

# **Welcome to RESADA**

## **RESIDENTIAL PROGRAM OVERVIEW**

Firstly we at RESADA want to say, welcome to our program! We look forward to helping you on your journey to recovery.

RESADA's Residential Treatment Program is a highly supervised living arrangement while the client participates in a concentrated evidence based treatment program. The program is generally 30 days in length with services available to adult males and females ages 18 years and older. Daily structured activities include alcohol and drug education, individual counseling, group therapy, evaluations, social/life skills training, and development of continuing care plans, among other evidenced based treatments. RESADA is a non-medical facility, meaning that RESADA does not have any type of medical staff to assist you with any type of medical concerns.

RESADA is owned and operated by a non-profit corporation operating under the regulations of the Behavioral Health Administration and other Managed Service Organizations.

Preliminary indications of acceptance into the program may have been given to you over the telephone. However, final acceptance into the program will be determined within 5 working days of your arrival, intake evaluation, or upon receipt of any information or written documentation at any other time that may reflect reasons for denial of admission to RESADA. If RESADA's clinical staff determines that you're in need of a higher level of care and it is clinically necessary; RESADA staff will work at coordinating a continuing care plan to the proper level of care for you. RESADA cares deeply about our clients and want to make sure that each person receives the proper care they need and deserve.

As with any situation involving people, rules and regulations must be implemented and enforced for the health, safety and well-being of the persons involved. Therefore, the following House Rules are applicable to all clients during their stay at RESADA.

# **RESADA HOUSE RULES**

## **CLIENT FEE PAYMENT**

This agency receives funds from various sources both public and private. These sources do not guarantee that all costs of our program are covered by these sources funding. Colorado Law and BHA regulations state that clients are responsible for payment of fees/costs related to your treatment program.

Some of you may be eligible for partial assistance from governmental or other grant funds. Some of you may be required to pay the full amount of the costs related to your stay in this program. Your share (client fees) will be determined by the agency using a sliding fee scale based on your total family income and number of dependents.

All treatment fees must be paid prior to or upon admission of the program. This fee is not refundable. If you report to RESADA for the In-patient Treatment Program, consisting of thirty (30) days of In-patient treatment, and then you subsequently withdraw from the program for any reason no refunds will be issued for any reason. If you choose to discharge yourself, for whatever reason, you will not receive a refund, regardless of the amount that has been paid or the reason for your departure. You expressly acknowledge that if you are discharged by the Agency for any reason, you or your funding resource will not be entitled to a refund.

## **CONTRABAND**

It is RESADA's policy to control any contraband entering the facility for the safety and wellbeing of the clients and staff. If you have possession of these items please hand them to staff as soon as you get an opportunity to. The following is a list of Items considered as contraband.

*This list is not all Inclusive. Items not listed may be considered contraband:*

1. Alcohol/Drugs
2. Drug Paraphernalia
3. Weapons or items considered as weapons, legal or illegal
4. Prescription medications not checked in with staff
5. Mouthwash, or products that contain alcohol
6. Over-the-counter medication
7. Flammable items
8. Glue, paint, or any substance with toxic vapors
9. Incense
10. Alcohol beverage containers

11. Identification that does not belong to the client
12. RESADA equipment in the client rooms (not issued by the agency)
13. Space heaters
14. Tattoo materials
15. Cell Phones or any type of communication devices
16. Tablets, iPads, Smart Watches
17. Music Instruments, radios, televisions, stereos, record player, tape recorders, walkie-talkies, computers, VCR/VHS recorders/players/tapes, CO's, CD players/recorders, DVO's, DVD players/recorders, other communication devices, other electrical appliances including lamps, cameras, etc. are contraband and will be confiscated.
18. Consumption and/or storage of food, candy, gum, soda pop, soft drinks, coffee, snacks, etc. in bedrooms or bathrooms.
  - a. Due to public health laws, clients are not allowed to store food or drinks in their assigned lockers or in their bedrooms.
  - b. DO NOT store food served from the **kitchen** in lockers.
    - i. This is due to public health rules.
19. Each client may request a locker to store personal items, money, etc.
20. Any food or drinks found in the dorm rooms may be subject to disposal.
21. Unfortunately RESADA is not allowed to store any food or beverages.
22. If you bring in snacks or food into RESADA during intake you will not be allowed to store them at RESADA.
23. RESADA staff will have to dispose of any food or beverages brought in at intake. We apologize for any inconvenience this may cause. RESADA has to abide by public health rules.

#### **GENERAL RULES:**

1. RESADA uses surveillance cameras to monitor public areas both inside and outside the facility. Recordings of this surveillance may be kept if determined necessary.
2. Transportation costs to and from RESADA are the responsibility of the client.
  - a. If you are in need of transportation get with your primary counselor. He/She can help coordinate transportation, if available.
3. You are expected to be considerate of the rights of other clients and staff.
4. Treat all RESADA furniture, facility, and all equipment with respect and care.
  - a. If any RESADA equipment is broken or damaged please let RESADA Staff know immediately.
5. Client consumption/possession of alcoholic beverages, illegal or controlled substances may be subject for immediate dismissal from RESADA. Such items will be confiscated and disposed of according to RESADA policies.
6. Clients are required to submit to random or requested breath analysis and/or urinalysis testing while participating in the program. No exceptions.
7. If you refuse to test you may be subject to dismissal.

8. All refused UA's are considered positive and may be reported as a positive in your clinical file.
9. Any dilute UA's will be considered positive and may be reported as positive in your clinical file.
10. Violations of Federal, State, and local laws will be subject to reporting to local law enforcement agencies.
11. Colorado Revised Statutes provide for fine and/or Imprisonment for the reporting of false fire alarms. The "pulling" of fire alarms as a joke or prank is considered reporting a false fire alarm.
12. Any client caught stealing, vandalizing or destroying RESADA property or the property of another client may be subject to immediate dismissal from RESADA and may be subject to criminal charges.
13. Clients shall submit, upon request of a staff member, to a search of their person and their property.
14. Clients are expected to cooperate with all staff members and fulfill any directives issued by staff.
15. Mutual respect and courtesy are expected from clients for clients and staff members.
16. Refusal or uncooperative attitude towards a staff members request to a search of their person or property may be subject to immediate dismissal.
17. Intimate or sexual relationships/contacts with other clients or staff are a violation of CRS 18-3-401.
18. Due to therapeutic reasoning, no Residential clients in an intimate or family relationship are allowed to be enrolled in the Residential program at the same time.
19. If it is discovered that a client is in a relationship with another client:
  - a. The client that is discharged will have to be re-screened for future acceptance into our Residential Program.
  - b. Each situation will be handled on a case by case basis.
  - c. Final decision will be issued by RESADA's Clinical Supervisor.
20. Vulgar/profane language, cursing, fighting, verbal abuse, and physical abuse will not be tolerated and is specifically not allowed.
21. Dishonesty or misrepresentation of information (not telling the truth) will not be tolerated.
22. No pets of any type are allowed. RESADA is closed to the public and is considered private property.
23. Clients are responsible for their personal cleanliness and appearance as well as keeping their area clean and neat.
24. Clients will perform other janitorial cleaning type duties as assigned on the daily duty roster.
25. Personal care items such as shampoo, shaving cream, toothpaste, razors, perfume, after-shave lotion, etc. are the expense of the clients.

26. Do not ask clients who are graduating or leaving the RESADA program for any reason, to purchase items and have them bring those items back on unit.
27. Once a client leaves the unit, unless for an approved reason by staff, that client is not allowed back on unit.
28. Staff members will not purchase items for clients, nor will they give items to the clients. This includes:
  - a. medicines, transportation, transportation tickets, personal care items, foods, snacks, soda pop, bottled water, gum, tobacco products, and money.

## CHECK-IN

1. Upon client check-In, the contents of all luggage, bags, parcels, containers, etc. will be inspected by RESADA staff.
2. RESADA will provide you with a towel, sheets, blankets, and a pillow. **Do not bring your own.** They will not be allowed into the facility.
3. Any items that is considered contraband will be inventoried/disposed of as directed in the above mentioned contraband section.
4. If items are inventoried and RESADA has to store them, **RESADA is not responsible for any lost, damaged, or stolen items.**
  - a. **Cell phones are not allowed.** If a client brings a cell phone and it is placed in storage **RESADA is not responsible for any damages that may occur while in storage.**
5. You will sign for all items that are inventoried and will receive those items upon discharge of the program.
6. RESADA staff do their best to store any items safely and securely.
7. If you are caught with any items that are considered contraband after check in you may be subject to dismissal for being in possession of contraband.
8. If staff did not inventory an item that you think may be considered contraband; hand in the item to any counselor on duty immediately.

## CHECKOUT

1. Upon check-out, clients will strip their bed and return to the counselor on duty, all items issued by RESADA such as blankets, sheets, pillowcases, towels, washcloths, AA/NA books etc. Luggage, bags, parcels, and containers, etc. will be examined, by the counselor on duty, before a client leaves the building.
2. Once a client is checked out and discharges, the client is not allowed back on unit. When the client discharges that client is no longer an active client with RESADA and has no more privilege than any other person who is not an active client at RESADA.

## DRESS CODE

1. Client clothing on the premises will be limited to that amount considered reasonable for a 7-day stay. All clients will be fully clothed, including shoes, when they are not in bed.
2. ***No nightwear is allowed outside the dorm rooms.***
3. Shoes must be worn at all times outside the dorm rooms.
4. Shirts, blouses, pants, and dresses will be buttoned, zipped, and/or snapped, etc. as designed by the manufacturer. Clothing should be in good repair.
5. Crop tops, tank tops, halter tops, spaghetti straps, uncovered sport bras, muscle shirts, short shorts, mini-skirts, cut-offs, spandex, shorts/tights, pajamas, or clothing overly exposing portions of the human body are not allowed.
6. Shorts will be determined as too short if the shorts, whether worn by male or female, are more than two (2) inches above the knee.
7. Leggings/spandex are allowed only if:
  - a. Leggings/spandex must be a thick non see through material.
  - b. If wearing leggings/spandex you must wear a shirt that covers your butt.
8. ***No see through clothing material allowed.***
9. Clothing, or the lack of clothing, displayed in lewd, obscene, or sexually alluring/seductive manner are prohibited.
10. No caps, hats, head scarves, bandanas, sweatbands, or non-prescription sunglasses will be worn inside the building.
11. Clothing and materials advocating/promoting the use of drugs, use of alcohol, sexual activity, or gangs are not allowed.
12. At the discretion of RESADA Counselors other clothing or type of clothing not mentioned above may be determined as not allowable.
13. ***If a Counselor or any RESADA staff asks you to change your clothing, you will have to change your clothing.***
14. Disputes over a Counselor's decision can be appealed using the below Grievance Procedure but until the dispute is resolved,
  - a. The Counselor's decision stands and the client shall comply with the counselor's initial decision concerning acceptable clothing.
  - b. Failure to comply with a counselors or RESADA staff members request may result in disciplinary action being taken.

## MEDICAL

1. RESADA does not pay for Doctors, Dentists, Hospitals, Ambulances, Prescription Medications, Non-Prescription Medications, Medical exams, mental exams, or psychological evaluations.
2. Please do not tell any Doctor, Dentist, Hospital, Ambulance, Mental Health Agency, Etc. That RESADA is the Party responsible for payment.

3. Do not use the address of RESADA as your home address with any Doctor, Dentist, Hospital, Ambulance, Mental Health Agency, Etc. Please use your home address.
4. All prescription and non-prescription drugs and medications will be kept in a locked medicine cabinet and all clients' self-administration will be monitored by RESADA staff. Medication monitoring times will be posted.
5. RESADA does not give medical or dental passes. This means that if you have to discharge to take care of a medical, dental, or mental health issue you will have to start the intake process all over. Depending on your situation you may be asked for a medical or mental clearance. Or a higher level of care may be coordinated for you.
6. If RESADA has to take you to an appointment outside the facility you are not allowed to leave said facility or you will be subject to immediate dismissal of the program. This would include going outside the facility in the parking lot, etc.
  - a. You must remain in the lobby area at all times until transported back to RESADA.

## CLIENT CHECK CASHING

RESADA or RESADA staff will not cash checks or money orders.

## CLIENT VEHICLES

1. Any client who brings a vehicle to RESADA will be required to park that vehicle behind RESADA's second building on the north side.
2. The vehicle must be parked so as to not block access to the trash receptacles and entrances to the building.
3. The vehicle must remain locked at all times.
4. Clients will give all vehicle keys to RESADA staff for safekeeping.
5. The vehicle must have valid current license plates or risk having it towed and/or impounded.
6. If a client is seen in vehicle without permission they may be subject to discharge.
7. All clients are denied access to and may not use their vehicle during their stay.
8. ***Once the client gives up the keys to their vehicle, RESADA will accept no excuse or reason for the client to access or obtain anything from the client vehicle.***
9. RESADA is not responsible for any damages incurred to the vehicle or for any loss of personal contents from the vehicle.

## OFF LIMITS AREAS

### Residential Building

1. Male clients are not allowed to be in female client dorms and female clients are not allowed in male client dorms.

2. All offices, record storage areas, the attic, roof of building, and utility room are off limits for clients.
3. Clients are not allowed to loiter, congregate, take breaks or take rest periods on the property to the North side of the building (back of RT building), in or around the storage shed, kitchen or kitchen door.
4. ***Any visitor must check in prior to any type of contact with clients.*** If any visitor is seen around the residential building they must be reported immediately.
  - a. ***No client is ever allowed to receive any items from a visitor.*** Violation of this rule may result in immediate dismissal of the program.
  - b. If a visitor wants to drop off any items they must give them to the receptionist or counselor on duty.
  - c. All items received must not be considered contraband. All items received will be approved under the discretion of the receptionist or counselor on duty. They will make a decision based on RESADA's policy and procedures.
5. Do not use the main lobby door without authorization.
6. ***Do not enter the Main Building without a counselor escorting you.***
7. ***Do not enter the administrative side of the building without a counselor escorting you.***
8. Clients are not allowed past the Residential Building, past the Main Facility or in the parking lot, at the Sheriff's Department, or in the dykes or ditches.
9. If you are confused or need help identifying off limit areas please seek the guidance of any counselor on duty. We will show you where the off limit areas are.

## SMOKING

1. All Clients over the age of 21 are only allowed to smoke tobacco in the designated smoking area.
  - a. In Colorado it is illegal for any person under the age of 21 to purchase or consume tobacco products.
  - b. Any person under the age of 21 caught consuming tobacco or any tobacco products may be subject to termination of the program.
  - c. Any person caught providing tobacco or tobacco products to anyone under the age of 21 may be subject to criminal penalties as well as termination of the program.
2. This smoking area is under the Gazebo and marked as the designated smoking area.
3. It is the client's responsibility to know where the designated smoking area is located.
4. If in doubt, the client must check with a RESADA counselor on duty prior to smoking anywhere on the property.
5. Under no circumstance may a client smoke in any other area.
6. Do NOT move any benches or sitting equipment from the smoking area.



7. Do not smoke by any doors.
8. Cigarette butts have to be thrown away in a designated receptacle. If Cigarette butts are found on the ground or in unauthorized smoking area's smoking will be taken away until all Cigarette butts are picked up.
  - a. If RESADA starts to experience a problem with Cigarette butts with a particular client group then the smoking privilege will be taken away until that client group all graduates or leaves the program.
9. Clients are not allowed under any circumstance to vape.
10. RESADA allows smoking tobacco as a courtesy only if ALL clients are following all House Rules regarding smoking.
11. RESADA does not have to allow smoking and it is at the discretion of RESADA staff to allow it or not.
12. Anyone found in violation of the smoking rules may cause staff to take away smoking all together for a period of time.
13. Only two clients at a time will be allowed outside the facility after dark and clients must stay in the designated smoking area. Two males or Two Females.
14. Counselors do not have any authority to make an exception to the designated smoking area.
15. No exceptions in the location of the designated smoking area will be granted.
16. If the smoking privilege is taken away it will be at the discretion of the Executive Director as to when smoking will be allowed again.
- 17. *Smoking at RESADA is a privilege not a right.***

### **RESADA Recreation Equipment**

1. Use all equipment at your own risk.
2. Use of any REC equipment is not mandatory and is only there for voluntary use to keep our clients active.
3. RESADA assumes no responsibility for any injury that may occur from your voluntary use of REC equipment.
4. Use this equipment only if you are in proper health condition to do so.
5. Shirts and shoes must be worn at all times.
6. No food, smoking, or horseplay is permitted around REC equipment.
7. Please report faulty or damaged equipment to a staff member immediately.
8. Use of this equipment is a privilege and may be taken away for misuse.
9. Any person who participates in or assists in hazardous recreational activities assumes the known and unknown inherent risks in these activities, irrespective of age. You must:
  - a. Act within the limits of your ability and the designed purpose of the equipment you are using.
  - b. Maintain control of your person and the equipment used.
  - c. Refrain from acting in any manner that may cause or contribute to death or injury of yourself and others.

- d. Violators will be subject to disciplinary action up to termination of the program.
- 10. Do not move any benches or outdoor equipment.

## **DAILY SCHEDULE**

1. Wake-up time: 6:15am daily (visual appearance by 6:45am to COD)
2. A Daily Schedule is found at the front of acknowledgement package.
3. Clients are to follow this schedule.
4. Beds are to be made as soon as you wake up, no exceptions.
5. Chores are to be completed by 7:30 daily.
  - a. If you do not know your chore please see the counselor on duty.
  - b. There is a daily chore list with each client's name on it. Your name by the chore represents what you will be responsible for.
6. Clients are not allowed to lay down or sleep during the hours of 6:15am and 9pm daily while on any property owned or controlled by RESADA.
  - a. RESADA Counselors have full authority to determine if a client is violating this rule.
7. Clients must attend all scheduled classes, group meetings, therapies, individual counseling sessions, exercise period and other activities.
8. Client must be on-time for all of these scheduled events.
9. Excessive absences or tardiness can result in disciplinary action.
  - a. Multiple infractions can and may lead up to discharge of the program.
10. Breaks during group sessions may be provided as approved by the Counselor facilitating the group.
  - a. Make sure that you are prepared to attend these scheduled activities and in your seat at the time posted on the schedule.
  - b. To the best of your abilities try and use the restroom prior to any scheduled activities so you do not have to interrupt any activities.
11. TV viewing time is on free time only between 5:00pm to bedtime but cannot interfere with treatment or any other scheduled activities.
  - a. Clients are only allowed access to cable tv.
  - b. When watching movies or TV all programs must be appropriate for treatment.
  - c. If a show or program is deemed inappropriate the counselor may ask for the show or program to be changed. If so, you shall change the program immediately.
  - d. Clients should not access any TV apps.
12. Clients have access to the couches. Please treat the RESADA furniture with respect. Do not lay down on the couches, put your feet on the couches or jump on or over the couches/furniture. If you are caught mistreating the RESADA furniture you may be subject to disciplinary action.

- a. At all times female and male clients must try and separate themselves as much as possible while sitting on the couches. Males with males and females with females.
- 13. Music may be played during deep clean day. If music is playing it must be appropriate for treatment. No cursing, violence or drug glorifying is allowed to be played.
  - a. Any music deemed inappropriate may be changed by the counselor on duty.
- 14. Participation in other types of exercise or recreational activities is at the option or discretion of the client.
  - a. The program is not liable for any injuries incurred in these optional activities.

## DIETARY

1. RESADA's Head Cook is responsible for everything regarding meals and kitchen equipment coming in or out of the kitchen.
2. RESADA provides three nutritionally balanced meals each day.
3. ***No client is allowed to cook, prepare or assists in preparation of meals being served at RESADA.***
4. ***RESADA does not prepare any special items or meals.***
5. You do not have to eat any items or meals served.
  - a. If you do not eat for an extended period of time, RESADA is not responsible for any effects of your decision not to eat.
6. ***Clients will not bring foods and/or snacks to the program from an outside source (includes family).***
7. Staff may not purchase foods or snacks for clients.
8. The program will not keep any of the above in storage for you. It is your responsibility to inform family and others of this policy.
9. You will have 15 minutes after the scheduled serving time to get your meal.
  - a. After 15 minutes your meal will not be saved, or served.
  - b. Meals will only be saved for approved recovery court participation or approved scheduled appointments. You must notify the cook in advance about your absence.

## CLIENT COFFEE

1. Enough coffee is provided on a daily basis to make coffee. It is RESADA policy to make enough coffee in the morning to allow each client coffee.
2. Do not save your coffee it must be consumed in the morning. If any coffee is seen after coffee time it will be emptied in the sink.
  - a. Do not hoard or save sugar or creamer.
  - b. If clients are caught hoarding or saving sugar you may be subject to disciplinary action.
3. This coffee is only served in the morning.

4. Kitchen staff will monitor consumption and use of the coffee.
5. Do not get another cup of coffee until everyone has had a chance to get their cup.
6. When the coffee is gone for the day, that's it until the next day. Clients may not make more coffee.
7. You may not use your own liquid container for any RESADA beverages.
  - a. Only RESADA coffee cups may be used for coffee.
  - b. This keeps all portions fair for all clients.
8. Anything pertaining to food, beverages, or anything in the kitchen will be at the discretion of the head cook.

## **TOILETS AND SHOWERS**

1. ***Do not flush anything other than human waste and RESADA provided toilet paper down the toilets.***
2. ***Do Not flush***
  - a. ***Paper towels***
  - b. ***Tampons***
  - c. ***Paper***
  - d. ***Etc.***
3. Showers should be as brief as possible. Do not let items go down the shower drain, if possible, other than water, soap, shampoo and conditioner.
4. After your shower please clean up after yourself. Pick up any hair or anything you used. This is a community shower so please be considerate to everyone else that has to use the facilities.
5. Client showers should not interfere with groups, food serving times, or any other scheduled activities.
6. Clients are only allowed to take showers from
  - a. 5:00 AM to 7:30 AM
  - b. 9:00 PM to 12:00 AM

## **LAUNDRY**

1. Only the person assigned to laundry duty may do laundry or be in the laundry room.
2. Linen for Residential Clients will be changed once per week.
3. Linen and pajamas for Detox Clients may be washed as needed.
4. Client laundry days are Friday and Saturday and only when the assigned laundry person is on free time.
5. Combine clothes with other clients to make a full load.
6. Do not overload the washer or dryer.
7. No tennis shoes in the washer or dryer.
8. The use of the clothes line is mandatory for drying clothes as weather permits.
9. Head Cook is in charge of laundry and meals.

10. The Head Cook is responsible for assigning clients to the kitchen and laundry chores.

## **MAIL**

1. Incoming mail arrives Monday through Friday.
2. Client mail is given to all clients once staff has a chance to get the mail from RESADA's P.O. Box. RESADA will not make special trips to the post office and will usually go once per workday. You will receive your mail usually before 5PM.
3. Client mail is distributed by the counselor on duty.
  - a. If the counselor does not give you mail that means you did not receive mail. RESADA does not control mail coming in.
4. Incoming mail and packages and materials brought in by clients, family, and friends will be opened and "shaken" in the presence of a staff member.
5. Items must be cleared by the program for your possession or use in the program.
6. Outgoing client mail, with postage or funds sufficient to cover the cost of postage, must be presented to the receptionist before 10:00am Monday- Friday.
7. Your temporary return address is:

(First Name) (Last Name)  
P.O. Box 162  
Las Animas CO, 81054

8. Do not use the term "RESADA" in your address.
9. Clients may not receive mail from clients that attended the same group.
  - a. If mail comes in, that mail will be held until the client has completed his/her treatment program and is ready to leave.

## **OUT-GOING CALLS**

Clients are not allowed to make personal phone calls that do not relate to their treatment. (See exceptions noted below)

1. RESADA will not pay for any long- distance call charges.
2. Outgoing calls for therapeutic or treatment related business may be allowed. The Case Manager or Primary Counselor must perform the confirmation.
3. The Case Manager or Counselor on duty must assure the placement of the call.
4. Clients will use a phone located in one of the counselors' offices. Clients may not use any other phone.
5. RESADA's Clinical staff will monitor the call.
6. Such an approved call shall be made in the presence of the Case Manager or Counselor on Duty.

7. This restriction does not apply to referring entities such as, but not limited to, Probation or the Department of Social Services. Such entities may direct RESADA to allow their client to call family members or other persons the entity feels important to the client's therapy. The client must provide a valid Release of Information (ROI) to RESADA for that specified person.
8. Any call directed by an outside entity must be monitored by RESADA to assure the client is calling the entity specified person or persons and not talking to people not authorized by the referring entity.

## **INCOMING CALLS**

RESADA does not allow personal incoming phone calls that are not deemed therapeutic. (See exceptions noted below)

1. Incoming calls of a therapeutic or treatment related business need or confirmed emergency nature may be allowed at the discretion of the Counselor on Duty.
2. The same exception as described above for a referring entity applies to this section.

## **ALL CALLS**

1. All calls will be made by RESADA staff and monitored. The client has no expectancy of privacy during any call. RESADA Counselors are bound by privacy restrictions so all information discussed on any phone call or official business or emergency will be held confidential.

## **PASSES**

1. No overnight passes are allowed for any client.
2. No Medical passes for clients.
3. COURT ORDERED clients are not allowed any passes.
4. Clients will not be allowed to leave the facility, during their length of stay, without supervision by an employee of RESADA. If a client does leave the facility for an approved reason, the client will submit to a UA prior to leaving and a UA and search of their belongings immediately upon return to the facility.
5. Prior to admission to the program every effort must be made to reschedule appointments including court dates.
6. If a RESADA client is allowed to attend an off-site appointment they shall not leave the lobby or facility of that organization or they will be subject to immediate discharged of the Program.

## **VISITATION**

1. Clients are not allowed to have visitors while at RESADA whether in Residential Treatment or Withdrawal Management (Detoxification).
2. RESADA believes that clients should be focused on their treatment with as little distraction as possible. We acknowledge that family is important, but we also feel

that it is important on behalf of the family that our clients focus on their treatment while at RESADA.

3. This restriction does not apply to referring entities such as, but not limited to, Probation or the Department of Social Services. Such entities will need a valid Release of Information (ROI) from the client but with this proper ROI will be able to visit with clients if needed or required. Any visit approved by an outside agency must be monitored by a representative from that agency. Without someone from the referring agency to monitor a visit, the visit will not be allowed. These visits may be allowed and monitored via ZOOM. All visitation must have the clinical supervisors' approval.

## **CLIENT GRIEVANCE PROCEDURE**

The following procedure shall be used to settle any grievance a client may have related to his/her care or treatment while enrolled in the program. Do not skip steps in this procedure as we would like to address all grievances at the lowest possible level first.

1. Client should discuss situation with his/her primary counselor.
2. If grievance is not resolved the client may request a grievance report for the Clinical Manager. The Clinical Manager shall review and investigate the grievance and respond to the grievance within 5 business days.
3. If the grievance is not resolved the client may request a grievance report for the Clinical Supervisor. The Clinical Supervisor shall report the grievance to the Executive Director and they shall review and investigate the grievance and respond to the grievance within 5 working days.
4. If not resolved the client may file a complaint with any of the agencies listed in the program's Disclosure Statement.

## **DISCIPLINARY PROCEDURES**

When clients are found to be in violation of RESADA regulations and rules, it is the responsibility of staff to take appropriate action promptly and fairly thereby assuring client's due process.

The following disciplinary measures may be imposed by staff upon clients depending upon the seriousness of the violation:

1. Reprimand (usually verbal)
2. Special conditions added to the Client's treatment plan or behavioral contract implemented
3. Restriction of free-time privileges (TV, voluntary exercise, etc.)
4. Extra duties in the facility
5. Referral to prosecuting authority for violation of the law
6. Dismissal from the program.

7. If you are subject to several disciplinary measures at the same time. You do not work your way up from a lesser discipline to a more serious disciplinary measure. Disciplinary action taken will be subject to the counselor on duty.
8. Dismissal from the program may happen at any time due to behavioral issues or failure to comply with RESADA House Rules.
  - a. This will be at the discretion of RESADA's Clinical Staff.
9. Dismissal can happen before a reprimand.

If at any time you have any questions about the RESADA House Rules, please direct those questions to your Primary Counselor, or a Counselor on Duty. They will be happy to answer any questions you may have.

Welcome to the RESADA Family where our main goal is to assist you in your recovery and help you change your life One Step at a Time.

“We cannot change the past, the pages are already written,  
But we can change what is written next, and make a brand new ending”

Fearless Motivation