcohol and drugs which will be disposed of.)

- ✓ Weapons
- ✓ Alcohol or products that contain alcohol.
- ✓ Any drugs, illicit, prescribed or over-the-counter that have not been prior approved.
- ✓ Personal television. Small radios are allowed if electrically safe.
- ✓ Cell phones, computers, electronic notebook or any other communication device that can connect to the internet, text or make calls.
- ✓ No electronic games or devices
- ✓ Ear/head phones.
- ✓ You may bring hair clippers but they are locked up in tech office.
- ✓ No playing cards or other gambling items.
- ✓ No over the counter medications including vitamins, and powder supplements.
- ✓ No electronic smoking devices.
- ✓ Recommended not to bring any items of high value such as jewelry. It is also not recommended to have more than \$50 at any given time. Security of such items cannot be guaranteed and is your responsibility.
- ✓ Food, candy, sugar
- ✓ Energy drinks, body building supplements, vitamins.
- ✓ No tattoo equipment.

ORIENTATION DAY 1

- ✓ Your arrival time is scheduled with the Intake Coordinator.
- ✓ Intake Coordinator will greet you and your family at the time of your arrival.
- ✓ All financial arrangements will be fully explained and discussed.
- ✓ Your primary counselor is assigned and notified of your arrival. Your counselor will greet you and your family upon your arrival.
- ✓ You are provided with an Intake Packet that will have initial assignments, AA or NA Big Book, 12&12 book, and Search for Serenity.
- ✓ You will be provided a copy of the House Rules (In this Guide Book).

It is your responsibility to become familiar with all of the rules.

- ✓ The Intake coordinator explains all documents to be signed.
- ✓ Your luggage is temporarily placed in the reception area until it is brought to the Tech Supervisor Office for inspection (in your presence). Any items that are not authorized will be confiscated and locked up.

Any unauthorized medications/substances will be confiscated.

- ✓ You are assigned a “Big Brother”. The Big Brother is a resident that will help you to transition into the program. Your Big Brother should be able to answer most initial questions, however, please ask a staff person if you are not sure.
- ✓ You will provide a urine sample and PBT upon admission for the purposes of baseline data. You will provide urine samples periodically throughout your treatment stay.
- ✓ You are assigned a room and issued linens. An inventory of the room will be conducted by the tech staff.

Stabilization Period: The first week of treatment you will be on Level I. This is the stabilization phase of treatment. Stabilization is to ensure that you are medically, psychologically and physically stable. This does not include Withdrawal Management Treatment. During this week period the following will occur:

1. Physical will be completed by the Harbor Hall physician.
2. TB test.
3. Initial Treatment Plan will be assigned.
4. Please refer to the Levels of Treatment in this pamphlet for further details.

LEVELS OF TREATMENT

Client behavior is evidence of effective learning from treatment. When Harbor Hall is free of disturbances, residents can use group and activity time for learning new recovery skills and gaining Recovery Capital. Recovery capital is best gained where the time assigned for treatment is used for treatment. When time is used interacting with residents' whose behaviors are not focused on recovery, less time is available to develop new recovery skills. A single resident's toxic behavior can use up another resident's treatment time by distracting them or by taking the counselor's time away from the group. When the entire group's behavior meets expectations, then treatment activities can be maximized for learning and skill building.

Counselors' Goals:

1. Create a safe treatment environment for all.
2. Encourage learning by eliminating distractions.
3. Facilitate the organization of the milieu so treatment time is efficient.
4. Increase time available to address and interact with recovery related subjects.

Residents' Benefits:

1. The opportunity to learn, practice and develop social skills.
2. Enjoy the positive experience of getting along with others.
3. Have positive experiences with group and cooperative learning activities.
4. Learn behavioral expectations in different situations.
5. Learn and develop responsibility/accountability management skills

Harbor Hall staff strive to create a positive treatment environment where a resident gets along with other residents and staff. Many learning experiences require cooperation and communication. Group activities, cooperative projects, peer mentoring, group counseling, one-on-one counseling and staff lead instruction are some areas where cooperation is necessary for learning. If a resident discovers they will be involved in positive experiences, cooperation and communication is more likely to be experienced.

Harbor Hall utilizes an Interdisciplinary Team (IDT) approach to treatment/therapy. All residents have interactions with multiple staff across clinical and non-clinical boundaries, such as Admin, Residential and Behavioral Tech staff. All resident behavior is observed and reportable to the IDT on a daily basis. Any member of the IDT (even non-clinical staff) may bring up observed or reported behaviors that are interpreted as toxic or offensive. The IDT makes a consensus determination of level status change. All Level changes are individually approached and determined by multiple factors that include: the nature of the behavior issue, history of behavioral issues in Harbor Hall, Stage of Change, motivation, etc.

Notes on Levels.

1. A resident may move up or down in Level status. This is dependent on progress in treatment, progress on treatment objectives and goals, participation in activities and behaviors. For example: A resident is on Level 3 and has been disruptive in activities. The situation is processed in the IDT meeting and determine that the resident will be placed on Level 1 for a specified period of time.
2. Generally, to receive a successful completion with a coin and a certificate a resident must be in a Level 4 status, unless otherwise determined by the IDT.
3. Generally, a status below a Level 4 will receive a Conditional with Staff Approval (CWSA), Maximum Benefit Gained or At Staff Request (ASR) discharge as determined by the IDT.

4. Notification for termination is applied when the IDT determines that a resident's behaviors has reached a point that any further infractions during the notification will lead to an ASR discharge.
5. These are the basic guidelines for moving up and down in the levels of care. However, situations may dictate to the IDT that a deviation from the guidelines is appropriate to serve the resident and/or the treatment milieu better. Again, each resident is monitored and worked with individually.

Level 1:

This is the most restrictive level and is implemented upon entry into Harbor Hall. This level is the stabilization phase and lasts for a minimum of one week (7 full days). Upon the 8th day in treatment, the resident is expected to be stabilized with symptoms related to withdrawal, mental health and overall behavior/attitude.

Once a resident has reached level 2, 3, or 4, a person's behavior may warrant a time of reflection. In this situation a resident could be moved back to Level 1 so that the individual's motivation, behaviors or other issues can be monitored. This change in level status is applied as defined by the Treatment Plan.

Stage of Change: Pre-contemplation moving towards Contemplation

(Stabilization phase)

Restrictions:

- ✓ No store passes
- ✓ No visitation
- ✓ No phone calls
- ✓ No outside work (volunteering is permitted with counselor approval)
- ✓ No weight room/ game room
- ✓ No room access except during hygiene time
- ✓ No yard access
- ✓ Must have a big brother
- ✓ Must be escorted to hospital or any outside activity

To move to the next level the person must:

- ✓ Have counselor recommendation
- ✓ Comply with behavioral guidelines
- ✓ Complete Initial treatment plan
- ✓ Demonstrate courteous behavior
- ✓ Comply with grooming standards
- ✓ Seek assistance when in need

Level 2:

The behavioral expectation increases. Generally, in level two the resident has completed the initial treatment plan and all assessments are completed. The resident is presented with their individualized Master Treatment Plan. While in a level 2 status the resident is not allowed to be escort for others.

Stage of change: Contemplation and moving toward Preparation (Engagement phase)

Resident is authorized:

- ✓ One phone call per day for maximum of 15 minutes
- ✓ Weight room, game room and yard access
- ✓ Outside volunteer work as approved by counselor
- ✓ Store passes are authorized (no weekend passes)
- ✓ Capable of being a "Big Brother"
- ✓ Family Visitation on Sunday (1pm-4pm)

To move to the next level:

- ✓ Have counselor and Treatment Team recommendation
- ✓ Must be complying with behavioral guidelines
- ✓ Must be actively engaged in all activities
- ✓ Be current with treatment plan objectives with "better than compliance investment"
- ✓ Treatment Plan homework assignments are up to date
- ✓ First step or autobiography is completed and presented to the house
- ✓ Offering help to others
- ✓ Beginning to practice appropriate communication skills (assertive)
- ✓ Prepared for all activities

Level 3:

Integration; resident is fully engaged in the process and is meeting all expectations. Resident is demonstrating "role-model" behaviors, appropriate communication and taking on house leadership roles. ASAM 3.1 is eligible in the 3rd week (Day 21) for paid work and ASAM 3.5 is eligible after 28 days. 1st step must be completed to advance in level.

Stage of change: Preparation to Action (Motivational Enhancement phase)

- ✓ Eligible for paid work program
- ✓ Eligible for weekend passes (after 45 days for 3.5 and after 30 days for 3.1)
- ✓ Able to escort
- ✓ Eligible for Group Representative and Action Group

To move to the next level:

- ✓ Completed Initial Continuing Care Plan
- ✓ Counselor and Clinical team recommendation
- ✓ Engaged and compliant with treatment 8:45am-4pm and in Resident Life 4pm-8:45am.
- ✓ "Better than compliance investment" with individual Master Treatment Plan.
- ✓ All individually assigned assignments, including Step Work 2 &3.
- ✓ Resident is actively seeking a sponsor.

Level 4:

This is defined as: relapse prevention/recovery stage of treatment. During this level the resident is transitioning from treatment back into the community

Stage of Change: Action to Maintenance (Transition phase)

For ASAM 3.1 residents this is the last week of treatment. For ASAM 3.5 residents this is the final two weeks of treatment. The purpose of this Level is to prepare for the return to the community. The goals of this level is to adequately prepare the individual by preparing and finalizing a Continuing Care Plan, Secure a living arrangement with an address and ensure transportation to your county of origin. Additionally, if you are moving to the Harbor Hall Transitional Living Facility you will be allowed to look for work in the local community. If you are returning to a community outside of Petoskey, you can make arrangements with your counselor to look for work on line (this is a limited privilege).

While in Level 4 you are eligible for:

- ✓ "Fellowship meetings" arranged with sponsor
- ✓ Transitional Activities that include: looking for work, housing, DHS, etc. (College Library is off limits)
- ✓ Can "Stack" passes (This applies only to Sunday 4 hour passes)
- ✓ "Coin Out"

For a successful completion:

- ✓ Finalized Continuing Care Plan
- ✓ Completion of treatment plan goals and objectives
- ✓ Completion of all assignments
- ✓ Financial obligations are resolved
- ✓ "Coin Out" with primary group and house

Work/Volunteer Opportunity

Rationale: Recovery is about new opportunities to discover our true potential. Residents have questions concerning how to connect, fit-it and contribute to self and others. Harbor Hall offers several opportunities to get involved through house chores, volunteering and paid work. Through this program, the residents gain a sense of pride and ownership that may have been lost in active addiction. Participants learn that they do have something to contribute and that this is all part of effectively managing one's life in recovery.

1. It is expected that all residents will participate in house chores as physically able. House jobs are assigned by rotation and physical ability. Every Saturday the whole house participates in a "major-house-cleaning". House chores are for the health and welfare of all residents.

2. Residents will be given the chance to participate in volunteer opportunities in the community. Some of the establishments that support Harbor Hall and the residents are: The Salvation Army, The Women's Resource Center, and The Manna Project. The volunteer opportunity is give back to the community without the expectation of personal gain. It is not mandatory to participate in volunteering however it is required if you want to participate in paid work opportunities.

3. During the warm months, Harbor Hall residents conduct a car wash that benefits the house and provides funds for a variety of recreational activities. The car wash is conducted on a volunteer basis and is not an expectation of program requirements. However, it is an expectation that all residents will be in attendance during the activity.

4. Upon admission each resident will complete a recreation survey. This helps staff to determine the level of activity a resident is capable of doing. The resident is then categorized as "expected to participate", "limited in participation" or "participate as able". If any information is reported that could raise a conflict between physical activities and a person's condition, the clinical staff will error on the side of caution. Typically, head, back, and neck are limiting physical factors.

Ultimately the resident is responsible for his own physical ability and each person will acknowledge their own limitations.

5. If a resident's physical condition could be aggravated by participation, the Recreation Coordinator bans or limits the participation in recreation activities. Additionally special considerations will be given to the assignment of chores and other work opportunities based on this screening.

6. Paid work opportunity is provided when outside work is available. Paid work is a privilege for those who have:

- ✓ Participate in all house activities (including car wash in summer months)
- ✓ Participate in volunteering
- ✓ Demonstrated positive role-model behavior

To participate in Paid work the resident must have prior approval from primary counselor.

THE ACTION GROUP *(GROUP REP & TRAINEE)*

To further cultivate an atmosphere of recovery, structure and social cooperation in this type of treatment setting, clients will take part in servant-leadership roles during level 3 status. From each group there will be chosen a “Group Rep” and “trainee”. These clients will be supported by the Resident Life Supervisor and Behavioral Tech Staff. All clients can expect to be encouraged or nominated by staff and peers to participate in this role because of the many therapeutic benefits. This role is not a peer authority, but enables the client to develop servant-leadership skills and to feel a sense of accomplishment for contributing to the management of residential life.

Ultimate Goals of the Action Group

- ✓ Encouraging peers to uphold: Physical, Intellectual, Emotional and Spiritual recovery.
- ✓ Assertively confronting toxic behaviors or attitudes that undermine recovery and treatment progress of other clients.
- ✓ Reinforcing “Good” “Orderly” “Direction” of the daily routines, chores and overall schedule of resident life.
- ✓ **Rep**resenting oneself as a maturing person in recovery that is approachable, respectful and accountable.

MEDICAL DIRECTOR AND NURSING CARE

Non emergent illness:

- ✓ Visit Nurse Office to request initial assessment to determine the level of care needed.
- ✓ Fill out a medical request to see the physician and turn it in to the nurse. It will be placed in the physicians “IN” box.
- ✓ The physician is scheduled to come once a week, usually Tuesday afternoons. You will be notified when it is your turn to be seen.
- ✓ Prescriptions are called in by the nurse and picked up by Harbor Hall staff.
- ✓ Due to insurance requirements, some medications may require prior authorizations which can take a few days.

Bedrest (24hr Commitment Policy)

If you have an acute or non-emergent illness during treatment, such as a respiratory infection, you may request a *Bedrest* from participating in the all treatment activities and appointments. The nurse will determine whether your sickness requires additional medical attention. Before requesting a *Bedrest*, it is recommended that you evaluate the severity of your symptoms as Medical Discharge could be considered.

Guidelines are as follows: (Withdrawal Management also refers to these guidelines)

- ✓ FIRST, see the Nurse to request Bedrest.
- ✓ If the Nurse is not available, seek the Tech on duty (he will then page the Nurse)
- ✓ As directed by the Nurse or Physician, you will remain in bedroom for a total of 24 Hrs.
- ✓ You may join the residents for meals and snack time.
- ✓ You will not be permitted to go to Paid Work or Volunteer the following day.
- ✓ **ABSOLUTELY NO SMOKING, NO PORCH BREAK, NO PASSES, NO VISITATIONS, NO PHONE TIME.**

Emergent Illness

If you experience symptoms that indicate a potential emergency notify the nurse or technician on duty immediately.

- ✓ Transportation will be provided unless the level of emergency requires an ambulance.
- ✓ Inform the hospital staff that you are a client at Harbor Hall.
- ✓ You must bring all prescriptions and medications back to the nurse or technician, along with all discharge paperwork.
- ✓ Clients **CAN NOT** fill their own prescriptions.

RESIDENT DRESS CODE

General Expectations

Appropriate dress is required at all times. If a staff member feels your attire is purposely inappropriate or attention seeking, you will be asked to change. You will be responsible to maintain appropriate cleanliness; we provide laundry machines, so there is no reason why you will have dirty clothes. Wearing dirty clothes is not only a distraction, it can be offensive and distracting to those around you. The following areas are not subject to negotiation.

- Safety First
 - ✓ Your shoes (footgear) must be designed to cover your toes. This means you are not to wear opened toed sandals, flip flops, etc. Socks must be worn at all times during the treatment day. (*Exception: This does not apply if you are in the dorm.*)
 - ✓ No shorts are to be worn in the kitchen.
 - ✓ It is suggested that you wear a coat, hat and gloves outside during the cold weather months. If you need any of these items, please inform the Behavioral Tech.
- Presentation - This is a treatment center, not a flop-house!
 - ✓ No saggy pants; all pants must have a belt and worn above hips (*we don't want to see your underwear*)
 - ✓ Slippers and pajamas can be worn in the dorm area only; not during treatment/recovery meetings.
 - ✓ Pants or shorts that appear to be used as pajamas or lounge attire is not appropriate during treatment day hours 8am – 5pm.
 - ✓ Hats are not to be worn in the building. They are to be worn straight (forward or backward), not tilted. No “Do-Rags” or bandanas are to be worn at any time in anyway on any part of your body.
 - ✓ Sunglasses are not to be worn on the property unless they are for medical purposes and cleared by staff.
 - ✓ Jewelry
 - Piercing – Only one piercing in each ear. (Not the eyebrow, lip, nose, tongue or any other visible area on the body.)
 - Chains and necklaces – if excessive jewelry is adorned on the wrists or around the neck, a resident could be asked to moderate his presentation due to attention seeking behavior.
 - ✓ At least a shirt must be worn at all times – it is not acceptable to be shirtless on campus or off, unless attending a recreation event with the whole house at the Beach.
 - ✓ Attire that is deemed to be dirty or tattered is unacceptable.
 - ✓ T-shirts must have sleeves (no tank tops, basketball jerseys, etc.). T-shirts or other garb that is attention seeking, shocking or glorifies destructive behaviors is unacceptable. These include, but are not limited to...
 - Alcohol or drug ads / logos.
 - Self-defeating material.
 - Sexual, racial or religious offensive materials.
 - Gang related items – no “colors”, uniforms or symbols, which includes accessories and paraphernalia.

BEHAVIORAL GUIDELINES

PURPOSE

An essential strength of Harbor Hall programs is a high level of structure and accountability. Learning to be disciplined and accountable for your actions is critical to success in recovery. Below is our list of **MAJOR RULES** and **GENERAL RULES/EXPECTATIONS**. The Clinical and Residential Staff will observe and report all behavior and attitudes. The Resident Life Supervisor and Behavioral Techs will hold residents accountable, which may include writing essays and additional chores or cancelling a Pass. If behavioral problems persist, the Resident Life Supervisor will advise the Clinical Team to consider interventions such as restrictions, notification for termination or ASR (At Staff Request) dismissal. Please be aware that each behavioral issue is handled on a case by case basis with a therapeutic goal. While *general expectations* must be adhered to, we always refer to a therapeutic approach when processing each case.

Be Advised: If at any time the staff of Harbor Hall feels that a resident's behavior/attitude is toxic and therefore *unsafe or counterproductive* to others in treatment, that resident could be discharged At Staff Request (ASR) from the program. **We will not tolerate:** willful and persistent excuses, ignorance of rules, physical harm to self/others and toxic attitudes that express racism or any type of discrimination towards sexual orientation or creed/religion. The Major Rules and General Rules/Expectations listed below is not a complete list of issues that may arise. No set of written rules can completely address every possible situation that may occur. The Clinical Staff will address all cases with thoughtfulness and safe regard for both the offender and offended.

Major Rules

The following major rules are considered toxic behaviors and ground for immediate interventions, which may include immediate discharge, written warnings, level reduction, loss of privileges or other action as deemed appropriate by the Inter-Disciplinary-Team.

1. The use and/or possession of alcohol, mood/mind altering drugs or drug paraphernalia.
2. Theft/Stealing.
3. Exploiting, sharing, harassing or shaming another client's medical management or content from his 1st Step.
4. Fraternalization – pursuing a new relationship during treatment that is not clinically or therapeutically supported.
5. Getting into a vehicle without prior approval.
6. Refusing drug test, PBT or property search.
7. Breaking a Law during any Pass.
8. Absence Without Leave (AWOL). If you walk off the property without notice/permission.
9. Malicious destruction of Harbor Hall property (including graffiti)
10. Horseplay, which includes pranks, wrestling and other fooling around.
11. Manipulating or deceiving staff; including intentional omission of requested information.
12. Pass deviation/deceit (*This includes omitting specific destinations and the purposes of a Pass*).
13. Entering the Tech's office, garage or any storage area without permission/alone.
14. Having on your property any type of weapon, sharp tool or pocket knife that could cause injury.
15. Intentional non-compliance with Treatment Plan objectives, goals and required attendance(s).
16. Enabling or covering up other resident's rule and behavioral violations.
17. Derogatory, Insubordinate, or aggressively foul language directed at clients or staff.
18. Entering into another resident's room for any reason.
19. Copying or referencing another clients treatment worksheets.
20. Acting rude, disorderly or disrespectfully to anyone in the community.

GENERAL RULES & EXPECTATIONS

1. This is your temporary home – **respect** the facility and the community.
2. You cannot leave the Harbor Hall Campus property until:
 1. Tech Office has viewed your SIGNED PASS (*turned in 24hrs in advance with your counselor signature*).
 2. You have signed out in the log book.

**1 Exception: Do not fill out a Pass when attending a RECREATION EVENT with Staff.*
3. Ask questions when you don't know a rule; don't get caught breaking a rule with the Guidebook in your hands.
4. Be open-minded. Treatment is designed intentionally to challenge your feelings, thoughts, beliefs and behaviors.
5. Be a Servant, not a Savior. Don't put on a cape and save another client from receiving a consequence for HIS issue.
6. Be Respectful, not a Bully. Treat people the way you want to be treated, there is zero tolerance for bullying.
7. Be accountable. If you know a resident is breaking a rule and do not make an alternatively wise suggestion, then you are enabling and covering up his behavior and YOU may be interpreted as an accessory or associate.
8. When you move into your room, review it thoroughly and report to Tech Staff any items/contraband left from a previous client. When you discharge or move out of your room, you are responsible for ensuring that the room is clean for the next person moving in. (Final regards from staff may be included on your discharge summary record).

Residential Attendance, Preparation and Attire for the Day

9. Be SEATED five (5) minutes early to **everything**. Walking into the room 5 minutes early is not compliant.
10. Be prepared daily with a pen, paper and recovery books. Non-compliance is not tolerated.
11. If you have volunteer or paid work during the treatment day, you may put appropriate clothing in your book box.
12. Use the restroom before an activity starts. Leaving a meeting/lecture/group is disrespectful and distracting.
13. No Tank tops or Sleeveless shirts. (On or Off Campus).
14. No basketball before 11:00 am.

Residential Daytime Routine, Discharge, Front office assistance

15. Do not leave the porch after the yard lights have come on.
16. Do not go to your rooms until the appropriately scheduled times, unless you have the staff's permission.
17. Clients are permitted to go to the front office only at 2:45 pm for specific matters previously scheduled.
18. Discharged clients must wait in front office (8am-4pm) with his belongings until his ride arrives.
19. If a client is kicked out, the roommate and Group Rep must accompany the client to his room while he is packing.

Books/Academic

20. Remain in the dining hall location and do not leave.
21. Permission to use a different room must be medically approved.
22. No talking or assisting another client. This time is provided to complete your Master Treatment Plan objectives.
23. The use of leisure materials is not acceptable.

Stealing, Lending, Borrowing and Gambling

24. Do not lend or loan money (including Debit/Credit Card(s)), cigarettes, clothing or treatment worksheets.
25. House loans must be paid back within 7 days. You will **not** receive a coin or certificate until this loan is paid.
26. Do not ask the 2.5/2.1 transitional clients to purchase, loan or donate ANYTHING for you or another person.
27. No gambling, trading or betting with or without money on any matter for any reason.
28. Do not go into the boxes of other residents to "borrow" anything, even with permission.
29. Do not steal, pilfer, swipe, rob or poach. (*This includes eating food from kitchen that wasn't authorized by staff*)

Off Campus: Transportation, Walking and Escorting

30. Do not get into any vehicles unless prior approval has been granted by Staff.
31. Walk in groups of 3 and stay separated by at least
32. Spirit Walk Path/Map must be strictly followed. Do not walk down Elizabeth St or Baxtor St!
33. Do not deviate from specific routes and from intended destinations listed on your pass. Pass must include all stops.
34. While at the Hospital or at any other destination, do not visit the snack bar, courtesy phone or computer room.
35. Do not stare, whistle at, harass or cause discomfort to neighbors, guests on our property or staff of Harbor Hall.

Confidentiality

36. Do not take pictures of anyone without their permission. Do not use last names. This is to protect the privacy of all residents.
37. After counselor group sessions and AA/NA sessions, DO NOT continue to discuss anything that occurred inside those sessions. What is talked about in group, stays in the group.

Safety

38. During a fire alarm, stop what you are doing and exit the building ASAP and gather in your groups.
39. Do not feed birds, squirrels, cats, bears, etc.
40. No wrestling or horseplay, and no throwing snowballs.
41. A minimum of two residents must be in the weight room. (Don't spot a bench-press bar without a person pressing)
42. A minimum of two residents must be in the game room. (Don't play ping-pong by yourself)

Television and Rental Movies

43. Any G, PG or PG –13 movie (*that is not incendiary in nature*) may be rented by the house. R-rated movies must be approved by Resident Life Staff.
44. In-house TV cannot watch shows or movies that depict glorification of addiction, sex and extreme gore.

Laundry

45. House laundry is between 6am and 10pm, 7 days a week.

House Chores

46. Do your Chore efficiently and productively. If you have questions...ask a Group Rep or refer to the "JOB DUTY" manual or instructions posted in the area of your chore.
47. If your chore is done, then help someone else with their chore but do not take it from them. When the house is clean on Saturday morning, then use the remaining time to clean and straighten your book box and your room. If you are incapable of completing a chore due to medical reasons or physical disabilities or liabilities, this must be approved by the Tech Office.

Kitchen

48. If you are not authorized to be in the kitchen then stay out.
49. No resident can be in the kitchen alone.
50. Do not deviate from the menu unless authorized by kitchen staff.
51. The Kitchen should remain locked at all times when it is not in use.
52. Long pants and shoes must be worn in the kitchen at all times. This is the only time loop-less pants are allowed out of the dorm area other than recreation.
53. Do not argue with the kitchen helpers. They are following instructions by the Kitchen Staff.
54. Breakfast cooks stay in the kitchen during morning readings.

Dining

55. Residential clients must remain in dining hall for at least 15 minutes after a meal has been served.
56. Food and drinks are not permitted outside of the dining room.
57. Push your chairs in when you are done using them.

Tobacco Rules

58. Do not use any tobacco/nicotine products inside the house.
59. Put your cigarette butts in a can - Never discard butts onto the ground anywhere in the community.
60. *****The use of electronic cigarettes and/or 'vapes' is strictly banned.*****

Respecting the Residential Treatment

61. Do not abruptly leave any inside/outside group session unless approved or accompanied by staff.
62. Respect the speakers at meetings and lectures. Pay attention. No slouching, heads down, sleeping, cross-talk, getting up from your chair, etc. during books, readings, support meetings, coin-outs, etc.

63. Do not slam doors or allow them to slam.
64. Do not put your feet on the chairs or other furniture.
65. Do not open any windows anywhere unless staff gives you permission.

Noise and Distractions

66. Radios are only allowed in the Game room and your bedroom and cannot be taken out of the building.
67. Be considerate for residents who are sleeping. Keep the noise down, including personal radios.
68. Be considerate of your language/volume in all areas, especially the porch, in the yard and in the community.
69. No negative discriminatory talk, which includes race, religion, culture, sexual orientation, etc.
70. If your radio can be heard in the tech office, hallway or other dorm rooms, it is considered too loud.

Manipulation, Deception, Lying or causing Confusion or Staff Splitting

71. Example: When a Tech (or any staff) believes that your behavior is a rule violation, but you say your counselor (or other staff) gave you permission to do something (or allude to a past scenario with some other client) to explain why you made a choice. If your counselor or staff person doesn't communicate with the Tech Office, you could be viewed as causing confusion, manipulation, lying or staff splitting

Haircuts by other clients

72. Haircuts cannot be provided as a service in exchange for money or any other form of bartering.
73. Haircuts may be done on Saturday 10am – 11:30am, 4pm-4:45pm, and Sunday 1pm-4:30pm and 5:30pm – 7pm.
74. At all times, hair clippers will be stored in the tech office.

Bedroom

75. We expect the room to pass a 5-Point inspection every morning: *1. Clean Floor, 2. Trash Can empty, 3. Bed tucked/tight 4. Items inside dresser/Doors are tight/clean 5. Smells welcoming*
76. Regarding fans, they cannot be positioned off the floor above the night stand due to fall risk.
77. Each person is responsible for the orderliness of his physical belongings. Room checks will be done 7 days a week to ensure that beds are made and the room is in good order. You are not allowed to tape, nail or tack anything to the walls of your assigned room. Each bed space will have a corkboard for hanging family pictures.
78. No food, candy or drink (except water) is permitted in your room.
79. Pictures that are scantily suggestive, offensive or incendiary are not permitted to be hanging in the rooms.

Behavioral Tech Staff

The primary responsibility of the "Tech" is to safeguard the residential community, oversee the flow of the daily schedule, to observe and report behaviors and to assist the Nurse and Medical Director to ensure that medications are distributed. To maintain the functionality and management of the "House", Techs will be walking throughout the residential facility verifying the safety of clients and their compliance with the rules stated above. They will also be responsible to approve or disapprove "Passes" if clients have behavioral, attitude or compliance difficulty. Techs provide useful insights to the clinical staff about the status or culture of the "House", providing a real feel for what is occurring after the general treatment day ends at 4pm. Additionally, Tech's serve the clients in supportive ways, as many are trained sponsors and Peer Recovery Coaches. Their awareness and understanding of treatment, addiction and recovery is a tremendous benefit for clients. It is appropriate and welcomed for Clients to approach any Tech to talk about their struggles in treatment, addiction and recovery.

“THE BOX”

For the purpose of continued self-examination and reflection, we utilize a small section of our living room space to serve only those clients whom struggle with adapting to the therapeutic culture of Harbor Hall. The room is surrounded by windows that provide natural lighting and comfortable seating to ease any restlessness or tension. During this time, a client will not be distracted by peers in the residential community and will be able to pause, reflect and journal the learning experience before reentering the clinical and residential schedule. In recovery, we believe the “little” behaviors or attitudes are as critical as the “BIG” intentional behaviors that cause chaos, confusion and disorder. The additional expectations for those clients that enter “The Box” includes:

- Must be in “The Box” at all times, except for meals, chore duties, personal hygiene, therapy/clinical hours and the use of the restroom in general.
- You will not be permitted to leave the box to use any tobacco product.
- The television located in the living room will not be permitted to be turned on while a client is in “The Box”.
- No passes of any type (*attending Church is not permitted – if you can’t follow the rules in our House, can we trust you in a House of Worship?*)
- No permission to go on Paid-Work or Volunteer.
- No weight room/game room access
- No non-recovery reading materials
- No conversations with other clients in “The Box” unless supervised/authorized by Staff.
- No Visitation (*this means that on Sunday your visiting hours will be cancelled and your family will not be visiting*)
- No room access until 9:30pm. (*This does not mean you are permitted to wander the residential facility*).

Behavioral Techs on site will be observing and reporting your behavior and attitude during this time of reflection in “The Box”. It is strongly advised that you utilize this setting to remind yourself why you came into residential treatment.

SUNDAY PASS, T-PASS AND ACTIVITY REQUEST

Regardless of where a resident is requesting to go, he (the resident client) must fill out a “Pass Request Form” and have it approved by their counselor. The Pass Request will be returned to the resident, who will present it to the Tech.

- ✓ All requests for weekend activities must be turned in by 8:00 am on the Thursday prior to the requested weekend.
- ✓ All residents must sign the “Sign-Out Log Book” to leave the facility. If the resident fails to sign out, he will be considered away from facility unauthorized.
- ✓ You are not allowed to be in any personal vehicle except family passes. Exceptions must be approved by the clinical director.
- ✓ You must sign out prior to leaving, sign in promptly when you return, and see the technician.
 - **Do not bring back any food, drinks or candy to this facility.**
 - **Anything the resident brings back to Harbor Hall will be searched. All unauthorized items will be confiscated.**

1. Sunday Four Hour Pass (Escorted and Non-Escorted Pass)

- ✓ Sunday 1pm – 4:45pm, within the city limits of Petoskey.
 - 1) **Escorted Four Hour** – Level 3 (Minimum 45 day stay and has read 1st Step to group).
 - Phone calls cannot be made during this time.
 - Getting into vehicles is not permitted.
 - Computers cannot be used during this time (This is for Transition Passes only)
 - 2) **Non-escorted Four Hour** – On Level 3 and has completed an *Escorted Four Hour* pass; can only take one pass every other Sunday.

2. Transition Four Hour Pass

- ✓ Level 4 client only
- ✓ 1pm – 4:45pm, Monday, Tuesday, Thursday, Friday (Not Wednesday, Saturday/Sunday)
- ✓ The purpose of the transition pass is to begin to put your affairs into place to return to the community.
- ✓ Resident may request more than one transition pass; you will be asked to rationalize the need.
- ✓ If transitioning to move into the local community you may go look for employment, submit applications, secure housing, enroll in school etc.
- ✓ If you are transitioning out of area, you must rationalize the need to leave the facility. Your counselor will make accommodations for you to look for employment via the internet.
- ✓ Requests must be reviewed and approved by your counselor.

3. **Family Passes:** In order to receive an 8 and 12 hour pass the resident MUST complete a Family Session with their counselor, must remain with their family members and can travel within a 50 mile radius of Petoskey with approval from Counselor. These passes can occur on separate weeks, not stacked on the same weekend unless approved.

Family Eight Hour Pass: Family Session, Level 3 and has completed an Escorted Four Hour pass.

- ✓ 8 Hour Family Pass is on **Saturday:** 12 Noon until 7:45pm.

Family Twelve Hour: Family Session, Level 3 and has completed an Escorted Four Hour pass, eight hour Pass.

- ✓ 12 Hour Family Pass is on **Sunday:** 8am until 7:45pm.

4. **Stacking Passes** – Once a resident reaches Level 4, he can have a Non-Escorted Four Hour pass on consecutive Sunday's until discharge.

5. **Store Passes:** Only one pass per week, Level 2 required.

- ✓ There must be a minimum of three persons per group.
- ✓ All residents must enter and exit the store together. No lone smokers outside or lone shoppers inside.
- ✓ Each resident must submit a Pass Request to their counselor.
- ✓ If one resident's request is denied, the other two must find a third resident and formally add this third resident to their request.

Locations/Destinations Off Limits! The businesses listed below are off limits unless specific permission is given.

- Casino, Scooby's, Wild West Tobacco Store, Xpectations, Pete's Pipes
- Public Library
- Hospital
- *North Central Michigan College*
- **Any restaurant that serves alcohol.** *If you are in doubt, ask!*

6. **Spirit Walk Pass** – Monday to Friday, 4-4:45pm, Level 2,3,4. Must be in a group of 3 clients. Abide by the specific map provided.

7. DHS Escort

- ✓ Level 3 Resident Big Brothers will escort their Little Brothers to DHS.
- ✓ If the Big Brother is not level three, the Little Brother's Group Representative will be the escort.
- ✓ No more than one escort is required per group (minimum 3 residents per group)

8. Remember

- ✓ All pass requests must be signed and approved by the resident's counselor prior to departure.
- ✓ To be eligible for a Non-Escorted Four Hour, Family Eight Hour and Family Twelve Hour, a resident must take an Escorted Four Hour Pass first.
- ✓ Violation of any of the above may result in immediate behavioral consequences.
- ✓ If you have any questions and concerns, address them to your counselor.
- ✓ Do not go into any residence unless it is prior authorized by your counselor.

VISITOR'S POLICY & PROCEDURES

The Residents and Staff of Harbor Hall are grateful for our visitors. We hope that this time is beneficial for both the resident and the visitor. For the safety of those we serve, please review the following visitation guidelines.

- **Check-In**
 - The visitor is to enter through the covered porch and report directly to the technician.
 - The visitor is asked to introduce themselves to the staff with proper identification. It is important that our staff is aware of a visitor's presence and all who enter Harbor Hall property.
 - The visitor must sign the visitor's log. Minors (children under the age of 18) should have their names recorded as well.
 - Any items brought in must be given to the staff to be searched. This must be done every visit.
- **Who can be a visitor?**
 - All visitors must be approved by the primary counselor prior to a visit.
 - Visitors must be a family member or significant other. Any exceptions must be approved by the staff, which may include...
 - Clergy
 - Sponsor
 - Distant Family
 - A release must be in place for all visitors. (See your Counselor if you want to revise your visitation list)
 - Harbor Hall Staff can refuse a visitor if they do not have picture identification. (This excludes children).
 - All additional visitors must be cleared by the by the Clinical Director. NO EXCEPTIONS!
- **Guidelines**
 - All cell phones must remain in the visitor's vehicle.
 - Please keep all pets off Harbor Hall property.
 - Anyone who steps onto our property who is suspected of being under the influence of drugs or alcohol will be asked to leave. If a visitor drives under the influence it is the responsibility and obligation of our staff to ask for their keys. If a visitor refuses to surrender his/her keys, the police will be contacted.
 - Food – if a visitor brings food, there must be enough to serve all of our residents and guests.
 - Do not bring contraband onto the property.
 - If a visitor becomes disruptive or counterproductive, the staff on duty can ask the visitor to leave.
 - Adults are responsible for the behavior and supervision of the minors they bring.
 - Visitors are not to isolate with our residents. It may be important to spend some quiet time together, but visitors need to stay in the specified areas.
 - Use only the Visitor's Restroom.
 - Residents are not to step off the sidewalk or be near anyone's car at any time.
 - If it is discovered that a visitor has distributed drugs on our property, Harbor Hall will report them to the proper authorities.
- **Policies and Procedures**
 - Visitation is allowed on Sundays and Staff approved holidays from 1:00 pm – 4:45 pm. There are no weekday visits allowed.
 - Residents on Level 1 (Stabilization) are not allowed to have visitors.
 - Visitor are restricted to the...
 - Dining Hall
 - Living Room
 - Porch
 - Yard (Ground on the Rush St. side of the buildings)
 - Visitors found in other areas will be asked to leave.
 - No pets are allowed. No Exceptions.
- **Unauthorized Visits** There will be no unauthorized visits anywhere at any time. This includes friends and family who are at support meetings, car washes, recreation, store passes, etc.

PHONE POLICY & PROCEDURE

The phones that are provided to Harbor Hall residents are a privilege. There are some basic guidelines for etiquette and respect for people and property that must be observed. The following is a basis outline that will help you and others in the use of the phones. More detailed instructions are posted.

1. You **must** sign up to use the phones.
2. The clock in the hall is the standard for time.
3. Wait your turn! The Sign-up sheet sets the priority of whose turn it is.
4. Phone use is limited to 15 minutes per day.
5. Cell phone use or possession is not permitted at any time while you are a resident of Harbor Hall.
6. Technicians are authorized to “pull the plug” on the phones if problems are persistent or abuse occurs.

Phone Times (Two Phones available to use)

Daily: Monday to Friday

6:00AM to 6:30AM

4:00 pm to 4:55 pm.

6:45pm to 7:00 pm.

8:30 pm to 10:45 pm.

Weekend:

Whenever the house is open and chores are completed except for the following:

During any programmed activities (car wash in the summer months, in-house AA/NA/DRA meetings, etc.)

CRITERIA FOR DISCHARGE

Clinical Discharge Occurs when:

1. The person served has completed the planned course of treatment.
2. The person served chooses to terminate treatment.
3. The Clinical Team feels that termination is the most reasonable option, given the conditions of therapeutic responses.
4. Circumstances made it difficult for the person served to continue in treatment. (i.e. hospitalization, incarceration, etc.)
5. The resident is deemed medically unstable and/or inappropriate for this level of care.

Administrative Discharge Occurs when:

1. The person served fails to comply with the service agreement, program rules and responsibilities.
Some reasons may include:
 - ✓ The resident continues to be confrontational with staff members.
 - ✓ The resident is not motivated for treatment.
 - ✓ The resident is disruptive to the treatment milieu.
 - ✓ The resident is not participating in the treatment process.
 - ✓ The resident engages in alcohol or drug use while in treatment.
 - ✓ The resident engages in criminal activity.

APPEAL PROCESS

Any resident given notice of discharge has the right to appeal this action to the program Recipient Rights Advisor (RRA). The appeal must be in writing and submitted to the RRA within 48 hours after discharge excluding weekends and holidays. The RRA will conduct a review of each case submitted and will determine if violations have occurred. In the event that it is determined that there is a violation of recipient rights, fair remedial action will be taken. Should it be determined that there has been no violation involved, the appeal will be denied. All appeal processes will be documented and a written response will be given to the resident requesting the appeal. Should any resident be dissatisfied with the actions regarding an appeal, they may contact the coordinating agency rights consultant. The name, address and telephone number of the person to contact at the coordinating agency is given to the resident at program entry. Regardless of any pending appeal or the outcome of an appeal, residents will be treated fairly and with respect by all staff members.

Harbor Hall Recipient Rights Advisor
Patrick McGinn
PO Box 805
Petoskey, MI 49770
Phone (231) 347-5511

UNCLAIMED PROPERTY

After a resident is discharged from treatment, regardless of type of discharge, the person has 30 days to claim property left on Harbor Hall property.

Policy

1. The resident is expected to retrieve all belongings upon discharge, this includes any stored property and medications.
2. If the resident walks away from the program, the items will be gathered by staff and will remain in a secured location for 30 days. If the items are not claimed in the 30 day time frame, they are considered to be abandoned and the items will be donated to the Salvation Army or the Women's Recourse Center.
3. If the resident is removed from the facility by law enforce the residents emergency contact will be notified to retrieve the stored items. If the items are not retrieved within the 30 day time frame, they are considered to be abandoned and the items will be donated to the Salvation Army or the Women's Recourse Center.

Storage

1. Items that are considered to be contraband (non-perishable food items, cologne, sharps, etc.) will be sealed in a plastic bag, labeled and placed into the Tech filing cabinet.
2. Money, Jewelry, medication etc. will be sealed in a plastic bag, labeled, and placed into the safe.
3. Large items such as luggage will be locked into the garage attic.