



SOJOURNER
Life • Hope • Community

**Outpatient
Adult Handbook**

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This handbook is designed to provide you with the information necessary to complete a successful program at Sojourner. It is your obligation to familiarize yourself with its content and to ask questions of staff on anything that you do not understand. It is yours to keep and to refer to during your stay.

No handbook can have every piece of information in order to fully understand the program and its procedures, but this handbook serves as a good reference piece. Anything not covered within these pages can be addressed with staff.

You are 100% responsible for your progress in your program.

Mission

Sojourner is committed to be the provider of choice for individuals, families, and communities in need of substance abuse and mental health services. Through comprehensive, evidence-based practices and individualized services, we empower those we serve to make positive choices that contribute to healthy and productive lives.

Vision

Save Lives, Foster Hope and Strengthen Communities

Beliefs

- We believe in treating people with respect.
- We believe in providing a safe, supportive, structured and compassionate environment.
- We believe that the client's decision to change is internally motivated.
- We believe in individualized treatment with clearly defined and specific goals and plans.
- We believe in evidence-based treatment.
- We believe in holistic treatment
- We believe in treating the individual and the family.
- We believe we are accountable to each client for their treatment experience.
- We believe in complete client confidentiality before, during and after treatment.
- We believe in treating one's self with respect.
- We believe in modeling for clients and for each other, honest and ethical behavior, personal and group accountability, and social responsibility.
- We believe in continuing education and training.
- Above all, we believe the work we do helps save lives.

Client Rights

Please note these are your rights as they apply to the facility, programming and personnel employed by Sojourner.

- To be treated with consideration and respect for personal dignity, autonomy and privacy.
- To be informed of available program services.
- To give consent or to refuse any service, treatment or therapy.
- To know your progression in the program.
- To participate in the development, review and revision of one's own individualized treatment plan and to receive a copy of it.
- The right to freedom from unnecessary or excessive physical restraint.
- To be informed of, and the right to refuse any unusual or hazardous treatment procedures.
- To be advised of, and also the right to refuse, observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies or photographs (Note: We use video cameras as security devices and you will be recorded).
- To consult with an independent treatment specialist or legal counsel at one's own expense.
- To have confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under the state and federal law.
- To have access to one's own client record in accordance with program procedures.
- To be informed for the reason(s) for terminating your participation in the program.
- To be informed of the reason(s) for denial of a service.
- To be free of discrimination against receiving services on the basis of race, ethnicity, age, color, religion, sex, national origin, disability, political views or HIV.
- To know the cost of services.
- To be informed of all client rights.
- To exercise one's own client rights without reprisal.
- To file a grievance in accordance with program procedures.
- To have oral and written instructions concerning the procedure for filing a grievance.

Complaint/Grievance Procedure

It is our goal to provide you with an enjoyable experience while you are a client of our program. When there are concerns with your experience in the program we want to hear those concerns. However, please remember that such concerns must follow the below guidelines.

All clients are encouraged to resolve concerns with the individual with whom they are having a concern. If the concern can not be resolved at this level then the concern proceeds to the complaint level.

The client can address the complaint that they may have by submitting a complaint form to their primary clinician, or if the complaint is with their primary clinician, then the

client can submit it to the staff's supervisor. If the complaint is against the supervisor, then you may submit the complaint in writing to the Vice-President of Clinical Services.

You are encouraged to resolve matters utilizing a pro-social communication approach in order to better practice and prepare positive communication skills in all aspects of your life as you affirmate successfully from the program.

If the complaint is not settled to your satisfaction then you can file an official grievance. All clients have a right to due process in filing a grievance if they feel as though they have not received fair treatment by the staff of Sojourner or if there has been mistreatment in their care. No client will be harassed, nor will punitive action be taken in the event a client exercises this right.

Clients can obtain a grievance form from any staff member. All grievances must be written on these forms, and the forms must be completed entirely. If you need help filling out the form you may get assistance from a staff member.

1. Concern – is addressed with the staff member the client is having the concern with.
2. Complaint – if not satisfied with the outcome of the concern. The client may submit a written complaint form to their primary clinician.
3. Grievance – if not satisfied with the outcome of the complaint. The client may file a grievance in writing to the Grievance Officer, Vice President of Clinical Services.

Filing a Complaint:

All complaints must be filed within three (3) days of the alleged incident. Once completed, please submit the form to your primary clinician. Staff will provide you with an Acknowledgement of Complaint within 3 business days. Your complaint will be investigated and the outcome will be discussed with you, within 14 days of the filing of the complaint.

Filing a Grievance:

If at anytime you are unsatisfied with the outcome of the complaint process, you have the right to file a grievance. The completed grievance form will be place in a sealed envelope and it will be delivered to the Grievance Officer for Sojourner. The staff is trained to give this to the Officer within 24 business hours.

The grievance will be reviewed by the Grievance Officer as a formal grievance. The Officer has 7 days from the grievance date to investigate your grievance and respond to you with a meeting time, where the outcome will be documented

Intake and Orientation

Upon your admission to Sojourner, you will meet with agency staff and be assigned a Primary Clinician. You will complete the intake procedure day of arrival.

Upon Intake you will:

Receive a copy of this handbook
Be assigned a Peer-Buddy
Be oriented to the program
Meet with the staff
Initiate your treatment plan
Begin attending groups

Programming

Sojourner programming is based on your assessed needs that were determined at assessment. The length of your personal program is based on your needs. The completion date is dependent upon your investment in treatment and is subject to change dependent upon that investment and adherence to your program.

Participation in programming is mandatory. You may have no more than 1 unexcused absences in a 30 day period. Exceeding this may result in your termination from IOP and MAT services. Excused absences will require verification of appointment.

You are expected to follow all program rules and expectations, as well as work toward completion of your treatment plan in order to successfully complete the program. Your involvement and participation in treatment plays an important role in how long you will be with us. Some things that will help you get the most out of treatment and assist you in completing in a successful manner are:

Positive attitude
Attendance and participation in group
Attendance and participation in individual sessions
Taking an active role in your treatment
Making pro-social choices
Following facility rules
Learning and utilizing pro-social skills
Positive progress on treatment plan

You will be provided a program schedule. It is your responsibility to be at the designated groups listed on this schedule.

During your stay at Sojourner you will be given an opportunity to show that you are focusing and exhibiting a positive investment of yourself in treatment. Staff may recognize you as a Senior Peer. Along with this status you will receive increased privileges and increased responsibility. The following criteria to achieve senior peer status is:

- Strong interest, regular attendance in sober support system.
- Plans for aftercare

- Recovery Action Plan Implemented
- Sober support from family, friends, significant individuals
- Client who respects self, others and SRS guidelines
- Client who continues to work toward goals, i.e., secure housing, employment, education, etc.
- Shares openly and honestly and continues to maintain sobriety
- Role models appropriate behaviors (i.e., arrives at group on time, completes dailies, keeps room and surrounding areas in order, etc.)
- As well as expectations listed under Programming

Children

If your children are onsite you are 100% responsible for the care of and safety of your children. Sojourner accepts no responsibility for the care of your children, during non-programming hours. Child care is offered during program hours 0900 to 1200 Monday through Friday at the University site only.

Confidentiality

The confidentiality of client records maintained by this program is protected by Federal law. The program will not convey either personal or programmatic information to a person outside the program, nor disclose any information identifying a client as an alcohol or drug abuse client unless:

- The client consents in writing
- The disclosure is allowed by court order
- The disclosure is made to medical personnel in a medical emergency
- The disclosure is made to qualified personnel for research, audit, or program evaluation.

Please also note:

- Suspected confidentiality violations may be reported to appropriate authorities in accordance with Federal law.
- Federal regulations do not protect any information about a crime committed by a client, either at the program or against any person who works for that program, or about any threat to commit a crime.
- Federal regulations do not protect any information about suspected child or elder abuse or neglect from being reported under state law to appropriate state or local authorities.

Client Property

- Sojourner is not responsible for lost, damaged, or stolen property. If you choose to bring in valuable possessions, you do so at your own risk.
- Do not loan your personal items or lend money to other clients.

Non-allowable Items

The following are items that are not allowed on Sojourner property:

Products containing alcohol	Weapons
Clothing w/ inappropriate messages	Drugs and drug paraphernalia
Sexually explicit/revealing clothing	Gang related materials
Medications containing alcohol or narcotics	

Phones

You are permitted to have a cell phone while in treatment. At any time you are placed on Safety Monitoring your cell phone must be turned into staff. Cell phones are not permitted to be brought into group time and must be turned in at the required times in the evenings.

Searches

It is the policy of Sojourner to conduct periodic searches and for cause searches. All clients are subject to a search of their person or property at any time. It is your responsibility to cooperate during these searches. You do not have to be present when your area is searched.

Emergency Procedures

Evacuation drills occur on a monthly basis for Fire/Severe Weather, rotating between three shifts. You will be notified of an evacuation drill at the time. Always evacuate the premises as though an emergency exists.

Evacuation Procedure: Fire/Bomb Threat/Gas

- Once a fire emergency has been determined, all clients must line up in an orderly fashion as quickly as possible and exit the building.
- Clients are to proceed to the designated safety location and roll will be taken.
- All clients will remain in the designated location until the all clear has been issued by representative of fire department, or staff if it is a drill.

Designated Emergency Evacuation Locations University BLVD

Designated location is parking lot

Designated Tornado Shelter Locations Dayton Street

Designated location is rear parking lot

Evacuation Procedure: Severe Weather

A “WATCH” indicates that conditions are favorable for severe weather. Staff should monitor weather and be prepared immediately.

A “WARNING” indicates severe weather is near. Staff should act quickly and without hesitation to move the clients to the designated location.

1. Once a weather emergency warning has been determined, all clients must line up in an orderly fashion as quickly as possible and count off.
2. Staff will guide clients to designated location indicated with “Tornado Shelter” signs. Designated locations are in the basements at Mission, Vision and Belief houses.
3. All clients will remain in the designated location until the all clear has been issued by city officials or weathermen.
4. Facilities are equipped with a weather radio, emergency blankets, flashlights, emergency cell phone and first aid kit.

Included in your intake packet is a copy of the emergency procedures for Fire and Severe Weather.

Visitors

Unless scheduled for an individual or family session, visitors are not permitted to be on the property.

Smoking

Smoking is allowed only in the designated areas provided. Smoking in the building is a major violation. This includes electronic cigarettes.

Community Resources

If, during your stay with us, you present with a need for referral to an outside agency we will assist you in connecting to that agency. We will attempt to meet the needs that you present with while in treatment with us.

Drug and Alcohol Testing

You will be tested randomly throughout your stay. Sojourner uses instants and lab testing. If you are unable to submit a sample when requested you will have a 90 minute period to submit. During this 90 minute time you will be required to stay in the sight of staff and will not be allowed to consume more than 12 ounces of fluid. Failure to provide a sample within the specified time will result in a “urine stall” and will be handled as a positive urine sample. Tampering with a sample will also be considered a positive urine screen.

Positive urines will result in clinical intervention. They may also result in the discontinuation of MAT services.

Program Rules and Expectations

1. Client agrees to communicate in an appropriate manner to all staff, peers and guests.
2. Client agrees to eat/drink in approved areas only.
3. Client agrees to follow schedule and attend all scheduled programming.
4. Client agrees to dress in an appropriate and specified manner. This will include clothes being worn correctly, no hats on in the buildings, and shoes worn at all times when out of the bedroom area.
5. Client agrees to maintain their area in a safe, healthy and clean manner.
6. Client agrees to respect the personal space of others and refrain from physical contact with others. This includes both aggressive and non-aggressive behaviors.
7. Client agrees to respect direction given by staff and respond in an appropriate and respectful manner.
8. Client agrees to respect the property and refrain from causing property damage. Client will be responsible for all damage.
9. Client agrees to keep staff informed of inability to attend a session.
10. Client agrees to respect confidentiality for all peers.
11. Client agrees to follow all the rules and expectations set in the handbook.
12. Client agrees to maintain a safe environment.

Behaviors and Consequences

Your behavior in the program will be an important part of your journey with Sojourner. You will review your behavior with your primary counselor on a bi-weekly basis. The following is an example list of incidents you may be reviewing with your primary clinician:

Appropriate Behavior:

- Progress on your programming and treatment plan

- Completing your group assignments in a timely manner
- Responding appropriately to redirection
- Using appropriate language
- Using positive skills to deal with life events
- Volunteering to help staff
- Following the schedule on time and ready for programming
- Cleaning up after yourself
- Assisting peers when needed
- Having a positive attitude
- Helping to ensure safety and respect

Inappropriate Behavior:

- Making threats
- Use of profanity
- Sexual misconduct
- Causing disturbances
- Ignoring redirection
- Disrespect
- Lying
- Possession/use of contraband or illegal substances
- Failure to maintain safe behaviors
- Stealing
- Non participation
- Refusal to follow rules
- Refusal to attend to and maintain your program

Appropriate Behavior Consequences:

- Verbal recognition
- Certificates
- Public recognition

Inappropriate Behavior Consequences:

- Behavioral contract
- Possible probation violation
- Possible extended time in programming
- Negative termination from program
- Discontinuation of MAT services

8/12/2015