

Crestone Residential Treatment Services

Client Handbook

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WELCOME

The Health Solutions Crestone Residential Treatment Services team welcomes you! We look forward to the opportunity to work with you as you enter a significant phase of recovery. Our program is aimed to offer skills and learning ideas to assist you in this process. This program has been designed to provide holistic, integrated treatment and medical services to address a full spectrum of treatment needs for individuals who have been identified with moderate to severe substance use disorders, such as yourself. Our team is here to help and support you each step of the way. This handbook is provided to orient you to our treatment program.



Please take a few moments to read over the guidelines in this handbook so that your stay with us will result in a productive experience for you.

Feel free to let any one of our staff know if we can be of help to you during your stay here at Crestone Residential Treatment Services.

Our program is based on the following beliefs and principles:

- The goal for our clients is to shape their recovery from substances in a manner that is most likely to shape the successes they need to achieve their goals.
- Clinical services that are critical to successful recovery from addiction include individual and group counseling sessions. Counseling can provide skills and tools needed to prevent relapse, offer lifestyle changes, reduce risks, improve health, and create new healthy relationships as your recovery progresses.
- You can expect to be treated with dignity and respect. We also expect that staff will be treated with the same respect. You will need to work with your counselors to make informed decisions about your treatment needs, plans, and goals. It is asked that you participate to the best of your abilities in order to achieve the fullest potential and growth from treatment.

Admission Criteria:

This is a voluntary program for adult clients, age 18 years and older. Clients will need to be **fully detoxed from all substances** (with the exception of THC) prior to admission and have no major medical conditions that require frequent intervention. Clients must remain substance-free throughout the course of their stay in the program. If a decision is made to leave the program prior to completion, the client will be discharged unsuccessfully. Upon admission, clients will engage in the intake process which will include a clinical assessment, a medical assessment, and a UA. Duration of treatment will be between 30-60 days, depending on individual needs, and medical necessity.

Crestone Residential Treatment Services will not admit any client who:

- Is consistently and uncontrollably incontinent of bladder or bowel unless the client or staff is capable of preventing such incontinence from becoming a health hazard.
- Clients with urinary catheters may be admitted if the client is capable of maintaining and managing the catheter without the assistance of facility staff.
- Is totally bedfast.
- Needs medical or nursing services on a 24-hour basis, except for care provided by a psychiatric nurse.
- Has a communicable disease or infection, extensive and grossly infected wounds, unless the client is receiving medical or drug treatment for the condition and the admission is approved by a prescriber.
- Is intoxicated or is detoxing.
- Has an unstable cardiac condition.
- Is in renal crisis or hypertensive crisis.
- Is under the age of 18.
- Is displaying uncontrolled or violent behavior.
- Is unable to care for their diabetic regimen via self-administration of insulin.

1. YOUR TREATMENT TEAM



Crestone Residential Services serves individuals facing any kind of substance-use condition. Crestone Residential offers:

- Holistic Programing
- Focus on Mindfulness
- Career Planning
- Healthy Eating
- Acudetox (Ear Acupuncture)
- Life Skills
- Active Recovery Experiences
- Family Support & Visitation

OUR PEOPLE MAKE THE DIFFERENCE.

The Health Solutions Crestone Residential Team welcomes you to the program. We are honored that you have chosen us to assist you in this part of your life journey.



Your Treatment Team:

(Pictures- Left to Right) Carol – Healthcare Specialist; Amy – Healthcare Specialist; Roslyn – Healthcare Specialist; Gerry – Healthcare Specialist; Beth – Admissions Coordinator; Brandy – Healthcare Specialist; Ann – Team Lead & Clinician; Jessica – Crestone Recovery Services Director

2. ADMISSIONS PROCEDURE

The admissions procedure will include: searching for contraband such as lighters, tobacco products, drugs, alcohol, weapons, etc. on the client's person and within their personal items.

Staff may direct the client to shower following admission, if deemed necessary. This is for infection control and hygiene purposes.

Clients will be oriented to the unit and Fire Escape Route.

Clients will be limited to have only one large suitcase to bring their belongings while in treatment, any items deemed not appropriate will be left in the suitcase for the duration of their stay. Clients will not need more than 9 days' worth of clothing while in the program. Items in excess of one large suitcase or in excess of 9 days' worth of clothing, will be sent home or stored on the unit to be returned to the client upon discharge.

Protection of Valuables

Please do not include personal valuables, such as cell phones, iPods/music players (or any other electronics), money, or other monetary items as the program will not monitor or take liability for them.

Clients will be responsible for their own possessions. Clients may not keep large sums of money (a maximum of \$10 will be allowed in the client's possession for the duration of treatment) or valuables, to include jewelry, piercings and accessories. Clients are not allowed to trade, sell, give, or borrow one another's belongings or give each other money. A secure area is available for safekeeping during the duration of the client's stay. Clients will not be required to have money in their possession while in the program.

3. VISITORS

Visitation will take place on Saturdays and Sundays. Visitation outside of these designated times will not be permitted with the exception of scheduled family sessions. Visitors will be asked to sign in and sign a confidentiality statement and wear a visitor identification tag. This is a treatment program and all information including client names are confidential. It is requested that visitors not disclose other clients' identification to anyone including family members.

In order to ensure the safety of all clients and staff, we ask that you comply with the following guidelines:

Any item that may be used in a dangerous/threatening way to clients is considered contraband. We ask that you do not bring these items onto the unit. The list below identifies contraband items; however, it may not be all inclusive as items may be determined as inappropriate at the discretion of staff:

- Firearms/Guns/Knives or sharp objects including box cutters, razor blades, etc.
- Ropes/Chains or anything that can be used as a weapon
- Tobacco products or lighters
- Medications and/or drugs, to include marijuana, alcohol, street drugs, or drug paraphernalia
- Prescription medications must be checked in with the nurse prior to entering the unit

We reserve the right to ask persons about their belongings and to inventory personal items prior to entering the unit. If any illegal materials were to be found, they will be confiscated and turned over to The Pueblo Police department. Please be advised that potential legal consequences could apply if this happens.

Items that are not illegal but deemed inappropriate for the facility, including outside food and drinks, will be sent out with the owner to secure in another location. **We reserve the right to deny access to the Crestone Residential Treatment Services or Health Solutions facilities to any individual as deemed appropriate.**



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Visitors may not come on the premises if they are under the influence of drugs and/or alcohol and may be subject to being asked to leave if they are believed to be under the influence. Visitors who smell of substances (marijuana, alcohol, etc.) will not be permitted to visit the facility.

Visitors who are not dressed appropriately (according to Crestone Residential client standards), will not be permitted to visit the facility. During visitation physical contact must be limited to short hugs, and brief kisses.

Visitors causing a disturbance to clients will be asked to leave the facility.

Children under 18 years of age are not allowed on the unit without an adult caregiver. An adult other than the client must accompany children for the duration of visiting and children must be directly supervised and under the control of visiting adult during the entire visit. Health Solutions staff are not responsible for the care and safety of children who are present for visitation.

Children 18 and under are not permitted during Family Support Groups unless approved by the Program Team Lead or Director.

Pets are not permitted at Crestone Residential Treatment Services at any time.

4. PHASE UP PROGRAM

Crestone Residential Treatment Center will utilize a phase system to recognize individuals displaying exemplary investment in their treatment progress and adherence to program policies. Level/Phase achievement will be associated with additional privileges and progress in the program. Program expectations are that a client phases up as a way to show both behavioral and clinical progress. Clients will be able to phase up by submitting a Phase-Up Form to Crestone Residential program staff on Monday mornings.

✓ Phase 1: Novice Peer

Expectations	Privileges	Did I meet this expectation this week?
Show up to all groups, appointments, and activities on time.	No Privileges at this phase. Phase at admission into the program.	
Review the client handbook – gain an understanding of your rights and Crestone Residential Guidelines.		
Complete all assigned homework (no exceptions).		
Be open, honest , and show a willingness to participate in the program.		
Complete all assigned chores and Participate in daily hygiene activities.		
30 coins		
Pass Step 3 in MRT		

✓ Phase 2: Competent Peer

Expectations	Privileges	Did I meet this expectation this week?
Continue all expectations from prior phase.	Headphones, Movie Night Vote or Pick, Order "Special Item" from the Bistro (1x weekly).	
Identify 5-10 Coping Skills and how to apply them in your life.		
Offer give support to a Phase 1 Peer.		
Begin Autobiography		
35 coins		
Pass Step 6 in MRT		

✓ Phase 3: Peer Mentor

Expectations	Privileges	Did I meet this expectation this week?
Continue all expectations from prior phase.	Headphones, Movie Night Vote or Pick, Access to Remote Control, Order Dessert at Dinner (3x weekly), and Haircuts.	
Meeting goals in treatment plan.		
Complete Autobiography		
Facilitate Check-In/Out Group/Guide Role-Plays		
Start working on Relapse Prevention Plan.		

5. ILLNESS OR SERIOUS ILLNESS & ADVANCE DIRECTIVES

Illness or Serious Illness

The medical staff assesses clients who report to staff that they are ill or injured. If medical attention is required, arrangements for care will be made. At the discretion of the nurse or medical advisory staff, if a client has a medical condition not in need of acute medical attention, they will be provided necessary care on the unit and may be allowed to stay in their room without attending groups. In the case of serious illness or injury, the staff will make arrangements for the client to be taken to the emergency room.

Advance Directives

Federal law requires that we tell adult clients about Colorado laws relating to your right to make health care decisions and Advance Directives. Your provider will provide behavioral health care whether or not you have an advance directive.

What is a Medical Advance Directive? Advance Directives are written instructions that express your wishes about the kinds of medical care you want to receive in an emergency. In Colorado, Medical Advance Directives include:

Medical Durable Power of Attorney: This names a person you trust to make medical decisions for you if you cannot speak for yourself.

Living Will: This tells your doctor what type of life supporting procedures you want and do not want.

Cardiopulmonary Resuscitation (CPR) Directive of “Do Not Resuscitate Order”: This tells medical personnel not to revive you if your heart or lungs stop working.

Your provider will ask you if you have an Advance Directive. If you wish, your provider will put a copy of your Advance Directive in your medical file. If a medical provider does not follow your Advance Directive, you may call the Colorado Department of Public Health and Environment at 303-692-2980.

For more information about Advance Directives, talk with your **Primary Care Physician (PCP)**.

6. TELEPHONE, TELEVISION, AND MUSIC

Telephone Usage

All clients will have access to a phone to call family or friends during their time at Crestone Residential and it will be solely their responsibility. Phone access will not be allowed during treatment groups, activities or sessions.

Crestone Residential staff will not answer, direct personal calls, or take messages for clients with the exception of emergencies. Emergency being defined as a sudden family illness, death, or significant life event requiring immediate attention.

As phone availability is limited, clients may be asked to restrict the amount of time they use the phones (no longer than 10 minutes at a time) in order to provide time for all clients to utilize the phones. It is expected that clients not participate in phone conversations that include: yelling, sexual undertones, solicitation of substances or other services, threatening, or foul language. Observance of such behavior may result in restriction of phone usage and possible phase progression impacts.

The use of personal cell phones on the unit by clients or visitors is prohibited to protect confidentiality and limit disruption of treatment on the unit. Client cell phones may be sent home with family, with client permission, or kept in the unit safe. Abuse of phone privileges may result in restrictions or be revoked with the exceptions of calls to the clergy, lawyer, or physician.

Television and Music

Television and music will be allowed during personal time only. No personal televisions are allowed.

Music and television will be kept at a reasonable volume. If hearing impaired clients are on the unit, the closed caption option on the television will remain on while the television is in use. Crestone Residential staff will have head phones available for those who may find these helpful for enjoying entertainment options when an individual has achieved this phase level.

Music or television programs containing excessive violence or criminal content, sexual content, glorifying substance use or obscene language are not to be played in the unit. Music or television will be monitored by Crestone Residential staff; appropriateness will be determined by the staff member on duty. Control of the remote will be maintained by staff unless clients are at an appropriate phase.

7. CONTRABAND AND USE OF ALCOHOL OR DRUGS

Any item that may be used in a dangerous/threatening way to clients is considered contraband. The list below identifies contraband items; however, it may not be all inclusive.

- Firearms/Guns/Knives or sharp objects including box cutters, razor blades, etc.
- Ropes/Chains
- Medications and/or drugs, to include marijuana, alcohol, street drugs, or drug paraphernalia
- Prescription medications must be checked in with the nurse prior to entering unit.
- Cigarettes and lighters

We reserve the right to confiscate any contraband items found in your possession prior to entering the unit. If any illegal materials were to be found, they will be confiscated and turned over to the Pueblo Police Department. Please be advised that potential legal consequences could apply if this happens.

There is to be no trading and/or sharing of items between clients. Prior authorization of any exchange of items must be given by a staff member and logged into inventory before exchange occurs.

Clients who voluntarily leave the unit and proceed to leave their items and medications behind will have their items and/or medications locked and stored for a period of 30 days. After 30 days, these items will be considered abandoned and then logged into unit inventory or destroyed. It is the responsibility of the individual leaving the unit to contact and schedule a time for collection of items. Items will only be returned to the client – arrangements for other individuals to pick up items will not be permitted.

Items that are not illegal but deemed inappropriate for the facility will be inventoried, secured throughout the duration of the client's stay and returned upon discharge.

Room searches will be completed by staff multiple times weekly for safety. Clients may be present for room searches, if they wish, this request must be made in writing to the director or supervisor of the unit upon admission. If there is reason to suspect a client is in possession of contraband, rooms may be subject to an additional search. If illegal contraband is found, it will be turned over to the police.

Possession of Drugs or Alcohol during treatment may constitute immediate discharge from Crestone Residential Treatment Services.

8. VEHICLES, SMOKING, & PASSES

Vehicle on Health Solutions Property

Clients are to notify staff if they have parked a vehicle outside in order to ensure the following:

1. Vehicle is not disturbed during your stay here
2. Vehicle keys are turned in and locked in the safe on the unit
3. Access to vehicle is not permitted
4. Current license plates and insurance must be provided to staff
 - Vehicles without current license plates (registration) and insurance will not be permitted to stay on Health Solutions property.

Smoking

Crestone Residential is a Tobacco and Nicotine free program. Research shows that true sustainable recovery is best achieved through abstinence from all habit forming substances. Smoking or the use of nicotine products to include chewing tobacco and vaporizers (vapes) will not be permitted on or off campus while participating in Crestone Residential programming. Nicotine replacement products will be made available to clients who request it.

Passes

Passes will only be permitted by the Program Team Lead or Director. Passes will only be given for appointments, court, to aid in the process of transitioning home, or other special circumstances and will be accompanied by a staff member.

Clients will not be permitted to leave the unit without a staff member from Health Solutions.

9. CLOTHING AND PERSONAL HYGIENE

Clothing

All clients must wear shoes, slippers, or socks, as well as shirts and bottoms at all times when out of their rooms. Clients are not allowed to wear a-shirts (or tank-tops – male or female), overly tight, short, or sexually revealing clothing; items with sexual, demeaning, obscene, or violent content; or those promoting the use of drugs or alcohol.

Client's pants must be worn with the waistband at the natural waist of the client. Low riding, or sagging is not permitted on the unit. Clients may be asked to change clothing, at staff discretion.

As most clients will have a roommate clients must be clothed appropriately outside the restroom, failure to do so may result in discharge. Clients should wear all appropriate undergarments at all times.

Personal Hygiene

Showers are available during designated personal times and should be taken daily. A shower may be required upon admission, at staff discretion. Showers may not conflict with Crestone Residential activities and are not to be taken between 11 pm and 5:30 am.

Individual hygiene must be maintained in an acceptable manner by all clients in the program, if staff do not feel client hygiene is appropriate they will address this concern directly with the client.

Haircuts will be offered to individuals in a corresponding phase of treatment. Hair clippers are not permitted in the facility.

Personal hygiene items are expected to be the minimum necessary items needed for the length of stay for the program. Cologne, perfume, body spray, and other scents are not permitted in the program.

If an individual is from an area that their family cannot provide hygiene products for a client, they will be permitted to receive no more than one box a week with items specifically for hygiene use. Items received beyond this frequency or not for hygiene care need to be approved by the team lead and any items received without approval will be locked up and this privilege will be suspended and client will only use agency supplied hygiene items.

10. EXPECTED BEHAVIOR

Crestone Residential Treatment Services is committed to assisting clients in working a recovery program. All clients entering treatment will develop goals (client's own expectations) and will begin working on discharge planning starting at admission to help them determine what will help them maintain their recovery. These goals and plan will follow and guide the client through the course of treatment.

Group counseling will be offered throughout the course of the program in a variety of modalities. There will be evidence-based groups, therapy groups, and activity groups available. Clients are expected to attend groups daily and participate and contribute to the group process. Attendance and participation is mandatory at all group sessions. Group facilitators cannot excuse a client from attending groups unless the client's behaviors are a distraction from the therapeutic environment. All absences from groups will be communicated to the treatment team and may result in unsuccessful discharge from the program.

Clients are **required to attend all scheduled groups and activities on time** unless given permission through the treatment team. Failure to attend treatment may cause the client to be staffed by the team for program non-compliance and possible grounds for discharge.

Individuals will communicate with each other in a respectful manner while at Crestone Residential. **Foul language, insulting or harassing statements, or threats made toward others including staff will not be tolerated** and where appropriate may be prosecuted by law enforcement and may be grounds for discharge.

Individuals will demonstrate appropriate personal boundaries on the unit. Sexual activity between clients and visitors or between two clients is not allowed. Intimate physical contact between clients is also not allowed and includes (but not limited to): handholding, snuggling, hugging, massaging, and kissing. **Physical contact between clients is not allowed at any time.**

Respect for the safety and wellbeing of self and others is necessary at all times. No acts of violence to person or property will be tolerated; and will be prosecuted by law.

11. CLIENT ROOMS

Clients are not allowed in their peer's room. Clients may socialize during personal time in a common area (day hall).

Only Program Team Lead or Director may initiate room assignment changes. This will be done in order to meet program needs. Moving of furniture is not allowed without director approval.

Clients are expected to keep their belongings stored neatly in the provided storage areas. Trash will be disposed of in the proper containers. **Bed linens will be changed at least weekly, unless indicated more often.** Beds are to be made each morning and rooms straightened each morning and evening.

- Clients are to be respectful of others by not moving or tampering with others' belongings, being quiet during sleeping hours, and maintaining a clean and safe environment.
- No games or property of any kind belonging to Health Solutions may be taken to a client's room.
- Food other than water is not permitted in client bedrooms.

Room searches will be completed by staff multiple times weekly for safety. Clients may be present for room searches, if they wish, this request must be made in writing to the Program Team Lead or Director of the unit upon admission. If there is reason to suspect a client is in possession of contraband, rooms may be subject to an additional search. If illegal contraband is found, it will be turned over to the police.

Possession of Drugs or Alcohol during treatment may constitute immediate discharge from Crestone Residential.

12. MEALS, SNACKS, & LAUNDRY ROOM

Meals and Snacks

All clients are expected to attend each daily meal at the scheduled time unless prior arrangements are made with staff. Meals or snacks may **not** be brought in from restaurants or stores, from family members, or friends.

Clients are not permitted to eat or drink outside of the Day Room. Food and beverages must be consumed only at the tables in the Day Room. Clients may be permitted to use their \$10 maximum per admission personal cash to purchase snacks on outings, these must be consumed prior to returning to the unit and will not be allowed to purchase more than can be consumed before return. Clients will not be allowed to receive more cash for this purpose once they have used their initial \$10.

Crestone Residential will provide alternative snacks to clients 1 time daily, and will have healthy snacking options like fresh fruit and water available throughout the day.

Personal Time

The following are options for what could be done during free times:

- Personal hygiene (shower, brush teeth, wash hair, etc.)
- Wash clothes
- Clean room
- Read, watch TV, or listen to music
- Make telephone calls, unless restricted
- Recreation (arts, crafts, and games)
- Recovery Workbook, or other treatment assignments.

Laundry Room Guidelines

- Do not overload machines.
- Laundry soap and dryer sheets can be obtained from staff and may be used with staff assistance.
- Promptly remove all items from the washer after each use.
- Promptly remove clothes from dryer, fold, and put away.
- Clean lint filter on dryer after each use.
- Wash and dry your own clothes.
- Do not disturb other client's clothing. Ask for staff assistance if needed.
- Do not wash your own sheets or towels.

13. MEDICATIONS & PAYMENT FOR SERVICES

Medications

Medications will be administered at their prescribed times and as prescribed by the prescriber. No over-the-counter medications are allowed without the approval of the Crestone Residential prescriber. No medications are allowed in the possession of clients or in their rooms. With client permission, all prescribed medications discontinued while at the unit, will be disposed of per Health Solutions medication guidelines. Any medications left behind during an unscheduled departure will be held for 30 days and if not claimed will be disposed of.

Payment for Services

It is the responsibility of all clients to ensure arrangements for payment for all treatment has been worked out prior to their admittance to Crestone Residential. If client is participating in the program through a self-pay arrangement, payment must be made in full prior to admission. The cost per 30 days is \$12,500.

14. CLIENT RIGHTS

Only a licensed psychologist or psychiatrist may deny rights 1 through 5, for good cause. Each denial of the client's rights shall be made on a case by case basis with the rationale for denying the right documented as an order in the client's chart.

Rights 6 – 38 cannot be denied unless otherwise stated within the definition of that right.

The following rights are insured to each client at Crestone Residential Treatment Services:

1. To receive and send sealed correspondence. No incoming or outgoing correspondence shall be opened, delayed, held, or censored by the staff.
2. To have access to letter writing materials, including postage, and to have a staff member assist him/her if unable to write, prepare, and mail correspondence.
3. To have ready access and reasonable use of the telephone, in accordance with the Handbook. (This includes access to operator assistance for placing collect telephone calls.)
4. To have opportunities to meet with visitors, in accordance with the Handbook. Crestone Residential may not deny visits at any time to the client by his/her attorney, clergyman, or physician. To retain and consult with an attorney at any time.
5. To wear his/her own clothes; unless restricted or inappropriate for the Crestone Residential, refer to page 6; and keep and be allowed to spend a reasonable sum of his/her own money up to \$10.00, in accordance with the client's abilities, Service Plan, and Handbook.
6. To refuse to take psychotropic medications, unless the client is an imminent danger to self or others or the court has ordered medications.
7. To not be fingerprinted unless required by law.
8. To refuse to be photographed.

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9. To confidentiality of treatment records except as required by law or unless an emergency exists.
10. To accept treatment voluntarily.
11. To receive medical, psychiatric care, and treatment in the least restrictive treatment setting possible suited to meet the client's individual needs and subject to available resources.
12. To have the opportunity to register and to vote, with staff assistance if required, in accordance with the following:
 - a. Every client who is 18 years or older shall be given the opportunity to exercise his/her right to vote in primary and general elections.
 - b. The staff of Crestone Residential shall assist each client in obtaining voter registration forms, applications for absentee ballots, and in complying with any prerequisite for voting.
13. To request to see medical records, to see the records at reasonable times, and to be given written reasons if the request is denied. Documentation of any request to see records, as well as any outcome of such request, will be maintained in the client record.
14. To be treated with respect and dignity.
15. The right not to be isolated or kept apart from other clients.
16. Not to be sexually, verbally, physically or psychologically abused, humiliated, intimidated, or punished. Sexual intimacy between clients and therapists is never appropriate and any such violation should be reported to the State Grievance Board (see Provider Agreement for address) and to the client representative.
17. To live free from involuntary confinement, or financial exploitation.
18. To full use of the Day Room and other common areas in compliance with the Crestone Residential Handbook.

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19. To be informed of the grievance policy and to voice grievances as well as recommended changes in policies and services, without fear of retaliation. Clients will be offered assistance from the client representative in making complaints or grievances, and will receive a copy of the grievance procedure. (Please see Grievance Procedures).
20. To make appointments outside the facility in which case Crestone Residential staff and client will share the responsibility for communicating in respect to scheduling.
21. To expect the cooperation of Crestone Residential staff in achieving the maximum degree of benefit from those services which are made available at Crestone Residential.
22. To exercise choice in participating in religious activities.
23. To notice of changes in services provided by the facility.
24. To have advocates, including members of community organizations whose purposes include rendering the client's abilities.
25. To make decisions and choices in the management of personal affairs, funds, or property in accordance with the client's abilities.
26. To choose to participate in social activities.
27. To participate in all decisions involving the client's care and treatment.
28. To have a Service Plan established and to participate in the decision-making process in developing the Service Plan: To have the Service Plan reviewed every thirty days by the clinical staff assigned to supervise and implement treatment; to request a second opinion should the client disagree with his/her Service Plan.
29. To know if the facility is participating in teaching programs, research and/or experimental programs, and to refuse to participate in such programs.

30. To refuse any drug test, procedure, or treatment consistent with other state and federal statutes; and to be informed of the probable or likely medical consequences of this action.
31. To be informed of the facility rules and regulations as they apply to the client.
32. To give informed consent for all treatment and procedures. For the purposes of this regulation, the term “informed consent” shall include, but not be limited to the following:
 - a. An explanation of the recommended treatment or procedure in layman’s terms and in a form of communication understood by the client, or the client’s legal representative.
 - b. An explanation of the risks and benefits of a treatment or procedure; the probability of success, mortality risks, and serious side effects.
 - c. An explanation of the alternatives with the risks and benefits of these alternatives.
 - d. An explanation of the consequences if no treatment is pursued.
 - e. An explanation of the recuperative period, which includes a discussion of anticipated problems and the anticipated length of the recuperative period.
 - f. An explanation that the client or the client’s legal representative is free to withdraw his or her consent and to discontinue participation in the treatment regimen.
33. To be informed of how different staff members are identified, (i.e. uniforms, badges, etc.).
34. To privacy concerning medical treatment and care.
35. To an explanation of billing procedures.
36. To retain an attorney or to have one provided by the Courts.
37. To have provided the name, business address, business phone number, degrees, credential and licenses of the primary therapist or any other therapist who is providing therapeutic services; to be informed that the practice of both licensed and unlicensed persons are certified school psychologists in the field of psychotherapy is regulated by the Department of Regulatory Agencies and to be informed of the address and phone number of the State Grievance Board. (See Provider Agreement).
38. Residents have the right to be free from neglect as required on the revised Assisted Living Regulations effective 05/30/04.

15. GRIEVANCE PROCEDURE

Grievance Procedure

1. A copy of the Grievance Procedure will be posted in the common area. The chart should indicate that the client has read or has such policy for handling grievances and problems explained upon admission.
2. The Grievance Procedure should include the names, telephone numbers, and addresses of the following persons/agencies:

Client Advocate 2003 E. 4 th St. Pueblo, CO 81001 Phone: 719-423-1381	Mental Health Ombudsman 512 N. Main Street Pueblo, CO 81003 Phone: 719-544-3699 or 1-800-990-7599	Colorado Health Partnerships (CHP) *Medicaid Only* 7150 Campus Drive, Ste. 300 Colorado Springs, CO 80920 Phone: 1-800-804-5040
Office of Behavioral Health 3824 W. Princeton Circle Denver, CO 80236 Phone: 303-866-7191	Area Agency on Aging 212 W. 12 th Street Pueblo, CO 81003 Phone: 719-583-6611	Colorado Dept. of Public Health and Environment 4300 Cherry Creek Drive S Denver, CO 80246 Phone: 1-800-886-7689
Medicaid Ombudsman 303 E. 17 th Ave. Suite 105 Denver, CO 80203 Phone: 877-435-7123	Pueblo County Health Dept. 151 Central Main Pueblo, CO 81003 Phone: 719-583-4300	CO Dept. of Human Services 1575 Sherman Street Denver, CO 80203 303-866-5700

3. A grievance may be submitted to a staff member at any time, 24 hours per day, and that grievance will be submitted to the Client and Family Advocate by the next working day. A grievance may be submitted orally or in writing.
4. Medicaid complaints that cannot be resolved by Health Solutions' Client and Family Advocate, Ombudsman or CHP can be referred to the Office of Behavioral Health for an appeal. Either our Client and Family Advocate or Ombudsman can assist with the appeal. CHP can assist only with Medicaid clients or clients with Medicaid & Medicare.
5. Clients will be given a decision by the Office of Behavioral Health within 14 days of receiving an appeal, with its findings and/or recommendations.
6. Any further questions may be directed to the Client and Family Advocate.

16. SERVICES PROVIDED

Services Provided

Crestone Residential Treatment Services will make available a wide variety of case-management and therapeutic interventions to its clients.

Crestone Residential may provide, make information available, or make referrals for the following services:

- A physically safe and sanitary environment.
- Room and board.
- Essential personal hygiene.
- Protective oversight.
- Social care.
- Emergency dental care.
- Emergency medical care.
- Lab services.

Crestone Residential will provide opportunities for activities within the facility.

Crestone Residential will encourage client participation in planning, organizing, and conducting the activity program.

Clients will participate in a combination of the following therapeutic services:

- Evaluation
- Treatment planning
- Skills groups
- Education groups
- Activity groups
- Individual therapy
- Psychiatric consultation
- Medication administration
- Case Management services
- Aftercare planning

17. TRANSFER & DISCHARGE CRITERIA

1. Clients may be transferred to the care of another facility after adequate arrangements have been documented. This shall include:
 - a. At least one documented discharge planning conference, (either face to face or telephone), with staff from the other facility.
 - b. The client shall be immediately informed of the results of the discharge planning conference.
2. In the case of transferring a client on certification, the client shall be provided with the following:
 - a. At least 24 hours advance notice to the client of the impending transfer, unless waived in writing by the client or unless the client requires an emergency transfer.
 - b. Notice of such transfer shall also be provided to the court of jurisdiction and the client's attorney.
 - c. The client's identified emergency contact(s) will be notified within 24 hours of same notice given to the client.
 - d. Such notification shall be made by designated staff.
3. Clients may be discharged or transferred for one or more of the following reasons:
 - a. When it has been determined that treatment goals have been met and inpatient treatment is no longer clinically indicated.
 - b. When Crestone Residential is no longer able to meet the client's identified needs.
 - c. Non-payment for basic services, in accordance with the Provider Agreement.
 - d. Failure of the client to comply with written policies or rules of Crestone Residential which contain notice that discharge or transfer may result from violation of such policy or rule.
 - e. When a client poses a danger to self or other clients, and it is determined that these behaviors cannot be safely managed at this level of care.
 - f. Medical reasons.
 - g. If a client is voluntary, requests discharge, and does not meet criteria for involuntary treatment (gravely disabled or immediate danger to self or others).
4. Discharge planning should include:
 - a. Appointments for follow-up visits and monitoring of the client's medications by his/her primary prescriber.
 - b. Involvement of the client, family, legal guardian, or significant other in helping the client deal with identified problems.
 - c. Other medical appointments as appropriate.
 - d. Referral to other Health Solutions Programs, to other mental health providers as appropriate.

CLIENT HANDBOOK


Crestone Residential Treatment Services

5. Aftercare planning will be documented on the Discharge Instructions form and signed by the client. A copy of the Discharge Instructions form will be given to the client and to the client's clinician.
6. If a client is voluntary, they may discharge at any time, as long as they do not pose an immediate threat to self or others or are gravely disabled. If a client request to leave against a medical advice, an assessor may be called to meet with them prior to discharge to ensure there is no evidence of immediate risk to self or others and that the client appears able to care for their basic needs in the community.
7. Leaving against a medical advice may result in insurance refusing to pay for some or all of any care provided at Crestone Residential and a client may also be discharged without medications or follow-up appointments that would normally be arranged at discharge.

CLIENT HANDBOOK

Crestone Residential Treatment Services

18. DAILY SCHEDULE



	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7:00 AM	Wake-Up ☕	Wake-Up ☕	Wake-Up ☕	Wake-Up ☕	Wake-Up ☕	Wake-Up ☕	Wake-Up ☕
7:30 AM	Breakfast 🍲	Breakfast 🍲	Breakfast 🍲	Breakfast 🍲	Breakfast 🍲	Breakfast 🍲	Breakfast 🍲
8:00 AM	Check-In Group	Check-In Group	Check-In Group	Check-In Group	Check-In Group	Check-In Group	Check-In Group
8:30 AM							
9:00 AM	Nursing Education Group	Coping Skills for Life Group	Crestone Group: Seeking Safety Group (Room A)	Anger Management Group	Crestone Group: SSIC Group (Room A)	Acudetox /Self-regulation Skills	Acudetox /Self-regulation Skills
9:30 AM							
10:00 AM	Life Skills/Vocational Group	Crestone Group: Mind Over Mood (Room A)	CareerHorizon	Integrated Treatment for Co-Occurring Disorders	Acudetox /Self-regulation Skills	Crestone Group: Relapse Prevention (Room A)	Distress Tolerance Group
10:30 AM							
11:00 AM	Unit & Room Deep Cleaning						
11:30 AM							
12:00 PM	Family Meal (All Ages)*	Lunch 🍲	Lunch 🍲	Lunch 🍲	Lunch 🍲	Lunch 🍲	Lunch 🍲
12:30 PM							
1:00 PM	Family Visitation (All Ages)*	DBT Meets the 12 Steps Therapy Group	CCI MRT	Get Up & Active	CCI MRT	SMART Recovery	Nursing Education Group
1:30 PM							
2:00 PM	Acudetox /Self-regulation Skills						
2:30 PM							
3:00 PM	Get Up & Active	Get Up & Active	Acudetox /Self-regulation Skills	Acudetox /Self-regulation Skills	Get Up & Active	Get Up & Active	Get Up & Active
3:30 PM							
4:00 PM			Mastering Anxiety Group	Crestone Group: Early Recovery Skills (Room A)		DBT Meets the 12 Steps Therapy Group	Family Visitation (All Ages)*
4:30 PM							
5:00 PM	Free-Time, TV, & Music	Nursing Education Group	Family Support Group (18+ Only)		Ent Healthy • Be Active Workshops		
5:30 PM							
6:00 PM							
6:30 PM	Dinner 🍲	Dinner 🍲	Dinner 🍲	Dinner 🍲	Dinner 🍲	Dinner 🍲	Dinner 🍲
7:00 PM							
7:30 PM	Homework Group	Homework Group	Homework Group	Homework Group	Homework Group	Check-Out Group	Homework Group
8:00 PM							
8:30 PM	Check-Out Group	Check-Out Group	Check-Out Group	Check-Out Group	Check-Out Group	MOVIE NIGHT	Check-Out Group
9:00 PM							
9:30 PM	Free-Time, TV, & Music	Free-Time, TV, & Music	Free-Time, TV, & Music	Free-Time, TV, & Music	Free-Time, TV, & Music		Free-Time, TV, & Music
10:00 PM							
10:30 PM	Sleepcast Meditation	Sleepcast Meditation	Sleepcast Meditation	Sleepcast Meditation	Sleepcast Meditation	Sleepcast Meditation	Sleepcast Meditation
11:00 PM	Lights Out	Lights Out	Lights Out	Lights Out	Lights Out	Lights Out	Lights Out

Updated 08.25.2020-AN

* All visitation via Lifesize by appointment until further notice.
☕ = Music permitted at this time
☕ = Coffee can be started at this time

Crestone Residential Treatment Services provides evidence-based programming that includes Dialectical Behavioral Therapy, Moral Reconation Therapy, and many other substance, trauma, and recovery skills groups.

Schedules will be adjusted for special programs and during holidays. Schedules may also be adjusted at the discretion of the Program Team Lead and/or Director.

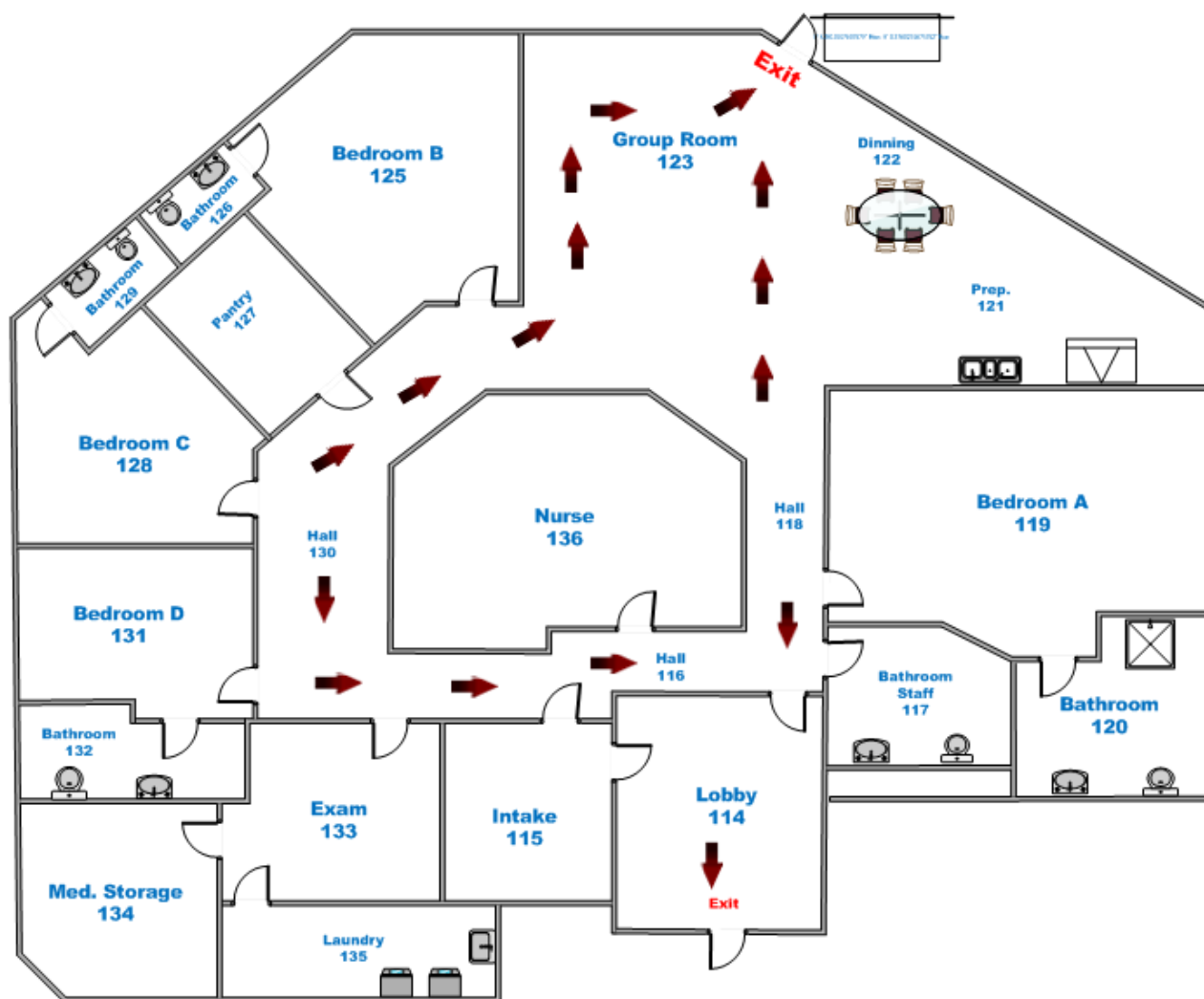
19. WHAT DO I BRING?

1. Clothing- should bring one and a half weeks' worth of clothing (9 days); should be comfortable for exercise and movement, and be appropriate for seasonal weather. Strapless, spaghetti strap, and tank tops may not be worn without a cover or outside of the client's bedroom.
2. Shoes- At least one pair of comfortable tennis shoe type shoes that will be acceptable for hiking, walking and exercise. It is recommended clients also bring a pair of slippers as well.
3. Personal Hygiene Items- Remembering you will be in the program at least 30 days please bring shampoo, conditioners, self-care items, to include feminine hygiene items as appropriate. Hair dryers, curling irons, and straighteners will be allowed provided it can be stored safely in the client's cubby area.
4. Personal Medications- Client's must bring all currently prescribed medications with them; all medications must be included on the application. Clients must also indicate any and all supplements they plan on bringing on the application. All medications and supplements must be provided in their original labeled containers.
5. Weather Specific Clothing- If you will be attending treatment during winter season please ensure you have a warm winter coat, gloves, and winter boots. In the summer please ensure you have a light jacket.
6. One Swimsuit- As part of our program client's may participate in aquatic exercise experiences. Please ensure you bring one swim suit. Bikini's and speedos are not considered appropriate swimwear.
7. One Large Suitcase-Client's will not be permitted to bring more than one large suitcase to contain all their personal items. Clients will only be allowed to have enough clothing for one week, clothing beyond this will be stored or sent home.

What Should I Leave At Home?

- Personal Bedding-Blankets and Pillows
- Stuffed Animals
- Personal Electronic Devices
- Aerosol spray deodorants and body sprays
- Perfumes or Colognes
- Cellular Phones
- Adult Material Media
- Revealing, tight, or inappropriate clothing
- Pets
- Products containing alcohol
- Contraband items
- Tobacco, Smoking, & Vape products
- Credit Cards/Large Amounts of Cash
- Furniture Items
- Food, drinks, and candy

20. FIRE ESCAPE ROUTE



21. OPPORTUNITY TO CHANGE PROGRAM

Crestone Residential Treatment Services utilizes progressive, positive-focused corrective actions to assist clients with change in areas that staff have identified as an, “Opportunity to Change.” An example of the form utilized is included below:



Opportunity to Change

You are receiving this Opportunity to Change because our staff has found an opportunity for you to look at behaviors that may be disruptive to your program or behaviors that are not in alignment with your treatment plan.

We appreciate you taking a look at the following situation:

Leaving the building, going to the edge of the property and smoking a cigarette, which you know is a violation of program rules.

Staff Name: _____ Date: ____/____/____

Approved by (circle option): Ann or Jessica

We would like you to address the situation by:

- ☒ **First Opportunity to Change:** Writing a 5 page essay, that will include a chain analysis on how the situation described above occurred, what are the potential negative impacts of such behavior on yourself, your family, and others (including your peers, Crestone Residential staff, and the community). Following the chain analysis you will describe how this behavior is similar to behaviors you struggled with prior to coming to the unit.
- ☐ **Second Opportunity to Change:** Providing a 5 minute presentation to the group on why the behavior and situation described above is not been in alignment with the goals and expectations of Crestone Residential and your treatment plan and how you plan on addressing it moving forward.
- ☐ **Third Opportunity to Change:** Meeting with the Program Team Lead and Director to make a plan for discharge from Crestone Residential and possible transfer to another program in no more than 24 hours.

It is important that you understand that the expectation of this intervention is immediate and sustained changes to your behaviors while in the program. Please ensure that you are addressing the situation discussed above using the methods you have learned from group and individual therapy thus far. We appreciate your attention and look forward to assisting you in evaluating how these changes can be meaningful to your recovery goals long term.

*Staff: Please make a copy and provide to team lead.